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General Information:

Contact Info:

Johnny Pack, Broker/Property Manager/Owner

Sherry S., Office Manager, sherrys.magnoliarentalmgmt@gmail.com

Joy L., Accounting Assistant, joyl.magnoliarentalmgmt@gmail.com

Vanetra M., Property Manager, vanm.magnoliarentalmgmt@gmail.com

Brooke H., Property Manager, brookeh.magnoliarentalmgmt@gmail.com

Heather J., Real Estate Agent/Property Manager, magnoliarentalmanagement@gmail.com

John R., Accounting Assistant, johnr.magnoliarentalmgmt@gmail.com

Haley J., Front office (reception), haleyj.magnoliarentalmgmt@gmail.com

Abbi C., Front office abbic.magnoliarentalmgmt@gmail.com

Christian B., Inspections, christianb.magnoliarentalmgmt@gmail.com

Office: 864-845-1408

After Hours #: 864-894-2191

Text: 864-845-1408

Physical Address:

1707 Hwy 86, Piedmont SC 229673

Website:

Magnoliarentalmanagement.com

Office Hours

The office is open Monday through Friday, 9-5 EST, Saturday 9-1 pm.

We are available 24/7 and can be contacted via email, text, or phone. In case of emergency, please call 911.

Policy Information:

Important Policies:

--**Rental Agreement**: The duration of your rental agreement is fixed and specified in the document. An early termination or extension must be discussed with the Property Manager.

--**Security Deposit**: Your security deposit cannot be used to pay last month's rent or any other month's rent.

--**Pets:** Animals are only allowed with owner approval. We charge a monthly pet fee for approved pets, usually $35 per pet with a limit of two, based on property and owner requirements.

--**Keys:** If you lose your keys or lock yourself out of your home during business hours, you may contact the office to receive a copy of your key at no charge (provided we have an extra copy in the office) to take to the local hardware store to have a copy made. If the key is not returned to our office, there will be a fee of $100.00. If you call after 5:00 pm on the weekdays or any time on the weekends, please call a locksmith.

--**Yard & Grounds Maintenance**: If you are responsible for maintaining your yard, upkeep of flower beds and lawn care is expected. Please refer to your rental agreement for more details.

--**Trash:** Residents re responsible to obtain trash services, unless otherwise stated in your rental agreement.

--**Homeowner's Association**: If the premises are subject to a Homeowners Association (HOA), any fines assessed against the Landlord/Owner by HOA for rule violations or misconduct by the Tenant shall be considered additional rent which tenant shall pay upon notice of Landlord.

--Vehicle Parking: Only approved and operational vehicles in designated areas are allowed. Commercial vehicles are not allowed on property, unless previous approval been approved.

--**Guests:** A guest(s) staying for more than 14 days will require approval by the management company. No person not listed on the Lease may reside inside the home. Consult your rental agreement for more information.

--**Noise:** You are subject to all laws pertaining to noise and your rental agreement.

--**Routine Maintenance:** As you become more settled in your new home, it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:

*Replacing light bulbs
*Cleaning/Replacing of furnace filters
*Regular yard & lawn maintenance (if applicable)
*Replacement of batteries in smoke detectors and CO2 detectors

TENANT INSURANCE PROGRAM

Magnolia Rental Property Management has procured and instituted a master tenants policy that is included in the Resident Benefits Package. The insurance policy only waives your liability to the property and does not waive your liability to any third parties. The insurance only applies to accidental damage caused by your negligent acts or omissions and does not apply to damages caused by your deliberate or intentional acts or omissions. The insurance applies up to $100,000; any amount in excess of $100,000 remains subject to the lease agreement. Other coverages may apply to the tenant. Tenant shall receive, without an insurance application or insurance credit check, insurance provided by Magnolia Rental Property Management upon the execution of the lease agreement. This insurance shall remain in full force at all times during the term of this Agreement. Subject to the terms, exclusions, and limitations provided therein, Magnolia Rental PM master tenant's policy provided the tenant with Liability: $100,000, Tenant Contents $10,000. Magnolia Rental Property Management is the name insured of the Master Tenant Policy and the tenant shall be named as additional insured for their leased unit. The tenant's insurance will commence on the move-in date is governed by the lease agreement. Tenants shall have access to the Master Tenant Policy and certificate of insurance at their request. Tenants will be responsible for contacting Magnolia Rental PM for claims submissions.

