

# Sloane Realty Tenant Handbook



**SLOANE  
REALTY**

**Property Management & Sales**

**795-4461**

**[www.sloaneteamrealty.com](http://www.sloaneteamrealty.com)**

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**Congratulations on the selecting of your new home. Welcome to the Charleston area and to your new association with Sloane Realty.**

We want to make your association with our firm a pleasant experience and hope you will look to us for all your RENTAL and REAL ESTATE needs.

If you have a home in another part of the USA, we may be able to locate a Property Manager for you through our association with the National Association of Residential Property Managers (NARPM). NARPM is a large association of professional residential property managers, who subscribe to a high standard of service. If we can help you locate a property manager for your home, please let us know.

Should you decide to purchase a home, call the office and we will help locate a Realtor who is knowledgeable in the area and price range you desire. The home you are renting may also be available to purchase. Please contact this office for more information about the home you are renting.

As Professional Property Managers, we have obligations to both you, as the resident tenant, and to the Owner of the home. This Handbook outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or to discuss problems.

**Please visit our website at [www.SloaneTeamRealty.com](http://www.SloaneTeamRealty.com) to find out more about our staff and/or policies.**

| <i>Contact Information</i>   |  |  |
|--|--|--|
| Business   | <b>843-795-4461</b>  | <b>843-795-4484</b>  |
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| Website  | <a href="http://www.SloaneTeamRealty.com">www.SloaneTeamRealty.com</a>     |  |
| <i>Office Hours</i>  |  |  |
|  | Monday, Tuesday<br>Wednesday<br>Thursday, Friday                           | 9:00 a.m. - 5:30 p.m.<br>9:00 a.m. - 1:00PM<br>9:00 a.m. - 5:30 p.m. |
|  | Saturday   | By appointment only  |
|  | Sunday   | <b>Closed</b>  |
|  | Holidays   | <b>Closed</b>  |
|  | After Hours  | By appointment only  |
| <i>Emergency information</i>   |  |  |
| <b>Call 843-795-4461 and leave detailed message, including your phone number</b> |  |  |

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# **SECTION I: Pre Rental and General Topics:**

## **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 items 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 a rent increase if utility rates go up.
- If pets are allowed, restrictions such as the breed (e.g. no vicious dogs such as Pit Bulls, Rottweiler's) and weight (no more than 35lbs.) will be discussed and provided in writing. A non refundable pet fee of \$150 (for the first pet and \$100 for any additional pets) may be required in addition to a normal security deposit. Visually-impaired, hearing impaired, or mobility-impaired persons are entitled (by Fair Housing Laws) to have a certified guide, hearing, or service dog without the payment of a fee, but the tenant is responsible for any damage caused by his/her dog. The fee is for the right to have a pet and does not cover any damages. Landlord may revoke the right of the tenant to have a pet at any time if there are issues with the pet as defined in the pet addendum.
- Parking rules and regulations for off-street private lots should be thoroughly understood i.e., the number of tenant's cars allowed, provisions for guest parking, and whether the parking rules are enforced by towing. If you have a boat, motorcycle, or trailer that cannot fit in the garage, be sure to check with Sloane Realty with regards to community restrictions. Tenant is responsible for any fines issued due to their occupancy.

## **IT MAY BE THE PERFECT HOME BUT NOT THE PERFECT HOUSE**

The State requires that we provide a home in a safe and habitable condition. At Sloane Realty, we have a much higher standard for our homes. While this is our goal, please realize that there is no such thing as a perfect house. Even newly constructed homes will have minor issues that have to be resolved. The home you are renting from Sloane Realty will have some quirks (we like to call it Character) and if you notice anything that causes concern, you should bring it our attention during the application process. Not all owners provide screens; repaint between tenant, fix crooked fence gates or many other minor imperfections. Please consider all homes in AS-IS condition unless discussed prior to entering into a lease. It is best to discuss this up front before entering into a legally binding contract. Just remember, that no matter the cost of the rental home you are leasing, perfection is more expensive. On the other hand, we strive to provide a nice home and will work with you to ensure that reasonable repairs are made.

## **SIGNING THE RENTAL AGREEMENT**

A lease agreement is a binding contract that defines the management and the tenant's responsibilities. Tenants should read and understand the lease before signing it. The tenant will be given a copy of the signed lease agreement within 48 hours of signing. 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 are required to sign the lease unless they are a dependent.

## **ASSOCIATION RULES AND REGULATIONS:**

If the dwelling unit is located within a Community Association, Homeowners Association or Condo Association, tenants will be subject to follow all rules and regulations of that Association. It is the tenant's responsibility to read, be aware of, and follow all Rules and Regulations listed. Sloane Realty will provide tenant information as needed to the HOA or Community Association in compliance with the relevant Covenants and Restrictions.

## **GENERAL RULES & REGULATIONS**

- A. **Your Lease** – This Tenant Handbook can be considered an expansion of your lease and while all information should be consistent, the Lease is the legal document and should be considered the final word.
- B. **The Property** – You have leased a home. . . think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the Owner, and you are expected to care for and maintain the premises accordingly.
- C. **Rental Payments** – Rent payment is due on the 1<sup>st</sup> day of the month and will be considered late after the 5<sup>th</sup> day of the month.

Sloane Realty accepts a personal check, money order, cashiers or certified check and ACH (online only) ; and the payment is to be mailed to PO BOX 13223, Charleston SC 29422 or dropped off at the Sloane Realty' office at 1982 Maybank Hwy, Charleston SC 29412.

Once the lease has been signed, Sloane Realty will email you access to our online payment system if you would like to make payment via debit card or EFT.

All mailed rent payments must be postmarked before the 5<sup>th</sup> of the month to prevent late charges being applied to the account.

Rent is accepted via our secure drop box 24/7 which means our office being closed on the weekend or holidays is not an acceptable excuse for late payment.

