

Carolina One Property Management welcomes you to your new home!

To: All New Tenants
From: Carolina One Property Management
Subject: Basic Information and Tenant Manual

Welcome to your new residence and Carolina One Property Management. This Tenant Manual is your guide to a successful experience in your new home. We look forward to serving 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 the Tenant Portal. Also, please make certain to have all the utilities put in your name (unless included in the rent payment and defined in your lease document) within the first 3 days of your occupancy date.

The following information is designed to answer frequently asked questions, and to minimize confusion related to caring for the property and interacting with Carolina One Property Management.

Included here are:

- Carolina One Property Management's contact information
- Tenant Portal Information
- Maintenance Guidelines
- Lost Keys
- Move-In Inspection Procedures
- Smoke Detector Operation Instructions
- Utility & Service Directory

Please review this Manual and keep it handy for future reference.

Carolina One Property Management contact information

Carolina One Property Management
4390 Belle Oaks Drive, Suite 100
North Charleston, SC 29405
Phone 843.202.2130

Office Hours: Monday – Friday 8:30 a.m. to 5:00 p.m.

PAYING RENT

- Rent is due on the 1st of each month, and may be mailed or delivered to our office(address above). We do not accept rent payments at any other location.
- Make all checks payable to: Carolina One Property Management
- Rent may be paid by personal check, money order or cashier's check – **NO CASH IS ACCEPTED.**
- Late charges are assessed for rents received after the 5th each month.
- Please remember to put your name and the address of the rental property on your check/money order each month to ensure that your account is credited with payment.
- Be sure checks/money orders are completed with the names of payor (your name) and payee (Carolina One Property Management).
- The best way for you to pay rent is to use the Tenant Portal where you can pay by e-check each month, or set up a recurring payment.

TENANT PORTAL INFORMATION

Carolina One Property Management provides a secure Tenant Portal that allows you access to your account with us. Visit our website at www.carolinaonerentals.com and click Current Tenants. On this page you will find a link to the Tenant Portal. Once you sign up, you can view your payments, report maintenance needs and even make rent payments directly from your bank to ours. You can also communicate with your Property Manager directly through the portal.

All tenants should obtain login information for their Tenant Portal access as soon as possible.

MAINTENANCE GUIDELINES

- If a maintenance issue should arise, you may complete a maintenance request form through the Tenant Portal at our website www.carolinaonerentals.com, or call your Property Manager. It is best to submit your requests in writing via the portal to ensure we have a clear record of your request.
- When making a request, be specific about the problem and remember to include your name, address and the best number(s) to reach you.
- Tenants must be prepared to schedule time and make themselves available to let a vendor or repair person into the property. It is our practice not to give keys out to vendors for occupied properties.
- Tenants are responsible for securing any pets that the vendor may encounter on their visit to the property.

EMERGENCY MAINTENANCE

- If you have an emergency that cannot wait until the next business day and it is before or after our regular business hours, you can call our Emergency Repair Line at 843.202.2135. You will speak to an operator who will take your information and the nature of the emergency and contact our on-call person.
- Emergencies are fire, flood or any dangerous or hazardous situation.
- Items such as annoying sounds, questions about installing fences or satellite dishes or other general things are not emergencies.

PROPERTIES COVERED BY A HOME WARRANTY

- If your residence is covered by a Home Warranty, you were notified of that at time of lease signing. The procedure for you to submit maintenance requests is contained in your lease agreement.

LOCKED OUT OR LOST KEYS

- Carolina One Property Management keeps a spare key for each property. During regular business hours you may come to our office and we will make you a replacement key upon payment of the Lost Key Service Charge. After business hours, keys are not available and you will need to call a locksmith to gain access to your residence.
- Tenants are not permitted to have the locks changed on their property. If you feel a need to change the locks you should contact your Property Manager for assistance.

MOVE-IN INSPECTION PROCEDURE

- When you signed your Lease, your Property Manager provided you with the Inspection Report form. Please complete this form and return it to your Property Manager within 48 hours of move-in.
- At move out, the Tenant is responsible for damage to the property not identified on the Inspection Report.

SMOKE DETECTOR OPERATION INSTRUCTIONS

- It is the Tenants duty to regularly test the smoke detector(s) and to immediately notify the property manager, in writing, of any problems, defects, malfunctions or failure of the smoke detector(s). Repair or replacement of the smoke detector(s) shall commence within 7 days of receipt of written notice. Use the push-to-test button regularly to test each smoke detector.
- It is the Tenants duty to replace the batteries in any smoke detector(s) should said batteries become unserviceable at any time during the lease term. To change the battery, slide battery door open, remove old battery, install new 9-volt battery, close battery door and test the smoke detector by using the push-to-test button. It is advised that you turn the power off at the service panel to smoke detectors that are hard-wired when replacing a battery.
- Clean the smoke detector cover once a month with a soft brush or wand attachment from a vacuum cleaner to remove dust, dirt and debris which can build up on the housing and reduce functionality. You may also use a damp cloth to clean the smoke detector cover.

CARE & USE INFORMATION

The following information has been gathered in response to requests from residents looking for guidelines at move-in and move-out times.

PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY.

FURNACE MAINTENANCE

All tenants are responsible for cleaning or replacing the furnace filter on a regular basis. Problems caused by failure to clean/replace the filter may be the tenant's responsibility. To care for your furnace please do the following:

- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.

POWER, FURNACE & HOT WATER HEATER OUTAGES

If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, chances are the utilities company already knows about it. You can, however, try calling them to report the problem.

If the power is only out in your house/unit, check the circuit breaker box. One or more circuits may be tripped and you may see the switches in the off position. If no switch is **off** turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem, call the utilities company.

