



SLOANE REALTY

Property Management & Sales

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TENANT HANDBOOK

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INTRODUCTION

Welcome to your new residence and Sloane Realty! The purpose of this Tenant Handbook is to help guide you to a successful experience in your new home. We look forward to working with you throughout your stay.

Please let us know if your phone number and/or email address changes when you move. You can update your contact information with us via email by calling our office. Also, if you have not already done so, please make certain to have all the utilities transferred into your name (unless included in the rent payment and specified in your lease) prior to taking possession of your new home.

The following is designed to answer many of the questions you may have about your relationship with Sloane Realty. Please do not hesitate to contact our office if you have other questions or concerns. Additional information about our staff and/or policies can also be found at www.SloaneTeamRealty.com.

These rules and regulations are subject to change with at any time. The purpose of this handbook is to help explain the law regarding the rights and obligations of landlords and tenants. It should be used only as a guide and is not intended as a final authority or source of legal advice. This handbook is written with the hope that better understanding of the rights and obligations of each party may help prevent conflicts before they occur. The South Carolina Landlord Tenant Act is the primary South Carolina state law regulating legal relationships between landlord and tenant. It supersedes local, county, and municipal ordinances and regulations.

CONSIDERATIONS BEFORE RENTING

Before signing any rental or lease agreement, prospective tenants should carefully read the lease to become familiar with all of its requirements and provisions. Remember, when a rental agreement is signed, it becomes a binding contract.

These are some things to consider before renting:

- Responsibility for utility services and account payments should be thoroughly understood. If the tenant pays for utilities, he/she should ask the utility company for monthly cost estimates and should know the maximum he/she can afford to pay for monthly rent and utilities. If the landlord pays for utilities, the lease may allow for a rent increase if utility rates go up.
- Pets are allowed in many of our houses and we do our best to not exclude any pets based on breed. It is required that you have your pet screened via PetScreener.com which will allow you to update all of your vet records and other information we need to allow for your pet. Our full pet policy can be found on our website at www.SloaneTeamRealty.com. You will need to pay pet rent, and a pet deposit may be required in addition to a normal security deposit. Those with disabilities are entitled (by Fair Housing Laws) to have verified service and assistive animals. There is no fee/rent for service animals however they still need to be screened, and the tenant is responsible for any damage caused by his/her service animal.. The pet rent does not cover any damages as that will be taken from your deposit. Sloane Realty reserves the right to have a pet removed from any property if there are issues with the pet as defined in the pet addendum.

ASSOCIATION RULES AND REGULATIONS: If the dwelling unit is located within a Community Association, Homeowners Association or Condo Association, tenants will be required to follow all rules and regulations of that Association. The tenant will need to go to the website for the appropriate association and carefully read the Association Rules and Regulations; it is the tenant's responsibility to read, be aware of, and follow all Rules and Regulations listed. Any fines or restrictions imposed on the tenant as a result of failure to comply with the rules and regulations will be the financial responsibility of the tenant. Sloane Realty will provide information as needed to the HOA or Community Association in compliance with the relevant Covenants and Restrictions.

ROOMMATES: Unfortunately, roommate situations frequently become complicated. If one roommate decides to move out early, the procedure can be found in the early lease termination section of this handbook. Any conflicts that arise between roommates, financial or otherwise are the tenants' responsibility to resolve. Sloane Realty will not act as mediator.

BREAKDOWN OF FEES AND CHARGES

In general terms, a tenant is responsible for paying rent, security deposit, and pet rent/fee. However, there are circumstances that arise outside the normal scope of tenancy that may result in additional fees. Some of these situations are outlined below.