- D. **Contact Information** – All residents are required to have telephone accessibility and to provide Sloane Realty with their home and work phone numbers. Please be sure to notify Sloane Realty when you change your numbers. Even unlisted numbers must be provided to Sloane Realty. If you have an Email address, please provide that to Sloane Realty as well. Updated information can be sent to [admin@SloaneTeamRealty.com](mailto:admin@SloaneTeamRealty.com)
- E. **Returned Checks** – If a tenant's personal check or electronic payment is returned by a bank for insufficient funds or other reason, a fee of \$35 will be charged. If the returned check was a rent payment, the rent is unpaid and the tenant may be charged a late fee in addition to the returned check fee and the rent payment itself. If a check is returned, Sloane Realty has the option to require all future payments in the form of Cashier's Check, Credit Card or Cash. **Sloane Realty reserves the right to turn any and all returned checks over to the Solicitor's office for collection or prosecution.**

- F. **Default of Rental Payment** – If the rent is not paid by the 5<sup>th</sup> of the month, this is your notice that your lease and rental agreement may be canceled and a demand for all monies due. You will be responsible for all magistrate fees, court costs, legal and collection fees incurred by efforts to collect the rent due. All charges unpaid by the end of the month in which they are charged may be added as additional rent. All remedies and charges for collecting unpaid rent may be used to collect unpaid charges. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.
- G. **Keys and Locks** – All locks are re-keyed with each new resident. Two sets of keys are issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers, or other attachments to the interior or exterior of doors requires the approval of Sloane Realty. Sloane Realty must have keys to each lock on the house. Sloane Realty may gain access and re-key if at any time access is denied, and charge the cost to the Tenant. Copies of the new keys will be available at the office during posted office hours. All keys are to be returned to Sloane Realty upon vacating the premises. If you are locked out of your home, you may borrow a key from us Monday through Friday 9:00am to 5:00pm. There will be a charge for any borrowed key that is not returned within 24 hours. If afterhours, you may call our locksmith at 843-762-7789. Tenant is responsible for any service charge.
- H. **Living With Roommates** - Living with a roommate can be challenging even in the best of circumstances. Please remember that each roommate is equally responsible for all payments and damage that occurs at the residence. Sloane Realty considers roommates one person for the purposes of the lease. This means if a portion of the rent is not paid; the late fee is attached to all tenants. If rent is not paid, even a portion, and Sloane Realty must begin eviction proceedings, the entire household is evicted and not just the one roommate that refuses to pay their portion of the rent. Sloane Realty is not able to provide counseling services at this time so disputes must be handled between the roommates. Keep in mind if one person owns a pet and that pet does damage, all tenants will be charged equally when it comes time to return your security deposit. With regards to deposits, Sloane Realty will divide the deposits by the number of tenants and return an equal share to all tenants. If the tenants would like another arrangement, please put that arrangement in written form with all of the tenants signing. Please enter into any lease with a roommate only after seriously considering the pitfalls and discussing it thoroughly with your future housemate. **Please review the moving out section for more details (including early move out by a roommate and replacing that roommate on the lease)**
- I. **Trash, Garbage and Recycling** – All garbage, trash and recyclable materials must be placed in appropriate containers, (Sloane Realty does not provide these). All containers are to be discreetly stored. The Tenant is required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two (2) fifty-gallon trash bags of recyclable materials may be kept on the premises at one time.

- J. **Disturbances, Noise and Nuisance** – All Tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music, or vulgar or profane language. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.
- K. **Move-In Inspection Report** – Sloane Realty has provided you with a Move in Inspection form which needs to be filled out and returned to Sloane Realty within 5 days of taking occupancy of the home. Any defects should be noted and this form will be used when we conduct the move out inspection at the end of the lease. Minor repairs should be noted on this form and Sloane Realty will arrange for those repairs to be made after the form is turned in. If there is something that may cause additional damage or may be a hazard, contact Sloane Realty immediately. If the tenant fails to return the Move-In Inspection sheet, we will consider the property in excellent shape and determine any Security Deposits based on that.
- L. **Periodic Surveys** – As part of our agreement with the Owner of the property, Sloane Realty will conduct routine surveys of the condition of the property. Sloane Realty will provide you notice prior to any inspection. You will be notified of any problems, and given 14 (fourteen) days to remedy them. Any breach not corrected will be addressed as per the South Carolina Landlord Tenant Act (SCLTA).
- M. **Parking/Vehicles** – All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You are not allowed to park on lawns, sidewalks and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times.** No vehicle repair (except minor repairs e.g. changing a tire) is allowed at anytime. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch the leaks.
- N. **Guests** – Any person or persons staying more than three (3) weeks in a three (3) month period will be considered Tenants, unless prior written permission is obtained from Sloane Realty. Only those persons listed on your rental application have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of this agreement also apply to your guests.
- O. **Emergency Maintenance/Repairs** – An emergency exists when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls. To report an emergency, call the office phone number and follow the instructions on the voicemail. Be sure to report the specific emergency and include your telephone number in your message. Our voice mail system sends an email to all members of the staff and someone will contact you shortly. There is more information about Emergency Maintenance in the Maintenance section.

**If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling our voicemail.**

P. **Insurance** – It is not required that you have tenant’s insurance. Be aware that neither the owner of the property nor Sloane Realty maintains any insurance on your personal property to include electronics; foodstuff (i.e. refrigerated items lost due to mechanical failure, or any other tenant possession. It is highly recommended that you secure Renter’s Insurance to cover any damages due to normal maintenance issues, fires, or storms.

Q. **Pets** – The tenant shall not keep pets on the property without prior written consent. Pet weight (up to 35lbs) and breed will be evaluated before agreement to allow the pet on lease. When there is an agreement that a pet(s) can be brought into the property there will be a pet fee required from the tenant in addition to a pet addendum. This addendum will state that if any damages occur and exceed the amount of the security deposit the tenant will be fully responsible for all damages caused by pet(s). By law, service pets for disabled persons may reside at the property without extra charges, given that the pet is needed to help with the disability. Proper paperwork is required to validate the disability and need for a service pet. All pet owners (regardless of need) 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). A further description of pet regulations will be stated within the lease.

**Pet Fee** – The pet fee is non-refundable and it not to be used towards any damage caused by the pet. If at any time, Sloane Realty is required to ask that you remove the pet or if the pet is no longer residing at the home, the pet fee is not returned.

**Adding a Pet during the lease** - There may be a time when you would like to add a pet or replace a pet with another. You must contact Sloane Realty to have the new pet approved. If you have never had a pet, you will be required to pay the fee plus sign the pet addendum. If you are adding a pet, the fee is reduced but is still charged for each additional pet. The lease provides for additional penalties if a pet is discovered at the home without first getting approval from Sloane Realty. **SEE APPENDIX E**

**Pet Sitting** - Tenants are not allowed to pet sit more than one week without paying the pet fee or having prior written approval from Sloane Realty.

Please be aware that you are responsible for your pet. If Sloane Realty determines that you are abusing your pet, Sloane Realty reserves the right to remove the pet from the property and turn the pet over to the property authority. Also, if your pet is causing a disturbance, the tenant will be held accountable and liable for any fines, fees, or court action stemming from Law Enforcement or your neighborhood HOA.