DRAINS

Please avoid letting food, hair, and excess soap get down the drains.

Clogged drains caused by hair, grease and soap are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine. An excellent drain cleaning/clearing solution recipe is:

- 1 cup salt
- 1 cup baking soda
- 1 cup vinegar
- Followed by 8 cups boiling water.

We recommend performing this treatment monthly to avoid build-up

GARBAGE DISPOSALS

Be sure to always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

Disposals are designed to grind up **organic items only**. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough. **Never put paper, plastic, glass, aluminum foil or grease in the disposal.**

Always be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. **Problems with the garbage disposal may be the tenant's responsibility.**

REFRIGERATOR COILS / DRIP PANS

Keep coils on refrigerators (especially sub-zeros) free of dust. Coils need free air flowing around them to operate efficiently. **Failure to keep coils clean may cause the appliance motor to burn out.** The replacement of a burned out motor due to dirty coils may be the tenant's responsibility. Some refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

FIREPLACES

Please burn only hardwoods in the fireplaces and woodstoves to minimize to buildup of creosote, etc. in the chimney. Creosote build-up is a fire hazard. Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from burning the floor or floor coverings.

OVEN RACKS AND PANS

The easiest way to clean oven racks and pans is to put them in a heavy duty garbage bag (do this outdoors), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks & pans and the grease will wipe off with very little effort.

PLUMBING FIXTURES

Never use abrasives on brass or gold fixtures. It is best to wipe fixtures clean after each use. If brass needs to be polished, please use a product specifically designed for use on brass. Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger nearby. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. **Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.**

WATER DAMAGE

Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors. Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to

step on when exiting the tub or shower. Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage.

SLIDING GLASS DOORS, SCREEN DOORS AND SHOWER TRACKS

It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Rolling over dirt, leaves and pine needles that frequently accumulate in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks. Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms. In order to retard the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out time!

MOLD

Bleach is the best product for removing mold that forms around the edges of showers, tubs, on tile walls, around metal windows, and anywhere there is moisture. The easiest way to remove mold is to cut paper towels in half and fold them into one-inch strips. Dip each strip into the bleach bottle and hold your finger against it as you draw it out. Lay the bleach-soaked strips directly on the mold and leave them there for several hours. It works like magic. Remember to use rubber gloves, and air out affected rooms.

HOUSE PLANTS

Be sure drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

KITCHEN COUNTERS

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times. **Tenants will be responsible for any damages to kitchen counters during move out.**

CERAMIC TILE - MOLDED TUB AND SHOWER WALLS

To clean ceramic tiles and molded fixtures tiles follow these instructions:

- Dilute 1 part white vinegar in 5 parts water
- **Never use scrubbing cleansers like Comet or AJAX on molded fixtures**, as these products will permanently scratch the surfaces
- Use a soft sponge and apply the solution to the molded areas

MINI BLINDS

When cleaning mini blinds, don't soak them - the finish may bubble and peel. Spray them with a mild soap & water solution and wipe them. You can buy a spray cleaner which is inexpensive and easy to use, making cleaning a breeze. Weekly dusting or wiping can save a lot of work later.

SMOKE DETECTORS

Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries twice a year.

WOOD DECKS / PORCHES

If you have planters or pots, please put raised trays under them so that they are off the deck a few inches. This will allow air to flow beneath the pot, and to prevent water run-off from rotting the deck.

HARDWOOD FLOORS

Never use a mop or oil for cleaning hardwood floors. Use a soft cloth to avoid scratching the surface. It is best to sweep and dust regularly to avoid build up of dirt. We recommend cleaning your hardwood floors in your home with a small amount of vinegar in water. Periodically clean floors with Murphy's oil following the directions on the label. We encourage the use of throw rugs in front of the sink and the stove to protect these areas from water and grease.

MARBLE AND GRANITE

Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface since it will permanently stain the marble. **Never use any acidic or abrasive cleaning products including vinegar.** It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.

UTILITY & SERVICE DIRECTORY

[Berkeley Electric Cooperative](#)

P.O. Box 1234
Moncks Corner, SC 29461
(843) 553-5020

[Edisto Electric Cooperative](#)

P.O. Box 738
St. George, SC 29477
(843) 563-3292

[Santee Cooper](#)

(South Carolina Public Service Authority)
P.O. Box 398
Moncks Corner, SC 29461
(843) 761-7010

[SCE&G \(SCANA Corp.\)](#)

Charleston, North Charleston, James Island, Mount Pleasant, Daniel Island
1-800-251-7234

[Charleston Region Water & Wastewater Companies](#)

[Berkeley County Water & Sanitation Authority \(BCW&SA\)](#)

2111 Redbank Road
Goose Creek, SC 29445
(843) 761-8817 for Moncks Corner
(843) 572-4400 for Charleston
(843) 567-2061 for St. Stephen

[City of Goose Creek Public Works](#)

P.O. Drawer 768
Goose Creek, SC 29445
(843) 797-6220

[Charleston Water System Commissioners of Public Works](#)

City of Charleston
P.O. Drawer B
103 St. Philip Street
Charleston, SC 29402
(843) 727-6800

[Dorchester County Water & Sewer](#)

P.O. Box 9
2120 East Main Street
Dorchester, SC 29437
(843) 832-0070

[Mt. Pleasant Waterworks & Sewer Commission](#)

P.O. Box 330
1619 Rifle Range Road
Mt. Pleasant, SC 29465
(843) 884-9626

[North Charleston Sewer District](#)

P.O. Box 63009
7225 Stall Road
North Charleston, SC 29419
(843) 764-3072

[Summerville Commissioners of Public Works](#)

P.O. Box 817
Summerville, SC 29484
(843) 875-8754