- Rush move-in fee: If you need to take possession of the property within 3 days of application, you will be charged \$45.
- Changing the move-in date: \$75.00 plus pro-rated rent for the extra days. Possession date cannot be moved back once the lease is signed, regardless of the actual move-in date.
- Late rent payment as per your lease.
- NSF/Returned Check: If a tenant's payment is returned by a bank for insufficient funds or any other reason, a fee of \$45 will be charged. If a payment of rent is returned, the rent is considered late and the tenant will be charged a late fee (in addition to the returned check fee and the rent payment itself). If a payment is returned, Sloane Realty may require all future payments in the form of certified funds.
- Solicitor's fee: If an NSF payment has not been paid within five business days, the notification will be sent to a solicitor for prosecution. Tenant will be charged \$200 plus any solicitor's fees.
- Roommate Change Out: \$250. The new roommate will need to pay the application fee (\$50).
- Unauthorized Pet: \$500 Admin Fee plus pet rent from the start of the lease.
- Smoke/Carbon Monoxide Alarm Tampering: \$250 plus service call fee.
- Stand-up fee: \$50 plus actual cost of the service call, if the vendor charges one.
- Re-Key: \$25 plus actual locksmith charge
- Unauthorized re-key: \$75 plus actual locksmith charge
- Lockout: You may pick up a key to let yourself in during normal business hours at no charge. However, if the key is not returned by the next business day, you will be charged \$35. If you need us to unlock the house for you there will be a \$50 trip fee. If it is after hours, a \$35 after hours fee will also be applied.
- Failure to transfer utilities by move in: \$50 per utility service. You will also be responsible for any bill Sloane Realty receives for the dates of your tenancy. Sloane Realty retains the right to terminate utility services held in Sloane Realty's name at any time.
- Unauthorized Resident: \$100 per day
- Certified Letter: \$30 if any tenant-caused situation demands a certified letter.
- Court fee: \$100 plus any applicable attorney's fees and/or magistrate fees
- Breaking lease fee: Please see your lease for a detailed breakout of the policies.
- Late Move-Out: Prorated rent x 2 per day as a holdover tenant plus an administrative fee of \$100
- Utilities off at move-out: Per your lease, you are required to keep the utilities on three business days past the termination of your lease. If you do not comply with this requirement, there will be a \$150 charge.
- Collection fee: \$350 should any tenant account be sent to a collection agency
- Stop Payment: \$45 per check
- Separate security deposit disbursement checks: The security deposit will be sent to one address with all tenants named as payees. If you need separate checks issued to each tenant, there will be a \$75 charge.
- Unnecessary service call: actual cost of the service call. This includes service calls that are made for items that are the tenant's responsibility (i.e. smoke detector batteries, garage remote batteries, light bulb replacement)
- Tenant-caused damage: actual cost of the service call. This includes damage caused by the tenant's abuse, negligence or inattention.
- Other charges and fees as outlined in the lease.

THE LEASE/MOVE-IN

A lease agreement is a binding contract that defines the responsibilities of the landlord and the tenant. Tenants should read and understand the lease before signing it. The tenant will be provided with a copy of the signed lease agreement. After signing the lease, any changes, modifications, oral promises, conditions and agreements between the tenant and Sloane Realty must be in writing and signed by both parties to be enforceable. If either management or tenant fails to sign the lease, it still becomes effective and enforceable if the tenant occupies the premises, and rent money is paid by the tenant and is accepted by Sloane Realty. All persons who will occupy the premises should be listed on the lease, and those above the age of 18 may be required to sign the lease.

CABLE AND SATELLITE: A tenant shall not alter or permit any alteration to the outside of the premises without the written consent of Sloane Realty. This clause pertains to TV antennae or satellite dish receiver installations. Sloane Realty reserves the right to refuse permission to mount any cable or satellite equipment to the dwelling. In such cases, the equipment may be mounted to a non-permanent anchor (i.e. a post in the yard). If consent from Sloane Realty is given, the dish and installation is at the tenant's cost. The tenant may not install any antenna on the common roof or grounds of a multi-unit residential building. Tenant is responsible for any damage or claim resulting from the installation of Cable or Satellite services.

EMERGENCY PLAN: It is imperative that upon move-in tenants formulate an emergency/escape plan for any type of disaster, including, but not limited to, fire, flood, collapse of a tree, or natural weather disaster. Please familiarize yourself with community disaster preparations and procedures, including hurricane preparedness, warning systems and evacuation routes. As part of your Hurricane preparedness, please notify Sloane Realty if you intend to evacuate and provide contact information so that we can contact you after the storm. Remember to take your pets!!

MOVE-IN INSPECTION: There will be a Move in Inspection document provided upon move-in; it is the tenant's responsibility to complete the form and return it to Sloane Realty within 5 days. Unacceptable conditions or defective items should be noted in the move-in checklist that is provided. This report will be used for the move-out condition comparison when the tenant vacates the premises. If this report is not returned with problems outlined, under the SCLTA, the leased property will be assumed to be in acceptable condition and any defects noted after this date will be considered the tenant's responsibility. No exceptions will be made to this procedure.

RENTERS INSURANCE: The tenant is required to obtain Renters Insurance before the move-in date of property. This can be obtained through any insurance provider. The tenant's belongings are placed in the property at the sole risk of the tenant. Renters insurance may help recover items from the property due to loss, destruction, theft, or damage to property. Failure to carry the required Renters Insurance policy may result in the tenant's loss of his/her possessions through no fault of Sloane Realty, the tenant, or the Landlord.

SECURITY DEPOSIT: The security deposit is determined at the time the rental application is approved, and the amount is clearly stated in the lease. This is meant to secure a complete and faithful performance by the tenant of all terms and conditions of the lease agreement. If the tenant becomes in breach of the lease due to physical damages or any charges that have not been reimbursed through the term of the lease, the lease may be terminated and the costs will be taken out of the security deposit. A damage addendum has been added to this handbook with approximate costs of specific items the tenant can be charged for, but the prices quoted are provided for informational purposes only and do not in any way indicate a limit to what a tenant can be charged.

UTILITIES

Tenant must put all necessary utilities in the tenant's name upon move-in. Tenant shall pay all deposits required by any of the utilities not provided by the landlord. Tenant must maintain all utility services in the premises throughout the term of the lease. The only exceptions to these requirements are case specific and clearly stated in the lease.