## SECTION II: Moving In

### WHEN YOU FIRST MOVE IN

- A. **Get to Know Your Property** – When you first move-in, locate the breaker box and note the ground fault circuit breaker (some of these are located by the sinks and not at the breaker box), where the stove, hot water heater and air conditioner breakers are. Also locate the water shut off for the house. It usually is in the front yard near the house, often close to a front spigot. If the shut off has been covered over, contact Sloane Realty so it can be properly marked. Locating these items now may eliminate damage later.
- B. **Put this Handbook Where You Can Find It** – Before calling Sloane Realty, see if the answer is in this Handbook. We love hearing from our Tenants, but need to keep our time free for emergencies and urgent matters.
- C. **Move-In Inspection Report** – Sloane Realty has provided you with a Move in Inspection form which needs to be filled out and returned to Sloane Realty within 5 days of taking occupancy of the home. Any defects should be noted and this form will be used when we conduct the move out inspection at the end of the lease. Minor repairs should be noted on this form and Sloane Realty will arrange for those repairs to be made after the form is turned in. If there is something that may cause additional damage or may be a hazard, contact Sloane Realty immediately. If the tenant fails to return the Move-In Inspection sheet, we will consider the property in excellent shape and determine any Security Deposits based on that.
- D. **Association rules and regulations** - If the dwelling unit is located within a Community Association, Homeowners Association or Condo Association, tenants will be subject to follow all rules and regulations of that Association. It is the tenant's responsibility to read, be aware of, and follow all Rules and Regulations listed. Sloane Realty will provide tenant information as needed to the HOA or Community Association in compliance with the relevant Covenants and Restrictions.
- E. **Cable and satellite** - A tenant shall not alter or permit any alteration of the outside of premises without the prior, written permission of Sloane Realty. This clause pertains to TV antennae or satellite dish receiver installations. Sloane Realty may or may not approve installation of a satellite dish antenna on a balcony or patio, or roof if the tenant has exclusive use of the balcony or patio. If consent from Sloane Realty is given, the dish and installation is at the tenant's own cost. The tenant may not install any antenna on the common roof or grounds of a multi-unit residential rental building. Tenant is responsible for any damage or claim as a result of the installation of Cable or Satellite services. Please keep the following tips in mind:

Where possible, place any satellites on a pole in the back yard. Damage to the roof or siding is the responsibility of the tenant if they place the dish on the actual home.

The Cable and Phone lines are supplied as a convenience for the tenant. If the tenant would like additional drops, any financial costs will be borne by the tenant. Any drilling through walls or floors must be discussed with Sloane Realty prior to completion and the tenant may be held liable for damage and repair costs. Any lines that need to be upgraded or repaired shall be paid for and be the responsibility of the tenant.

- F. Utilities** - Tenant must register 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 electric service and or heat in the premises throughout tenancy to prevent any damages from occurring to the property. A utility company list is provided below with the numbers to contact for the specific company and to set the utility bills in the lease holder's name.

**WATER:**

**Charleston Water System (CWS)** - Telephone: (843) 727-6800 (no toll free number). Call them and they will do your application over the phone. There is a \$55-75 non-refundable charge. *\*Ask if they handle your sewer at the same time.*

*\*\*Make sure you try to be at the house when the water is cut on. CWS will not turn on the water on if there is a running faucet in the house.*

**St. Johns Water** – Telephone: (843) 559-0186 (no toll free number)

**SEWER:** If the CWS does not handle your SEWER, you will need to contact:

**James Island Public Service Dept. (JIPSD)** - Telephone: (843) 795-9060 (no toll free number)

**ELECTRICITY:**

**South Carolina Electric and Gas (SCE&G)** - Telephone: (843) 554-7234 (800)251-7234. Call and give them 24 hour notice. As your move in date approaches, call SCE&G to coordinate with the current tenant cutoff date

**Berkeley Electric Co-op** – Telephone: (843) 572-5454

*There is a \$150 deposit required. In the past they have accepted a letter of credit from your previous electric company. Make sure to ask if this policy still applies.*

**Tenant is required have all utilities not covered by the lease registered in their name prior to taking possession. Account numbers must be provided to Sloane Realty in order to pick up the keys for the property. The tenant is responsible for any fees, deposit or any utility bills not included in the lease.**

## SECTION III: During your Stay

### I. In and Around The House

- A. **Lowcountry Living** – We live in a warm, moist climate. It is important to keep the vents on the crawl space open, especially in wet weather. Closed vents may cause excessive damage to floor joists and other areas underneath a house. Watch for puddles of water that do not go away around the perimeter of a house. These are often signs of a water problem underneath. For slab homes, be careful that grass, dirt, flowerbeds or other coverings do not grow up over the level of the slab. Keep the perimeter of the house clear of all matter. Stack wood away from the exterior walls and off any wooden deck or flooring. Report to Sloane Realty, any suspected water problems.

In the South we also have Palmetto Bugs which are large roaches. They can often be found around damp areas and are not an indication of the cleaning habits of the tenant or the condition of the home. Smaller roaches such as German Roaches are an issue and should be reported to Sloane Realty.

- B. **Adding a Tenant** – It is possible to add a tenant to the lease but they will need to be approved by Sloane Realty prior to the new tenant moving into the residence. Per the lease, there is a \$200 fee that will be accessed for any changes to the occupants prior to the end of the lease. The new tenant must also be screened and approved by Sloane Realty in the same manner that you were when you originally signed the lease. You can find the application on our website at [www.SloaneTeamRealty.com](http://www.SloaneTeamRealty.com) If a new occupant is found to have moved in without prior approval it is considered a breach of the lease which can lead to additional fines and legal fees. It is rather simple to add a tenant if done in the correct manner.
- C. **Heat/AC Units** – **All heat/AC filters need to be changed once a month and batteries for smoke detectors should be changed at least twice a year.** A good rule of thumb is to change your filter and test your battery each month when you pay your electric bill, and to change the battery in your smoke detector each year when the time changes.

Many homes have heat pumps for heating and air conditioning. The air coming from the vents will not be warm in the winter or cool in the summer. **Heat pumps are designed for the temperature to be set and then to leave the control alone.** The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. During periods of extreme hot or cold temperatures, the heat pump may not keep the house as comfortable as you desire.

When the heat index is high the heat pump may not lower the inside temperature more than about 10 degrees below the outside temperature. Do not set the thermostat at a low temperature when the outside temperature is over 95 degrees. Poor cooling may also be due to a clogged filter. Check and change the filters monthly.

If water drips from the inside unit, it is usually due to a clogged condensation drain line. Some drains are easy to clean with a vacuum cleaner. If the line becomes clogged, turn off the unit and clear the drain line. If you do not know how, call Sloane Realty to get instructions.