INSURANCE DISCLAIMER:

Magnolia Rental Property Management and broker have the right and full authority to change, amend, modify or cancel coverage's, limits, benefits, waivers,

requirements, cost, master insurance policy, and Resident Benefit Package at any time and tenant shall agree to comply with any such changes at that time. Tenant insurance is non-transferable to other tenants, leased units, or properties. The Tenant Master Policy is in excess of any existing Renters insurance coverage available. The underwriting insurance company is responsible for all claims handling and claim decisions. Magnolia Rental Property Management is not an adjuster and does not pay claims or make claim decisions. This is not intended to replace a tenant's personal property or liability insurance policy. All Tenants should consult an insurance professional to evaluate and determine personal insurance needs.

The tenant agrees that Magnolia Rental Property Management shall have the right and authority (without, however, any obligation to do so) to procure insurance, which charges shall be payable by tenant immediately upon notice and tenant further agrees that tenant has accepted the information about the insurance from the lease agreement.

Resident portal—Free access from your phone or desktop to your account. You may view your rental register, download a copy of your lease, make one-time payments or schedule recurring payments, or submit work order submission 24/7

Multiple Payment Options—There are several ways of making your rental payment. We can accept credit/debit card or ACH payments over the phone; credit/debit card or ACH payments through the desktop portal or phone app; money order or check through the postal service or bringing it to the office; you can schedule your payment through your bank to automatically mail us a check.

Credit Reporting—tenants have the option to have rental payments reported to the credit agency for on-time rental payments

Utility Concierge service—Receive assistance with getting your utilities set up, providing contact and application information to help make the move in process a bit easier

Text us! We can receive texts so you can submit work orders, ask us questions, provide an update to us from anywhere, even if you do not use the portal.

24/7 Maintenance Coordination Services—Report maintenance concerns outside of normal business hours via online/app portal, texting us, or by calling **864-894-2191.**

Convenient Move-in—New residents can enjoy the convenience of moving in on your own schedule. Leases can be signed electronically through your email, rental payments made using your method choice above, and a lockbox will be provided at the property. Once the rent has been paid and the lease received, we will give you the information needed to access the lockbox. The tenant will be responsible for ensuring, should more than one key be in the lockbox, they only take one key. Tenants are welcome to make copies of their key.

Self-inspection available—for convenience, you can complete your move in inspection via a phone app, at a time that fits your schedule, to be completed within four days of receipt of the invitation by email. Self-inspection may also be available for periodic inspections.

No lease signing fees for lease preparation (or renewal)

Electronic Signing—Available for those with an email address and the first month of rent paid, the lease may be sent electronically for your signature. This also includes renewals of the lease.

Submitting Maintenance Requests:

- If a maintenance issue should arise, please complete a maintenance request by submitting a work order request online through the portal, emailing us at magnoliarentalmanagement@gmail.com, or send us a text at 864-845-1408.
- We request you submit maintenance requests online so you may be as specific as possible about what the issue is, uploading images if needed. If you are unable to submit the request online, you may call us at 864-845-1408 and we can submit one for you.
    - Please note we must contact the owner regarding the request; some owners have their own contractors while others have requested to be notified of issues in order to approve repair and advise how to proceed.