WATER AND WASTEWATER COMPANIES:

- Berkeley County Water & Sanitation Authority (BCW&SA): (843) 572-4400. www.bcwsa.com
2111 Redbank Road, Goose Creek, SC 29445.
- City of Goose Creek: (843) 797-6220. www.cityofgoosecreek.com
P.O. Drawer 768, Goose Creek, SC 29445
- Charleston Water System: (843) 727-6800. www.charlestonwater.com/
P.O. Drawer B, 103 St. Philip Street, Charleston, SC 29402
- Dorchester County Water & Sewer: (843) 832-0070. www.dorchestercounty.net
P.O. Box 9, 2120 East Main Street, Dorchester, SC 29437
- Dorchester Water Authority: (843) 875-0140. www.dcwaonline.com/
967 Orangeburg Rd Summerville, SC 29483
- Isle of Palms Water & Sewer Commission: 843-886-6148. www.iopwsc.com/
1300 Palm Blvd, Isle of Palms, SC 29451
- James Island Public Service Dept. (JIPSD): (843) 795-9060. www.jipsd.org/
1739 Signal Point Rd Charleston, SC 29412
- Mt. Pleasant Waterworks & Sewer Commission: (843) 884-9626. www.mountpleasantwaterworks.com/
PO Box 330, 1619 Rifle Range Road, Mt. Pleasant, SC 29465
- Moncks Corner Public Works Commission: (843) 761-8041. www.townofmonckscorner.sc.gov
P.O. Box 266, Moncks Corner, SC 29461
- North Charleston Sewer District: (843) 764-3072. www.ncsd-sc.com
P.O. Box 63009, 7225 Stall Road, North Charleston, SC 29419
- Saint Johns Water Company Inc: (843) 559-0186. www.stjohnswater.com
3362 Maybank Hwy, Johns Island, SC 29455
- Sullivans Island Water: (843) 883-3947. <http://www.sullivansisland-sc.com/WATERANDSEWER>
2050-B Middle Street (temporary Town Hall behind Fire Station), Sullivan's Island SC 29482
- Summerville Commissioners of Public Works: (843) 875-8750. www.summervillecpw.com
P.O. Box 817, Summerville, SC 29484

ELECTRICITY:

- South Carolina Electric and Gas (SCE&G) : (843) 554-7234 or (800) 251-7234. www.sceg.org
P.O. Box 100255, Columbia SC 29202
- Berkeley Electric Cooperative: (843) 553-5020, (843) 761-8200, (843) 572-5454. www.becsc.com
P.O. Box 1234, Moncks Corner, SC 29461
- Edisto Electric Cooperative: (843) 563-3292. www.edistoelectric.com
P.O. Box 738, St. George, SC 29477
- Santee Cooper (South Carolina Public Service Authority): (843) 761-7010. www.santeecooper.com
P.O. Box 398, Moncks Corner, SC 29461
- SCE&G (SCANA) Corp.: (843) 554-7234; (800) 251-7234. www.sceg.org
4481 Leeds Place West, North Charleston, SC 29405

GARBAGE AND RECYCLING:

- Charleston County Solid Waste Recycling: (843) 720-7111. www.charlestoncounty.org
- City of Charleston Sanitation: (843) 745-1026 1021 Aragon Ave, Charleston, SC 29405
- City of North Charleston: 843) 554-5700 www.northcharleston.org/residents/.../Sanitation
- City of Goose Creek: 843-824-2200. www.cityofgoosecreek.com
- Suburban Disposal: (843) 873-4810 www.suburbandisposal.com
- Waste Pro: (843) 619-0800. www.wasteprousa.com

CABLE/INTERNET/PHONE:

- Comcast Cable: (843) 554-4100, (843) 628-0119, (877) 530-1713. www.comcast.com
- Time Warner: (877) 821 7010 www.timewarnercable.com
- Knology: 843) 225-8001. www.knology.com
- Home: 888.746.4482. www.homesc.com

NEWSPAPER:

- The Post and Courier: 843-577-7111. www.postandcourier.com
- Summerville Journal Scene: 843-873-9424. www.journalscene.com

Bonus:

Vehicle License Tags: First, pay vehicle property tax by taking the title or registration to the County Auditor's Office. Then go to Division of Motor Vehicles (DMV) office with title and property tax receipt and fill out Form 400. DMV information line is 800-442-1368.

Driver's License: Division of Motor Vehicles. You will need your Social Security card, out-of-state license, and proof of insurance. Other documents that can be substituted for any of those mentioned above can be found at www.scdmvonline.com

DURING YOUR STAY WITH US

ASSOCIATION RULES AND REGULATIONS: If the dwelling unit is located within a Community Association, Homeowners Association or Condo Association, tenants will be required to follow all rules and regulations of that Association. The tenant will need to go to the website for the appropriate association and carefully read the Association Rules and Regulations; it is the tenant's responsibility to read, be aware of, and follow all Rules and Regulations listed. Any fines or restrictions imposed on the tenant as a result of failure to comply with the rules and regulations will be the financial responsibility of the tenant. Sloane Realty will provide information as needed to the HOA or Community Association in compliance with the relevant Covenants and Restrictions.