- D. **Circuit Breakers** – Circuit breakers move slightly when triggered. It may appear to be ON when it has “TRIPPED”. To reset, turn the breaker in the OFF position, then back ON again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts the power during fluctuations. They are usually used for bathrooms, sink, exterior plugs, garages and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI’s located at the breaker box are marked with a red or yellow button. Many homes have the GFI at the plug in outlet. When these “trip”, simply reset the breaker as outlined above, or per the instructions on the outlet cover.
- D. **Extermination** – Please report any pest problem within three (3) days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, shall be your responsibility. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control. Sloane Realty assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Please notify Sloane Realty if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and damaging the unit.)
- E. **Changing Paint, Wallpaper, Etc.** – If you want to change the house in any way, please put your proposal in writing and submit it to Sloane Realty along with a sample of the paint/wallpaper or drawing (e.g. adding fence). If approved, you will receive a written confirmation. All tasks must be done in a workmanlike manner, and must be inspected and approved by Sloane Realty after completion. Any payments will only be made after the work is completed and inspected.

II. **GENERAL CARE AND CONDUCT** - Tenants are required to keep the dwelling unit in a clean and safe condition. Property management is required to keep the common (interior and exterior) areas and systems clean, structurally safe, and in good mechanical working condition and repair. The tenant must:

- A. Keep the rental unit clean and safe, and properly dispose of trash, and comply with all requirements of applicable building and housing codes. The tenant can be charged for his/her negligence and carelessness, such as 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 repairs or services. There will be no unauthorized repairs. Extra charges can be levied if additional damage occurs due to not promptly notifying the property manager. After giving proper notice, the tenant must allow property management access to the premises to accomplish necessary repairs or services.
- B. The tenant must change all HVAC filters every month (provided by the tenant). The tenant will be responsible for keeping debris out of vents.
- C. Tenant must care for lawn and any landscaping provided with the property unless otherwise stated within signed lease.
- D. There will be no trampolines allowed on the premise due to the danger to self and property (if the equipment were to be uplifted and damage the home or other surrounding homes.)
- E. There will be no waterbeds allowed on rental premises.

- F. Prevent abuse, misuse, or neglect of the rental unit and items within.
- G. Keep all utility accounts paid and set up in the tenant's name.
- H. The tenants are fully responsible for the conduct (behavior) of all occupants, their guests, invitees and themselves. A guest/invitee of the tenant may be barred from the premises for conduct that violates the terms of the tenant's rental agreement. There will be a written notice served upon the tenant, guest or invitee that describes the unacceptable conduct, disturbance, noise, etc. as the basis for action. This letter will be considered a warning to make changes to the given situation. If the problem continues there will be grounds for lease termination due to default of lease.

**III. Maintenance, Damage and Repair** – You are expected to maintain the home good condition as if you were the homeowner. Only repairs required because of normal wear will be made by Sloane Realty. You will be charged for repairs caused by misuse or neglect.

- A. **Put Maintenance Requests In Writing** – Put all routine requests in writing via our website. Be specific about the problem (e.g. RIGHT- the right burner on the stove does not work: WRONG – the stove is not working). If a repair person does not contact you within 48 hours (not including weekends or holidays) after reporting a problem, please notify Sloane Realty so the call can be reassigned.
- B. **Who Does What?** – All “breakdowns,” system failures and structural defects must be reported to Sloane Realty immediately. If an urgent repair is needed (i.e. hot water heater leaking) **YOU** are responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Sloane Realty will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make. Some examples of maintenance you are expected to do at your own expense:

- Replace light bulbs
- Torn or damaged screens
- Replace or repair cabinet catches, knobs or handles
- Replace Heat/AC filters **EVERY MONTH**
- Re-light gas furnace or hot water heaters
- Treat for fire ants and other lawn pests
- Keep flower beds weeded and edged and add fresh bedding once a year
- Replace batteries in smoke detectors (please notify Sloane Realty if smoke detector does not work)

***Examples of repairs management will make at no expense to you:***

- Repairs to Heat/AC systems from normal use
- Replace heating units for hot water tanks from normal use
- Repair leaks in roof
- Replace or repair any part of plumbing which fails from normal use
- Remove broken electrical components
- Repair/paint rotted wood (Please notify management if found)
- Treat for termites.

***Examples of repairs for which YOU will be held responsible:***

- Replace heating elements/hot water tanks if caused by empty tank.

Repairing burst water pipes when caused by freezing weather.

Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, animals, children, guests, smoking or any unusual or unreasonable use.

Damage to fences, outside walls, shrubbery, trees or plantings.

- C. **Unauthorized Repairs** – Please do not make any repairs or authorize any maintenance without written permission from Sloane Realty. We must authorize all repairs. Except as provided in the SC Tenant/Landlord Act, rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.
- D. **Lawns and Grounds** – You are expected to care for the lawn and grounds, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass; fertilizing the lawn; trimming shrubs; edging all walkways; curbs and driveways; treating fire ant beds; cleaning the roof and gutters of leaves, debris, and pine needles and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves, and sides of the house. You are required to report any condition that can cause damage, permanent or temporary, to the grounds, and to treat for lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flowerbeds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by the Tenant. Do not leave hoses connected to exterior faucets with the water turned on.
- E. **Light Bulbs** – At move-in, all light fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during the Tenant’s occupancy (including floodlights). Upon moving out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.
- F. **Plumbing/Septic Systems** – You are responsible for keeping all sinks, lavatories and commodes open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage after 5 (five) days of occupancy unless it was caused by mechanical failure of the plumbing system.
- G. **Waterbeds** – You will be responsible for ANY damage caused by a waterbed. An extra Security Deposit is required if you have a waterbed.
- H. **Walls and Ceilings** – Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval of Sloane Realty. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. All walls, baseboards and trim must be washed before vacating. **IF YOU ARE A SMOKER, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE.** All of our homes require that if you smoke, you smoke outside of the residence.

I. **Vinyl Floor Coverings/Hardwood Floors** – With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times a year. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product or an eraser. Do not apply varnish, lacquer or shellac to the floor. When waxing, use a water-emulsion, self-polishing type such as Johnson’s Vinyl Wax for vinyl and Johnson’s Paste Wax for hardwood floors. Do not use any solvent-based waxes. You will be responsible for damage done by using improper cleaning materials. (You are also responsible for damage to flooring such as broken tiles or torn floor covering or improper cleaning procedures.)

J. **Carpet Care**- Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. You must have a motor driven brush-and-beater type vacuum cleaner if the home you rent has carpet. Shampooing is usually required about once a year and is your responsibility.

Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. If there is damage to the carpet or it has not been properly cleaned it will be at the tenant’s expense. Sloane Realty recommends **ChemDry of Charleston at 843-766-0052**. Be sure to mention that you are a tenant of Sloane Realty to receive the discounted rate. If you have pets, the carpet must also be checked for Pet Urine and proof of an inspection and any treatment shall be provided to Sloane Realty upon move out. Absence of this documentation, Sloane Realty will conduct such inspections and treatments as needed.