- Tenants are responsible for securing any pets that may be encountered on the visit to the property for pet friendly properties. Please refer to your lease.
- If a technician is unable to gain access to the property after coordinating a time and date with you, a trip fee will be charged to you of $75.00.
- Maintenance will do their best to notify residents prior to coming out for repairs. There are times when this is not possible. The tenant's submission of a work order is notice someone will be coming out for repair(s) during normal business hours as approved.

CHECKLIST FOR WORK ORDER SUBMISSION—(prior to contacting the Property Manager)

For <u>electric/gas heat</u>:

- Check the thermostat to see the controls are set properly—for heat, heat is selected; cold, a/c is selected
- Check all fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure it has been replaced recently.
- Test any other gas appliances to determine if service has been interrupted (if applicable)

For <u>Water Related Issues</u>:

- If water is running onto the floors from any appliances, fixture or pipe, close the shut off valve for the appliances/fixture or shut off the main valve for the property.

MOVING INTO YOUR NEW HOME

Utilities:

- Per your lease, you are required to have utilities turned on your name.

- Should Magnolia Rental Property Management or the owner receive a bill for utility service(s) from the date of your lease signing, you will be charged for that service.
- A courtesy reminder will be made by a phone call or email, however the service will be scheduled to be turned off.

Move-in Inspection:

- An invitation will be emailed to you from Zinspector for you to perform your move in inspection.
- The purpose of this move-in inspection is to document the condition of the premises when you take possession of the property.
- The move-in inspection will not be for the purpose of creating a punch list of work requesting to be done.
- Landlord will not repair any cosmetic or non-functional items such as carpet blemishes, chipped sinks, etc. nor do any interior or exterior painting or any other repairs unless specifically agreed to by the Landlord in writing prior to move-in.
- Tenant may not rely on any verbal statement by a management representative that such repairs will be made.

PAYING RENT:

- Rent is due on the 1st of each month and is considered late after the 5th.
- If rent is not paid by 12:00 am on the 6th, you will be assessed a $50 late fee.
- Should rent not be paid by the 10th, the eviction process will begin, accruing a $75.00 fee.

HOW TO PAY RENT:

- Rent can be paid online by logging into the portal at rentecdirect.com and logging in.
- If you do not have access to the internet, you may also download the app and pay through the portal with the app.
- You may call our office for payment over the phone.

    - Please keep in mind the phone call volume may be high during rent week.
    - We will do our best to respond to all calls; kindly keep trying back if you are calling in payment.
- Payments made by credit/debit card will have a 3% convenience fee.
- Payments made with a checking account using the routing and account number are free.
- Payments in the form of a check or money order can be brought to office and placed in the mail slot in the door.
- Payments may be mailed to **1707 Hwy 86, Piedmont, SC 29673**. Rent must be received by the 5th to avoid the late fee.

IMPORTANT CONSIDERATIONS WHEN MAKING PAYMENT FOR RENT:

- Please be sure to place your name and property address on the check or money order to ensure you are properly credited.
- Kindly make sure your writing is clear to avoid confusion as to whom the payment is made.
- Review your certified check or money order, ensuring that it has the name of the Payer and Payee.
- CASH IS NOT ACCEPTED IN THE OFFICE.
- If a check is returned for insufficient funds (NSF), non-existing account number, all charges including NSF/bank fees as well as late fees will be charged to you.

EMERGENCY PROCEDURES:

In the case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you,

please call 911

Maintenance Emergency Procedures: If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night, it is very unlikely we will be able to dispatch a contractor to the property until the next morning.

- The specific definition of a maintenance emergency is:
  - "An issue that is dangerous, hazardous or, if not addressed immediately, could cause damage to the property or your personal well-being (ex: flooding, no heat in the winter, gas leak).
- An emergency is **NOT**:
  - Annoying sounds, appliance malfunction, a/c failure, drain stoppage, etc. While inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
  - Although an A/C issue is not technically defined as an emergency, we do understand how hot summers are here and can sometimes be unbearable during the summer.
- If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office, then follow-up with a formal service request submitted online.
- If the situation occurs after business hours, please call our after-hours number 864-894-2191. Please be prepared to provide your name, phone number, property address, nature of the issue.