BATHROOMS: Prevent mildew and mold from accumulating. Keep bathrooms properly ventilated to prevent mildew and mold from happening. Use an exhaust fan while taking showers and for an extended reasonable time afterward. If there is no exhaust fan in the bathroom, open the window to allow for ventilation.

CONDITION OF PROPERTY: The tenant will keep the rental unit clean and safe, properly dispose of trash, and comply with all applicable building and housing codes. The tenant will at all times prevent abuse, misuse, or neglect of the rental unit and items within. The tenant can be charged for any abuse, negligence and/or carelessness, such as misuse of any fixture, clogging sanitary drains with foreign materials, puncturing freezer coils during defrosting, or breaking glass windows. The tenant must promptly notify Sloane Realty of broken or damaged items in need of repair or services. There will be no unauthorized repairs. If repairs are not promptly reported, extra charges may be levied due to resulting additional damage. After giving proper notice, the tenant must permit or provide access to the premises in order for any assigned vendor(s) to accomplish necessary repairs or services.

PAINTING: There are times when Sloane Realty will authorize the tenant to paint the interior of the home. The tenant is responsible to put their request in writing and provide paint samples for approval. The tenant is responsible to return the property to its original condition and color upon move out. Sloane Realty has several approved paint vendors that we can suggest to you if you would like to have the interior professionally painted.

DUPLICATE KEYS AND ADDITIONAL LOCKS: Landlords have a legal right to keep copies of all keys to all rental units. This is particularly important should an emergency occur. If a tenant needs to add new or additional locks, the property manager must be notified and the tenant must use a locksmith designated by Sloane Realty to install the new lock. If at any time it is discovered that locks have been changed or added, Sloane Realty has the right to have the locks re-keyed at the tenant's expense. The tenant will also be charged a fee as detailed later in this handbook.

GUESTS: The tenants are fully responsible for the conduct (behavior) of all occupants, their guests, invitees and themselves. A guest will be defined as a person who stays at the property for no more than 2 weeks. The parking guidelines will still be applied (parking in designated areas only). If the guest does not abide by the rules and regulations stated in lease, the tenant will be left fully responsible for any destructive actions. A guest/invitee of the tenant may be barred from the premises for conduct that violates the terms of the tenant's rental agreement. Any guest stay over 7 days requires written permission from the Landlord.

Unauthorized occupants will be assessed a \$100 fee per day until vacating the property or is added to the lease per Sloane Realty policies.

HOLIDAY DECORATIONS AND LIGHTS: Hang lights and decorations properly and carefully. Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights. Only use lights and decorations during holiday seasons; remove them immediately when the season ends. If you reside in a Community with rules and regulations, tenant must comply with those rules and will be liable for any fines generated by their decorations. Sloane Realty prohibits the placement of decorations to the roof and the tenant will be responsible for any structural damage related to the installation of decorations.

BONFIRES and FIREWORKS: Many city and communities ban backyard fires and fireworks on the property. Be sure to check local regulations and be in compliance. Tenant is responsible for any damages or fines caused by their actions.

HVAC MAINTENANCE: The tenant must replace all HVAC filters with the correct replacement(s) every month (provided by the tenant). The filter size is on the side of the filter, and an arrow indicates the direction of the airflow. The tenant will be responsible for keeping debris out of vents. If the filter is dirty and it causes damage to the unit, the tenant will be responsible. The use of HEPA or similar filters will actually cause the HVAC to work harder and will increase utility bills. If you use these types of filters, you will need to check them more often to insure proper airflow. We find that the cheapest filters are perfectly fine for most homes.

LATE FEES: Rent payments are due on the 1st of every month and should be received no later than the 5th of every month. If payment is not received by close of business on the the 5th, there will be an additional late fee applied as stated in the lease. If payment is not received Sloane Realty has the right to begin eviction proceedings and/or turn the balance over to an agency for collection at any time after the 6th of the month.. The tenant will be held responsible for all court costs and legal fees. If a tenant is unable to pay rent on time, he/she should explain the situation in writing as soon as possible to Sloane Realty. If the 5th falls on a weekend, it is up to the tenant to be sure there rent is in the office prior to the last business day before the 5th. Similar to every other bill, mailing it on the due date does not mean that the payment will be received on time. Rent can be paid in multiple ways. Online payments not working or you being out of town are not valid excuses for rent being late.

LEASE RENEWAL: Your lease renewal process is laid out in detail in your lease. Please review. Remember Sloane Realty lease require a 60 day notice to terminate the lease and the leases auto-renew for a year if no notice is given.

MILITARY EXEMPTION: A full-time member of the U.S. Armed Forces or SC National Guard, or a Civil Service technician with a National Guard unit may terminate a rental agreement with a 30-day written notice to the landlord, provided that the date of departure (surrender of premises) occurs within 60 days of the notice. Such tenants must:

- be transferred more than 35 miles from the rental premises; and,
- have received orders for more than three (3) months duration; or,
- have been discharged, or released from active duty, or full-time duty; or,
- have lost his/her basic allowance for quarters and have been ordered to government-supplied quarters.