K. **Stoves** – If the oven or broiler will not operate, check the timer on the stove. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. Instructions for other types are on the face of the stove. Be careful when cleaning the oven that oven cleaner does not drip onto the cabinets below or onto the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

L. **Dishwashers** – Use at least once a week. Seals may dry and the motor may be damaged by long periods of not being run. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter.

M. **Garbage Disposals** – Garbage disposals are not for bones, greasy items, meat or any other similar materials. If the motor buzzes, turn the switch off. Un-jam the disposal by turning the blade backwards with a broom handle or a wrench if one is provided. Reset the circuit breaker on the bottom or the side of the disposal (this is usually a small red or yellow button). If the unit turns easily by hand but not with power, call for service. Almost all disposal jams are from what is put into them or misuse.

- N. **Washer/Dryer Hookups** –When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. Check the wall and floor monthly for evidence of a hidden leak. Check all connections when first installing the Washer. Be sure to be home and able to monitor the first cycle of the washer to be able to react to any leaks.

**IV. Cleaning and How To's** – We work hard to deliver to you a clean, well-maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment safe and usable for you. The key to proper cleaning is to do it often. Set up a weekly schedule. Monitor the work and ensure that cleaning is performed as often as needed. A properly maintained home is a team effort involving the Owner who keeps structural and mechanical maintenance up-to-date; the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Management.

A. **Minimum Cleaning Standards** –

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Wash interior doors, doorways and walls in heavily traveled areas every 1-2 months.
3. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
4. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
5. Mop and wax vinyl floors biweekly.
6. Dust baseboards, windowsills, and window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
7. Clean Heat/AC air return grate and change filter **EACH** month. (A good rule is when you pay your light bill then change your filter.)
8. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
9. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
10. Curtains and blinds, if provided, should be cleaned or washed semiannually.
11. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
12. Sweep out garage as needed.

B. **Counter tops and Cabinets** – Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops as they will scratch. All unpainted cabinets need to be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.

- C. **Kitchen Appliances** – Each kitchen appliance must be cleaned regularly. In particular, the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be new. Please clean under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which you will be responsible.
- D. **Fireplaces** – If there is a fireplace in your home, please do not burn pine or any other “sappy” wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned every two years.

If the home fills with smoke, it is often caused by the damper being closed. TO check you will need to stick your head inside the fireplace (preferably when there is no fire lit) and move the damper control forward or back. If that does not open the chimney, put out the fire and call Sloane Realty to arrange a maintenance work order.

If you have gas logs, please be sure you know how to operate them prior to using them. Call Sloane Realty for instructions. We can also arrange for a demonstration if needed. You are not permitted to burn any other items in a gas fireplace beyond the preinstalled gas logs.

## SECTION IV: Moving Out

**Thirty Day Written Notice** – A thirty (30) day written notice must be given to Sloane Realty before vacating the premises. **THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE.** The notice should state a definite moving date. Written notice is only accept at the first of the month and any noticed received during the month will be considered effective the first of the next month. For example if you want to move out November 30<sup>th</sup>, notice must arrive in our office by November 1<sup>st</sup>. If you bring notice in November 10<sup>th</sup>, you will be required to pay rent until December 31<sup>st</sup> or at which time the property is re-rented prior to that date. To move in the middle of the month or some other date than the last day of the month, a special agreement must be made with Sloane Realty prior to notice being given. **See attached form.**

**Pre-Move out Inspections** Upon receipt of notice, Sloane Realty will conduct a Pre-Move Out inspection. The purpose of this inspection is to plan for any issues the owner may have to deal with prior to a new tenant being placed in the property AND identify any issues that could impact your security deposit. Not all deductions can be found during this inspection but if the tenant uses this information plus the move out data found in this handbook and provided upon notice, the deductions should be minor.

**Marketing During the Notice Period** – After you have given notice that you intend to move, the property may be listed for sale or rent. The most probable showing hours are between 9:00 am and 6:00 pm. The property must be available and in good condition during the market time. Per the lease, we are required to give you 24hrs notice before any showings unless you waive that right. The most common arrangement is overnight notice vs. a strict 24hr requirement. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule. You will be called prior to showing. If there is no answer or no answering system, the call is still considered notice. If permission is given, we will call your work number. A call to your place of residence is the usual and customary practice in the Charleston area, and is considered notice. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing.

Minimum showing condition:

1. All beds made and rooms neat
2. Floors are recently vacuumed; clutter free, especially no piles of dirty clothes.
3. Kitchen and baths are clean, sinks are clean and empty.
4. Walls are clean and unmarred.
5. Dogs are out of the way, litter boxes are clean and odor free.
6. TV is off or volume turned low so as not to be intrusive.
7. Yard is mowed, trimmed and in good condition.
8. Blinds/curtains are open and home is well lit (when possible).

The better a home shows, the more likely it will rent or sell quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

**Carpet Cleaning** - Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. If there is damage to the carpet or it has not been properly cleaned it will be at the tenant's expense. Sloane Realty recommends **ChemDry of Charleston at 843-766-0052**. Be sure to mention that you are a tenant of Sloane Realty to receive the discounted rate. 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.

**When do you have to return Keys** – The tenant is required to relinquish possession of the home at noon the last day of the lease. Any delays could result in extra costs to the tenant especially if there is another tenant planning to move in on the same day. Any delay must be coordinated and approved by Sloane Realty at least one week in advance of the move out. As per the lease, the tenant is considered a holdover tenant and subject to double rent if possession is not returned to Sloane Realty in accordance with the lease. Keys **MUST BE** returned to Sloane Realty is considered the only valid way of relinquishing possession unless another method is pre-approved by Sloane Realty.

**The Move-Out/Check-Out Condition Inspection** – It is your responsibility to schedule the move-out inspection. Please schedule it as early as possible, especially if you are moving during the last week of the month. Asking for a same-day appointment is often disappointing, as the Property Managers already have a full schedule. You are requested to be present, but please **DO NOT** accompany the inspector through the house. We give you the privilege of completing your initial report without Management looking over your shoulder; please give us the same consideration. If you are not present, Management's report is final.

1. Inspections are made from 9:30am – 4:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays. The inspection takes from 45 minutes to 1½ hours, depending on the size of the house.
2. All utilities are to be left on for three (3) days after your first scheduled inspection. This enables you to have utilities for additional work if all is not acceptable the first time through.
3. Surveys are made only after you have completely vacated the premise, the premises are cleaned, carpets are professionally cleaned and dry (receipt required, chemical dry cleaning is unacceptable), the yard is mowed and edged, all trash hauled off, shrubs trimmed, flower beds have fresh bedding, and you are ready to turn over the keys.
4. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.
5. Appendix D provides some of the cleaning guidelines. Upon receipt of your written notice to vacate, another copy will be sent to you. Most Tenants who use the guidelines pass the survey on the first appointment.
6. A re-inspection fee (minimum \$75.00) will be charged for each return trip that is required after the first appointment. We encourage you to have the property in proper condition for the first appointment. If the Inspector arrives for the appointment and the house is not ready and/or the utilities are not on, the Inspector will leave. You will be charged for all subsequent trips.