Tenant Responsibilities:

The following items are the responsibility of the tenant at their expense while they are living at the property:

- Replacement of light bulbs with the correct wattage
- Replacement of cleaning of furnace and air conditioning filters every 3 months (with a thicker filter; every 1 month with thin, inexpensive filter). In the event there is an HVAC malfunction due to the clogged filters due to the tenant not changing the filters as outlined, the tenant will be charged.
- Replacement of smoke alarm batteries. The property must have working smoke detector alarms **at all times**. It is a lease violation to remove them.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professionally steam cleaning and spot cleaning carpets while living in your home.
- Normal insect control (bees, spiders, sugar or nuisance ants, etc.)
- Normal rodent control, such as mice.
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for lawn maintenance (for most of our properties, the tenant is responsible for lawn maintenance), you need to mow, water, weed and dispose of all yard debris on a regular basis.
- If you have a pet, all pet droppings need to be disposed of regularly.
- SMOKING IS NOT PERMITTED INSIDE THE PREMISES. If there are signs of smoking, the tenants will be liable for costs incurred to perform the following services: prime and paint walls, professionally clean all floors an in some cases, replace carpet.

MOVING OUT:

Move-Out Notice:

A written move out notice needs to be submitted to Magnolia Rental Property Management 30 days prior to vacating the property **IN WRITING.**

Tenants who do not provide sufficient notice to vacate or deliberately break their lease are responsible for the remaining rental period or until the property is re-rented, whichever comes first. Please consult your lease agreement for additional information.

Cleaning up & Clearing out:

We understand that moving can be an incredibly stressful time. However, there are some important items to consider when moving, which if done properly, will save you time and money in the long run. There is a level of cleaning that is required to return the home in the condition you received it.

- Leave tile, vinyl, and concrete floors swept, mopped, and cleaned
- Carpets must be steam cleaned
- Leave porches and patios swept and cleaned. All belongings removed.
- Close and lock all windows, lock all outside doors and return all keys to Magnolia Rental Property Management
- The vent hood, top and interior of the stove, oven, microwave, dishwasher, and refrigerator must be cleaned. (If appliances are provided)
- All bathrooms are to be cleaned, including the cabinets, toilets, sinks, and tubs.
- Wash all mirrors with glass cleaner
- Wash all windows and window sills
- Remove all belongings and trash
- Patch any holes made in the walls
- Report to management any problems you may have in the unit.

Any required work not completed by the tenant will be completed by Magnolia Rental Property Management and deducted from the security deposit. Once you have removed all personal property and have completed the cleaning of the

home, please complete the Move-Out Form, returning it and the keys to the office.

Security Deposit Refund:

Once you have completed moving out, Magnolia Rental Property Management will complete any repairs and cleaning not noted on your initial walk through and refund your remaining security deposit. **WE CANNOT REFUND YOUR SECURITY DEPOSIT THE SAME DAY YOU MOVE OUT** because we must ensure that all cleaning and repairs have been completed; utilities have been properly transferred, etc. **Please make sure Magnolia Rental Property Management has your forwarding address to send your security deposit refund to you. This refund will occur within 30 days.**

If the property was damaged or past due rent is owed in excess of your security deposit, we will contact you for the remaining payment. If you refuse to pay in full, we will take legal action and a judgment will be filed in court for the outstanding amount. Please consult your rental agreement for additional information.

Thinking about buying a home?

If you are considering buying a home at the expiration of your lease, we can help you! We have an experienced team that specializes in first time home buyers and turning renters into home owners. In order to help you in this process, we offer flexible lease terms, we have partnership with lenders and have access to large inventory of off market housing.

Call us today to speak with a REALTOR and let us give you all the information on how home ownership can be achieved for you!