Along with the written termination notice, the landlord must be given either a copy of the official orders or a letter signed by the tenant's commanding officer confirming the orders. The rent must be prorated to the date of termination. Tenant is still required to follow the move-out procedures and leave the house in good condition as per the lease. Tenant must comply with landlord showings and allow for standard inspections.

PARKING: As part of the lease agreement, parking is property specific. If there is designated parking, it is the tenant's responsibility to park in designated area in order to avoid towing or any other repercussions. A vehicle may not be repaired on any part of the property (oil change, transmission fluid change, or any other work that pertains to fluid spills). Parking on the lawn, sidewalks or inside the home (motorcycles, dirt bikes, etc.) is prohibited. Any motor vehicle must be registered with current tags and inspection sticker. All vehicles must be in working condition and have no flat tires or outward damage that would make it an eyesore.

PAYMENT OF RENT: Rent payment is due on the 1st day of the month and will be considered late after the 5th day of the month. Sloane Realty accepts cash, personal checks, money order, and cashiers or certified check. You can also pay online through your tenant portal. Proper set-up of the tenant portal requires a valid email address on file with Sloane Realty. Once the lease has been signed, Sloane Realty will email you access to your tenant portal and our online payment system. Rent can be dropped off/mailed at the Sloane Realty office at 1982 Maybank Hwy, Charleston SC 29412, and can be accepted via our secure drop box 24/7, thus the office being closed (after hours, weekends or holidays) is not an excuse for late payment. **RENT MUST ARRIVE BY CLOSE OF BUSINESS BEFORE THE 5TH.**

PERIODIC PROPERTY INSPECTIONS: As part of our agreement with the property owner, we will conduct routine inspections to determine the condition of the property and advise on any necessary repairs. The tenant will be notified of an inspection 24 hours in advance. If any problems are found that the tenant is responsible for amending, the tenant will be notified, then given 14 days to remedy the problem(s). Any breach not corrected will be remedied by Sloane Realty and billed back to the tenant.

PERSONAL PROPERTY: Certain items that may have been left in the house are defined as personal property of the owner. As such, there will be an inventory list if the rental property is partially or fully furnished. If there are any items that are missing, damaged, or otherwise unusable, the tenant will be billed to replace those items.

APPLIANCES AND EQUIPMENT: As indicated in your lease, the owner will sometimes leave appliances or yard equipment at the home for your convenience. You may use these pieces of equipment but the owner is not responsible for any damage they may cause or repairs that may be needed. The tenant is responsible for fixing or replacing these items if they stop working. Examples: Washer, Dryer, and yard equipment such as mowers. Tenants may not remove any appliance from the home without Sloane Realty permission in writing. The tenant is responsible to store any items they wish to replace with their own and return items to their original place upon move out.

PEST CONTROL: Sloane Realty is committed to providing and maintaining homes without any sort of pest infestation. The tenant is responsible for notifying Sloane Realty within 3 days of accepting possession of the property if there are any signs of pests. After this period, the tenant shall be responsible for all pest infestation treatments, with the exception of termites. If the property is deemed infested, tenant will take all steps necessary to comply with the treatment protocol of the assigned Pest Management Company. Please be aware that in Charleston certain native bugs (most notably the palmetto bug) are not an indication of unacceptable property condition nor reflective of the manner in which the tenant maintains the household.

PETS: The tenant shall not keep pets on the property without prior written consent. A pet application will need to be completed along with the rental application. Pet weight, age, and breed will be evaluated before an agreement is reached to allow any pet on the lease. When there is an agreement that any pet(s) can be brought into the property, the tenant will be required to pay pet rent and sign a pet addendum. If the pet is

under one year old, a pet deposit will be required. All pet owners (without exception) are liable for damage done to the premises by their pet(s). If a pet(s) is approved to be kept on property, the tenant will agree to keep the premises on which the pet(s) is kept in a sanitary manner (pick up after your pet please). If maintenance is requested or required, tenants must secure any pets a vendor may encounter while at the property. **PLEASE SEE THE OUR PET POLICY ON OUR WEBSITE**

SERVICE ANIMALS: By law, service pets for disabled persons may reside at the property without extra rent or deposits. Tenant must provide third party documentation of the necessity of said animal and its status as a service animal. Sloane Realty will make every reasonable accommodations necessary in these circumstances.

PROHIBITED EQUIPMENT: There will be no trampolines or pools allowed on the premise. There are no exceptions. There will be no waterbeds allowed on rental premises without additional proof of insurance.

RODENT CONTROL: If you have ordinary mice or other rodents, you can purchase several common controls at grocery or garden supply stores. If you hear a rodent in the walls or attic, please notify Sloane Realty so that we can have a service vendor come and search for entry points.

SMOKING: No smoking of any kind is permitted inside any unit. EVER.