**Breaking the Lease** – Sloane Realty does not require that you forfeit your deposit to break your lease early. If you should break your lease early, you will be responsible for all costs incurred in securing a new Tenant.

1. We work diligently to reduce your costs should you break your lease. If you find you have to move before the end of your lease, we will market the property promptly. You must pay a full months rent for every month until a new Tenant is secured. When the new Tenant moves in, your obligation ceases.
2. You must follow all procedures for marketing, cleaning and checkout.
3. Following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:
  - a. A re-leasing and/or breaking lease fee.
  - b. Rent until the new lease takes effect.
  - c. Lawn maintenance (you need to arrange for that before leaving).
  - d. Utilities (keep them on in your name until notified of a new Tenant).
  - e. Advertising
4. **All notices must be in writing and provided to Sloane Realty 30 days in advance and at the first of the month.**

SCLTA requires that we make every effort to re-rent the property as quickly as possible so notify Sloane Realty as soon as you know that you may have to break your lease so that we can begin marketing and thereby reduce your future costs. It is important that the tenant work with Sloane Realty to ensure easy access for showings.

**Roommate leaving early with others staying in property** – If one or more roommate decides to leave the house early, it does not mean that tenant is released from their obligations to Sloane Realty nor the other roommates. The only way that a roommate can be removed from the lease is for all parties to agree which includes the previous roommates. One of the pitfalls of living with roommates is that the remaining tenants are responsible for any charges if one roommate is no longer paying. Sloane Realty will not pick sides nor act as an arbitrator in situations such as this. **No security deposit can be disbursed until the possession of the home is completely returned to Sloane Realty.** If the leaving tenant wishes to relinquish their claim to the deposit, it must be in writing and delivered to Sloane Realty.

In many circumstances the leaving tenant is replaced with a new roommate. If this happens any deposit arrangements must be made amongst the tenants. Typically the new tenant (once approved by Sloane Realty) assumes the lease and pays the outgoing tenant a portion of the deposit. The remaining tenants and the new tenant thereby agree that the leaving tenant is no longer responsible for any damages that may have occurred prior to the tenant leaving or after the new tenant moves in. Again this must be in writing and delivered to Sloane Realty. Sloane Realty will continue to hold the old tenant (and there by the entire group) responsible absent written documentation of any arrangement made amongst the roommates.

There may be a charge from Sloane Realty to allow a tenant to leave the lease or have another tenant added. Please review your lease.

**Return of The Security Deposit – THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH’S RENT!!!**

1. The security deposit will be refunded within 30 days of the end of your possession of the property. If you are leaving the lease early, the 30 day counter starts once a new tenant is placed into the property OR the end of your original lease term.
2. Following are the requirements for a full refund:
  - a. Have given thirty (30) day written notice prior to vacating.
  - b. Have left the premises clean and undamaged and followed the check out procedures.
  - c. Have left all walls clean and unmarred. (Homes are NOT typically painted between each Tenant).
  - d. Have paid all charges and rents due.
  - e. Have removed all debris, rubbish, and discarded all items from the premises.
  - f. Have provided a forwarding street address and a telephone number. No P.O. Boxes are accepted as a forwarding address.
  - g. Have an acceptable move-out/check-out condition survey report by the Property Manager or Inspector.

**State Law and Your Lease** – The SC Landlord Tenant Act is clear with regards to your security deposit. Paragraph 9 from your lease is copied here for your convenience.

*Upon termination of the tenancy, property or money held by the Landlord as security may be applied to the payment of accrued rent and the amount of loss of rents or damages which the Landlord has suffered by reason of Tenant’s noncompliance with the South Carolina Residential Landlord and Tenant Act. Any deduction from the security deposit must be itemized by the Landlord in a written notice to Tenant together with the amount due, if any, within 30 days after termination of the tenancy and delivery of possession and demand by Tenant, whichever is later. Tenant shall provide the Landlord in writing with a forwarding address or new address to which written notice and amount due from the Landlord may be sent.*

*If Tenant fails to provide the Landlord with the forwarding or new address; Tenant is not entitled to damages under this subsection provided the Landlord (1) had no notice of Tenant’s whereabouts; and (2) mailed the written notice and amount due, if any, to Tenant’s last known address. In the event security deposit is not sufficient to pay all charges due, Tenant shall pay said charges within five (5) business days after receiving notice from Landlord.*

## SECTION V: All the Other Stuff

### Emergency/Disaster Procedures

- A. *Appendices A, B, and C* – These are the procedures, plans and responsibilities for emergency/disaster related situations. Please read each of them carefully and regularly review them, especially during the summer months. Since a hurricane is the natural disaster most likely to happen in our area, special emphasis has been placed on hurricane preparedness. Please be aware, earthquakes are also a possibility.
- B. *Make Your Plan Now* – The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for. It is easy to forget even little things in the anxiety, which often comes with an emergency. To avoid unnecessary stress, get ready now. As Charleston Mayor Joseph P. Riley, Jr., says, "No one ever got hurt or killed because they were over prepared."
- C. *Two Types of Emergencies* –
1. The first type is one that is specific to the property you rent (i.e. a tree falls on this house, or the hot water heater bursts). Appendix A addresses this **NON-DISASTER EMERGENCY**.
  2. The second type of emergency is an area wide disaster (i.e. a hurricane or tornado) Appendix B addresses for this type of emergency procedure.
- Because we get advance warning for a hurricane, many people choose to leave town. If you leave, you still must secure the property prior to leaving. Then complete Appendix C, email / fax or bring it to the office before leaving. If the disaster does occur, please call before coming back to the property.
- D. *What You Do* – Everything an Owner would do to protect the property, you are expected to do. The first priority is to stop additional damage. Review Section II. A. regularly. We have many thunder and lightning storms, power outages and high winds. An emergency could happen at any time. Be prepared.

# APPENDIX A

## NON-DISASTER EMERGENCY PROCEDURES

(i.e. Kitchen fire, hot water burst, burst water pipe, tree on house, etc.)

### **Upon first occurrence or discovery of problem, secure from further damage immediately.**

Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

#### **Resident Responsibility**

- -Take steps to prevent additional damage immediately.
- -Turn off the source of water or electricity or gas, as the situation demands.
- -Notify Sloane Realty, if it is after hours use emergency line.
- -Make claim on Resident's insurance.
- -Notify Sloane Realty of Resident's insurance coverage.
- -Provide emergency (police, fire, etc.) report to Sloane Realty within five (5) days of the incident.
- -Provide access for insurance, repair people, etc. to assess and repair damage.
- -Notify management of delays, "no show" appointments, and problems with repairs.

#### **Sloane Realty Responsibility**

- -Notifies the Owner, insurance company and repair companies.
- -Takes pictures of damage for Owner report.
- -Inspects and takes pictures of finished work.
- -Handles complaints/conflicts between Resident and the repair company.

The insurance company will contact Sloane Realty and we will contact the tenant within 48 hours to arrange any access they may need. They will assess the damage. Within 3 – 10 days, depending on the severity of the damage, the repairs will begin. Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. If you desire, they can check out a key from the office. You will need to call the office to coordinate with the office manager for key checkouts.

After the repairs are complete, management should call you to set up a time to re-inspect. If there is a delay, please contact the office. Sometimes the repair company is not prompt in scheduling the inspection. Your help is vital to this process.

***You are responsible for any loss to the Owner due to Resident negligence. If a current resident or a guest caused the damage, please be aware all charges not covered by insurance will be billed to you.***

## APPENDIX B

### DISASTER EMERGENCY PROCEDURES

1. Have an emergency preparedness plan, a checklist and a storm kit. Each year The Post & Courier newspaper publishes a pull out section on emergency preparedness. Contact The Post & Courier at 577-7111 or [www.Charleston.net](http://www.Charleston.net) for a copy.
2. Upon first notification that a disaster emergency may occur, complete the **Disaster Plan – Tenant Form** in the back of this booklet.
3. Fax / Email or deliver the Tenant Form to the office of Sloane Realty (fax: 843-795-1059)
4. If you cannot get through, call the office and read the information from the completed form to the voice mail system. Then mail the form immediately.
5. Stay tuned to the local news media and follow all recommended precautions and instructions. The Charleston Area local governments have a thorough Disaster Plan, and the news media will keep us all informed.
6. During the storm or before leaving, please be sure to:
  1. Turn off main breaker to house.
  2. Turn off main gas line to house (Call power company for instructions).
  3. Turn off main water supply to house.
  4. Take all recommended precautions by the local news media and storm bulletins publications.
  5. Secure your pets, inside. If it is not safe for you outside, it is not safe for your pets either!
  6. Secure all outside items.
    - A. Bring in swing sets, playhouses, small planters, anything that could turn into a flying object during high winds.
  7. Secure house against damage.
    - A. Follow all recommendations by the local news and the emergency preparedness teams for your county.
  8. Make sure management has a key for your house (did you changed locks without informing Sloane Realty?).
  9. If you are leaving town, call the office before leaving and before returning to verify the house is safe to return to.

**YOU ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, YOU ARE EXPECTED TO DO!**

**DO NOT attempt to board windows to the house. If the owner chooses to board the house, Sloane Realty will handle any arrangements necessary. You will be held responsible for damage done to the home while boarding windows.**

**\*\*Neither Sloane Realty nor the Owner has insurance on your personal possessions. It is YOUR responsibility to have adequate Renter's Insurance!**

## **(COPY OF STANDARD START OF HURRICANE SEASON LETTER)**

Hurricane season has officially begun and you are probably aware that we may be in line for some Hurricanes this year. We wanted to write and advise you of some things that you should do to prepare for the storms and the aftermath.

- Check your lease items #17 and 22. Listen to weather reports and follow instructions.
- Make sure there is no trash/ stuff in the yard. The wind can blow and around and damage the windows, house and your cars.
- Fill your car with gas.
- Have cash on hand.
- Stock up on food items that do not need to be cooked
- Get drinking water.
- Have important papers handy.

The owner of the property has NO insurance to cover your personal items (including items in the refrigerator).

You are NOT allowed to board up the windows.

If you do leave, you should unplug as much as you can so that if the power goes out, the items will not be damaged when it comes back on. You will need to leave the refrigerator plugged in, unless you remove all of the items that will spoil without electricity. If you know the location of the breaker that controls the stove and hot water heater, it would be good to turn those breakers off.

Please call 795-4461 and leave word if you are leaving. If we do get a "hit" we will be checking on the rentals as soon as possible. After the storm, call 795-4461 and leave word about your rental. If there is damage, leave a message explaining the extent of the damage.

Don't wait until the last minute. Make preparations now, and then stay off the road as the storm gets closer.

Please be ready to prevent further damage to your property and possessions if there is structure damage causing water or wind to get inside. It is the owner's responsibility to fix the structure but you do have a responsibility to prevent continuing damage.

There is a possibility of tree damage and limbs down in the yard. The owner is responsible for large debris but you, as the tenant, are responsible for limbs and other debris in the yard. If you are not responsible for the yard work, the owner will have their service providers remove all debris.

Our office will open as soon as possible after the storm. Please let us know if you need any assistance.

Please call us if you have any questions, If we do get a hit, we will get back on line as soon as possible.

Please report in as soon as you can and let us know the condition of the house.

**APPENDIX C**

**DISASTER PLAN – TENANT FORM**

**Address of Property:** .....

.....

.....

**Tenant Name:** .....

**Home Phone:** .....

**Work Phone:** .....

**Emergency #:** .....

**Are You Leaving Town? . . . . .Yes . . . . .No      If so, how can we reach you?**

.....

.....

**Who is your Insurance Carrier? . . . . .**

**Who is your Agent? . . . . . Policy Number. . . . .**

**HAVE YOU:**

- **TURNED OFF ELECTRICITY AT MAIN BREAKER?**
- **SHUT OFF GAS?**
- **SHUT OFF MAIN WATER SUPPLY TO HOUSE?**
- **TAKEN YOUR PETS WITH YOU OR TO A PET SHELTER?**
- **SECURED ALL OUTSIDE ITEMS?**
- **DID YOU PACK / SECURE ANY WEAPONS YOU MAY HAVE?**
- **NOTIFIED MANAGEMENT YOU ARE LEAVING AND HOW TO CONTACT YOU???**
- **DO YOU HAVE A COPY OF YOUR LEASE? YOU MAY NEED SOME SORT OF ID SUCH AS A LEASE TO RETURN TO YOUR HOME AFTER A STORM.**

**For more information on how to prepare for a natural disaster, call your County Emergency Preparedness Division: Charleston County      554-5951**

**APPENDIX D - MOVE OUT PACKAGE**

**30 Day Move Out Notice – TENANT FORM**

**Sloane Realty LLC**

**Property Management and Sales**

**1982 Maybank Hwy ~ Charleston, SC 29412**

**(843) 795-4461 ~ (843) 795-1059 (fax)**

**[www.SloaneTeamRealty.com](http://www.SloaneTeamRealty.com)**

DATE: \_\_\_\_\_

PROPERTY ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

Date of move-out \_\_\_\_\_ Roommate move out \_\_\_\_\_ Complete move out \_\_\_\_\_

This is our 30 day notice to vacate the home listed above. I understand and agree to the following.