TRASH/DEBRIS REMOVAL: Tenant must dispose of trash properly. Place garbage in the proper receptacles provided and in accordance with city and/or county rules. Tenant must comply with all requirements for the disposal of toxic waste such as oil, antifreeze, batteries, and solvents. Tenant must dispose of any bulk items, yard waste, or Christmas trees in accordance with city and/or county rules.

Some municipalities provide either trash cans or recycle cans. If provided, tenant is responsible for the cans upon move in. They can be replaced by contacting the proper authority. City provided trash cans have serial numbers which you should record to prevent loss. Some rural rentals offer trash service as a separate utility and may be contracted by the tenant. Other locations require you to purchase your own trash cans which you can from Lowes, Wal-Mart, and similar types of stores.

WATER DAMAGE: Tenants must take care to avoid water damage to the property. Water damage can result from failure to ensure that shower curtains are completely inside the tub or shower doors are completely closed, splashing, or standing water on any surface (including both tile and linoleum)

WINDOWS AND WINDOW FURNISHINGS: Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy, when moving, and at their own expense. Do not wash drapes, dry clean drapes only. Check curtains before washing to see if they are washable, if not, dry clean curtains. Wipe all blinds with soft dry cloth or with products designed for the blinds. Close windows against the elements of weather, when appropriate, to avoid damage to interior. Close doors and windows when leaving the residence. Blinds damaged during residency will need to be replaced at the tenant's expense and can be found at stores such as Lowes.

WOOD BURNING FIREPLACE MAINTENANCE: **Some homes do not allow the use of the fireplace due to the age of the home. Be sure to check with Sloane Realty before starting a fire in the fireplace.** Always be sure to open the damper before starting any fire. If unfamiliar with how to do this, call Sloane Realty for help. If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house. Do not use soft woods in fireplaces such as pine, fir, and redwood because burning these wood types will cause a buildup of creosote in the flue, which can cause fires. Use hardwoods such as oak, almond,

walnut, etc. Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a house fire. Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet. Check to see if fireplace coals/ashes/embers are cold before removing them from the fireplace. Never store hot or warm coals in a container, such as a garbage can, paper bag or any other container. Never store the garbage can in the garage or against the house. Store any warm or hot coals away from any combustibles or the residence for at least two (2) days before disposing of them; check them again before disposing.

GAS FIREPLACES: Many gas fireplaces require a key to turn on the gas. Please be sure to keep track of the provided key and turn off the gas whenever it is not in use. If you can not get the fireplace started or are unfamiliar with its operation, please contact Sloane Realty for assistance. If the home has a propane tank for use in fireplace, the tenant is responsible for refilling the unit and providing proof to Sloane Realty upon move out.

YARD/GROUNDS/LANDSCAPE AND WATERING: Where indicated on your rental agreement, maintain exterior landscape by mowing, trimming, weeding, edging, fertilizing, watering and replacing mulch. Tenant must care for lawn and any landscaping provided with the property unless otherwise stated in the lease. The scope of this care may include, but is not limited to, cutting grass, edging, weeding, trimming bushes and replacing mulch. If there are sprinklers, monitor the level of water needed and if necessary, contact Sloane Realty for additional help or instruction. If you have sprinklers or an irrigation system that is not working, call Sloane Realty. Keep all landscape watered unless a Homeowner's Association controls it. Pick up all pet droppings on the property, even if you do not have pets. If you have pets, keep them from causing damage.

WINTERIZATION: In the winter season when it cools, be sure to take appropriate measures to prevent the pipes from freezing. The tenant is responsible for any frozen pipes at the property due to them not taking the appropriate measure to protect the home. If you are going to be gone (IE going home for Christmas) please contact Sloane Realty so that we can take steps to protect the home in your absence. The tenant will be charged a service fee for a vendor to winterize the home but the alternative could be extensive damage due to tenant neglect.

MAINTENANCE

ROUTINE MAINTENANCE: Tenants are required to maintain the dwelling in a clean and safe condition. Sloane Realty will keep the common (interior and exterior) areas and systems clean, structurally safe, and in good mechanical condition and repair.

TO REQUEST MAINTENANCE OR REPAIRS: Call (843)795-4461, complete a work order (found at your tenant portal or at www.SloaneTeamRealty.com) or email maintenance@SloaneTeamRealty.com.

Before calling, check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency. Please use judgement in determining if it is a true emergency or a non-emergency item.

TROUBLESHOOTING:

1. **If the oven does not work**, check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake will not heat. A service call that requires nothing more than turning the oven to the proper settings can result in a charge to you. A manual for your oven can likely be found online.
2. **If the air-conditioner does not work**, check ALL circuit breakers. If the air filter is clogged, it can cause the air conditioner to freeze up, which will require the filter to be changed and the unit to be turned off for at least 6 hours so that it can defrost. If the unit is frozen due to the tenant not changing the filter, the tenant will be charged for the service call.
3. **Sliding doors:** Tenants must keep sliding door tracks free of dirt and debris. Rolling over dirt, leaves, pine needles, etc can damage the wheels on sliding doors, especially the heavy glass sliders. Do not use oil or other lubricating agents on sliding doors; this attracts dirt and gums up the wheel mechanisms.
4. **If the garbage disposal does not work**, check underneath the disposal unit and push the reset button located on the bottom of the unit. If something has become stuck and the blades do not turn, remove the object that has blocked the disposal, and hit the reset button. If the motor makes noise, a disposal key (which looks like an alan wrench) can often be found with the disposal. You can also purchase a disposal key at a hardware store. Insert the key into the hole in the underside of the disposal and turn it to free the blades. If there is evidence of a leak or cracked housing, put in a maintenance request.
5. **If the electricity does not work in part of the house**, find the GFI outlet, which is usually located in the garage, patio, kitchen, or the bathroom. Each GFI controls certain areas of the house. Reset the GFI outlet by pushing the reset button on the face of the outlet and check to see if it has resolved the problem. There may not be GFI outlets in homes built before 1970.
6. **If the circuit breakers keep tripping**, check all appliances to see if too many appliances are running at one time. Simultaneously running items such as irons, microwave, toaster, curling iron, computers, printer, blow dryers, and more can cause an overload. Try plugging some of the items in use into a different outlet.
7. **If the smoke alarm beeps or does not work**, check the batteries. If a new battery does not work, put in a work order. Tenants are responsible for the replacement of batteries. It is important to replace batteries and NOT disconnect the smoke alarm. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. Test your smoke alarms every thirty days. If the smoke alarm is not working, contact Sloane Realty to place a work order **immediately**. Remember a smoke alarm is a vital safety feature, and it is very important to check it regularly to see if it is working. Do **not** disconnect or remove a smoke alarm.
8. **If one of the utilities is out**, report all outages to the proper companies.

TENANT RESPONSIBILITY TO REPORT: It is the responsibility of all tenants to report all repairs/maintenance problems. Tenants can incur financial damages if they fail to report maintenance problems.

Report the following:

- Any sign of mold in the property immediately
- All toilet and faucet leaks and any plumbing backups
- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances provided by Sloane Realty
- Roof leaks
- Broken windows and doors
- Fence damage
- Malfunctioning sprinklers
- Any other necessary repairs or unsafe condition
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations

NON-EMERGENCY REPAIR PROCEDURE:

- Phone notification: call Sloane Realty at (843)795-4461. If the phone is answered, inform the party answering the phone you are requesting maintenance. If the call is unanswered, leave a complete message, including contact information and availability. If it is after hours, be sure to follow up during daytime hours in the event the voicemail system fails, or you inadvertently fail to record your message.
- Web or email notification of repair request: You may use your tenant portal or our website at www.SloaneTeamRealty.com to complete a work order. You can also email maintenance@SloaneTeamRealty.com with repair requests.
- Sloane Realty will assign a vendor to contact you. Sloane Realty does not give vendors keys to the residences. Vendors are required to make appointments with tenants. Sloane Realty will not release keys to vendors unless the tenant provides authorization.
- Remember, this is a NON-EMERGENCY item and the vendor may not be able to make an appointment immediately.
- Failure on your part to keep any pre-arranged appointment can mean a charge to you. Therefore, be certain to call the office as soon as possible if you are unable to make the appointment.
- If you do not hear from the vendor within 3 business days, call the office. A staff member will contact the vendor to find out the cause of the delay, and then inform you when a vendor contact can be expected.
- After a repair has taken place, if you have problems, call Sloane Realty and state you had a recent repair but there is still a problem. **Recent repair means within the last 60 days, for pest control work it means within 30 days.** If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

MAINTENANCE DON'TS

- Do NOT wash draperies
- Do NOT perform electrical work (this does not include changing light bulbs or batteries).
- Do NOT mar, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from Landlord or Landlord's Agent.
- Do NOT perform repairs unless authorized by Sloane Realty or outlined in this guideline
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent. If Sloane Realty

authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

EMERGENCY AND DISASTER PROCEDURES

Happily, there are few true emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical sparks, smell of gas, etc. A maintenance emergency is any situation that would endanger you or anyone else, the community, your home, and/or your belongings.

For Emergencies, please follow the procedures outlined below. If you are required to leave a message, be sure to include your complete contact information, details of the nature of the emergency, and access instructions. When calls come in after hours, Sloane Realty staff do not always answer the phone. However, someone will be checking your message immediately. For a non-emergency, leave a message on the office phone, Sloane Realty will return your call on the next business day.

- Emergencies causing immediate danger, such as fire: call 911
- Emergencies involving gas: call the gas company and, if necessary, 911
- Emergencies involving IMMEDIATE electrical danger (downed wire): call the utility service. If the problem is with a specific appliance in your home turn off the appliance and the breaker to that appliance.
- Emergencies such as backed-up plumbing or flooding: call Sloane Realty (843)795-4461. If you cannot reach the office, cell phone numbers for all staff members have been provided on page one of this handbook. If you are unable to reach any representative of Sloane Realty, call your water company to have the water turned off. Cleanup will be dealt with on a priority basis.
- Heat is NOT an emergency - however, this is a priority item and Sloane Realty will make it a priority with vendors to have the heat working as soon as is possible.
- Air conditioning is not an emergency

MOVING OUT

LEASE TERMINATION: The lease may be terminated by either party (tenant or landlord) at the end of initial lease term. The tenant is responsible for giving a 60 day written notice on or before the first of the month of the lease expiration. For example, if the lease were to expire on March 31, notice must be received by February 1st. If you provide notice at a different time it will run through to the end of the next month. For example Notice given March 15th. Tenant will be required to pay through May 30th unless a tenant is found to replace the current tenant. Notice has to have signatures from all tenants. All notices should be in writing and can be sent by regular mail, fax or email, or hand delivered

MARKETING DURING NOTICE PERIOD:

If the proper notice has been given for non-renewal of the lease, the property is eligible to be marketed as 'For Rent' or 'For Sale'. A phone call, text, or email to the tenant 24 hours in advance will be considered proper notice to show the property. If tenant cannot be reached, a message on his/her voicemail will be considered proper notice. The tenant is expected to have the property in good showing condition (clean and free of debris, both in and outside the home). The tenant cannot put off the showing of the home. As soon as the tenant is in agreement or awareness that a showing will occur, Sloane Realty may set up multiple person showings at 15 minute increments. If the tenant is unable to be home during the showing, Sloane Realty will ensure that all showings are overseen by a licensed real estate professional. Sloane Realty will make reasonable accommodations upon tenant request to limit showing to certain times or days of the week. If tenant refuses showings, Sloane Realty could charge them for lost rent due to not being able to show the home as required by the lease.

CARPET CLEANING: The tenant will be responsible for have the carpets professionally cleaned at move out. . DO NOT rent machines, use home cleaning machines, or employ chemical cleaning companies. Only professional cleaning is accepted. If there is damage to the carpet or it has not been properly cleaned it will be at the tenant's expense. Sloane Realty will be happy to provide you with the contact information for approved carpet cleaners. If you hire another carpet cleaner, the carpet cleaner must guarantee the work to the satisfaction of Sloane Realty, and a receipt is required prior to the move-out inspection. If the cleaning is not satisfactory, regardless of receipt, Sloane Realty will have the carpets re-cleaned at the tenant's expense. Tenants please note: Sloane Realty will not reimburse for any carpet cleaning contracted by tenants. If you have pets, the carpet must also be checked for Pet Urine and proof of an inspection and any treatment shall be provided Sloane Realty upon move out. Absence of this documentation, Sloane Realty will conduct such inspections and treatments as needed.

PREPARING THE PROPERTY FOR INSPECTION

- **Cleaning:** The property needs to be thoroughly clean throughout the interior and the exterior. This includes, but is by no means limited to, vinyl, wood, or tile floors, windows(inside and out), window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, sinks, toilets, bathtubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc. " Normal wear and tear" does not in any way pertain to the cleanliness of a property.
- **Replacement of worn items:** Replace light bulbs, filters, smoke detector batteries, and doorstops. These items must be in place and working properly to avoid charges. Change the filter just before you vacate the property.
- **Landscape:** The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract. Remove all trash, debris, and grease. Pick up any animal

droppings whether you have an animal or not.

- **Trash** : If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense. Place all other trash within the appropriate trash receptacles for normal trash removal.
- **Painting**: We request that you do not spackle, putty, or touch up paint unless sure the paint will match. Charges can occur if unnecessary painting is required due to tenant painting. Charges for painting depend on whether it exceeds normal wear and tear, and the length of tenancy.

MOVE-OUT INSPECTION: The tenant is welcome to be present at the move out inspection. However, it is the responsibility of the tenant to notify Sloane Realty that he wishes to be present for the inspection. The tenant will then be notified of the approximate time of the inspection. If tenant does not want to be present or fails to show up at the scheduled time, our inspection report will be final and the tenant will not be allowed back onto the property to correct any defects.

SECURITY DEPOSIT INFORMATION AND RETURN

The security deposit may not be used as the last month's rent. Any outstanding rent monies over and above the deposit and due at time of move out will be charged a late fee and a court fee.

In case of roommates, security deposit will be distributed to one address with all tenants listed on the check. Tenants may provide to us written notice if the deposit should be distributed differently (ie in just one person's name) If the tenants would like Sloane Realty to issue multiple checks in an individual's name with a portion of the deposit, a service fee of \$75 will be assessed.

The following are the general requirements for a full refund of your deposit. Please note that this is provided as guideline purposes only and does not in any way guarantee a refund of the security deposit. It is impossible to cover all eventualities in a handbook. In order to have the best chance of receiving the security deposit back in full, the tenant will address the following:

- Clean and repair the premises
- Follow the move-out procedures.
- Ensure all walls are clean and unmarred. (Homes are NOT automatically repainted between tenancies)
- Pay all charges and rents due.
- Remove all debris, rubbish and items from the premises. Tenant will be liable for continued payment of rent until all belongings are removed from the property).
- Provide a forwarding residential address and telephone number. A work address is not acceptable.
- Have an acceptable move-out inspection report.