1. Review the **PROCEDURE FOR CHECK OUT, POTENTIAL CHARGES, and CLEANING LIST**. If a roommate is moving out and the house is NOT being turned back over to Sloane Realty, review the **EARLY MOVE OUT POLICY**.

2. The undersigned intend to vacate the property:

\_\_\_\_\_  
Print Name                      Sign Name                      New Address

\_\_\_\_\_  
Print Name                      Sign Name                      New Address

\_\_\_\_\_  
Print Name                      Sign Name                      New Address

**Additional addresses and signatures should be placed on the back of this form.**

3. Sloane Realty has 30 days to return your deposit. Please do not count on your deposit being returned earlier than 30 days.

4. Deposit will be disbursed equally to all tenants on the lease. If there is a change in the amounts going to each tenant, it is up to the tenants to notify Sloane Realty. Notification must be in writing.

5. You must provide your new address or the deposit shall be sent to the previous address.

6. Once notice has been given, Sloane Realty will start advertising the unit. If your move out date changes or you decide to stay in the unit, notify Sloane Realty as soon as possible. Tenants changing their minds regarding moving out will owe advertising fees to Sloane Realty. **If Sloane Realty has already leased the property, notice cannot be withdrawn and the tenant must vacate the property on the given date or be liable for damages to the owner and the new tenant.**

7. After notice is given, Sloane Realty can show the property with 24 hours notice. Please maintain the home in good condition.

# PROCEDURE FOR CHECK OUT

Resident Name: \_\_\_\_\_ Property Address: \_\_\_\_\_

To prevent unnecessary deductions from your security deposit, please use this guide for checking out of your home. (This list is not all-inclusive; it is merely a guide for your convenience.)

1. Pay any unpaid rent, late charges and other miscellaneous charges against your account.
2. Once notice has been given to Sloane Realty, the property will be advertised. Please be ready for showing and maintain the property in a show ready status.
3. Remove all personal belongings. Double-check all kitchen cabinets, refrigerator, attics, storage spaces, and closets. (*Any items left behind becomes the property of Sloane Realty LLC and will be disposed of. You will be responsible for any expense arising from the removal.*)
4. Clean interior (Have carpets professionally cleaned, mop vinyl/wood floors, dust ceiling fan blades, baseboards, mini blinds & window sills, clean light globes. Please refer to our POTENTIAL CHARGES and CLEANING LIST)
5. Replace blown/missing light bulbs and light fixture globes.
6. Replace smoke detector(s) batteries.
7. Replace A/C filters.
8. Mow lawn, trim bushes, sweep out garage & walkways.
9. Call 843-795-4461 to schedule a check out inspections. Please call the office at least one week prior to the date you are ready to vacate the home. (*submitting your 30-day notice does not automatically schedule you for an inspection appointment*) Appointments need to be within normal working hours.  
-or-
10. If you will not be present for inspection, please call 843-795-4461 to indicate when we can inspect.
11. Return all keys (including garage door openers, mailbox keys, pool keys, clubhouse, and gate keys) to Sloane Realty once you move out. You will be charged for each key not returned. (***Return of keys signifies you have turned the property back to Sloane Realty. Your rent obligation continues until you have returned your keys and left the house vacant.***)
12. Sloane Realty has 30 days to return your deposit. Please do not count on your deposit being returned earlier than 30 days.
13. Deposit will be disbursed equally to all tenants on the lease. If there is a change in the amounts going to each tenant, it is up to the tenants to notify Sloane Realty. Notification must be in writing.
14. You must provide your new address or the deposit shall be sent to the previous address.

## At Check-Out

THE POWER AND WATER MUST BE ON FOR THE INSPECTION. (You will be charged if we have to turn on the utilities to conduct the inspection.)

**If we arrive to a prearranged check out appointment and you are not ready for the inspection, you will be billed \$50 for each return visit to conduct the inspections.**

## POTENTIAL CHARGES

**If you return the home to us unclean or with items missing or broken, here are some of the charges you could be facing.**

*(Please note. This is not an all-inclusive list; you may be charged for items not listed. The prices indicated are AVERAGE prices only. If the owner incurs a higher cost for cleaning/repairs/replacement of an item, will be responsible for the higher cost.)*

### CLEANING:

Carpets: \$100 per home regardless of size. \$160+ if it is determined that pet urine is present.

Interior: 2-bedrooms start at \$150 3+ bedroom start at \$250

### MISCELLANEOUS:

|                     |                                   |
|---------------------|-----------------------------------|
| Carpet Repairs      | \$250                             |
| Trash Removal       | \$30/man hour + 30/truck load     |
| Painting            | Start at \$150 per room           |
| Tile Floors         | \$75                              |
| Holes in Wall(s)    | Start at \$150                    |
| Roach/Flea Spraying | Start at \$65 per treatment       |
| Yard work           | \$75 / Bushes-raking starts \$175 |

| REPLACEMENT        | EACH  |                   | EACH  |
|--------------------|-------|-------------------|-------|
| Window Glass       | \$35  | Ice Tray          | \$3   |
| Patio Glass Door   | \$250 | Crisper Cover     | \$45  |
| Patio Screen       | \$85  | Refrig Rack/Shelf | \$75  |
| Window Screen      | \$75  | Garbage Disposal  | \$225 |
| Lost Mailbox Key   | \$35  | Light Fixture     | \$50  |
| Lost Garage Opener | \$50  | Light Bulb        | \$15  |
| Smoke Detector     | \$25  | Counter Top       | \$250 |
| Mini-blinds        | \$45  | Door Stopper      | \$15  |
| Vertical Blinds    | \$150 |                   |       |

We will provide you with actual receipts for all expenses withdrawn from your deposit.

Any disputes regarding your deposit needs to be submitted to Sloane Realty in writing within 30 day of the date of the disbursement letter.

## CLEANING CHECK LIST

This checklist is for your convenience. To ensure there is no deduction from your security deposit for cleaning fees please use this as a guide to cleaning your unit upon move-out.

### **General:**

1. Windex all windows and wipe down window sills.
2. Wipe down inside and outside of all doors.
3. Wipe off all baseboards.
4. Clean out fireplace if applicable.
5. Wipe down walls where necessary.
6. Clean/mop all hard surface floors (hardwood, tile, vinyl etc.)
7. All Carpeting is to be vacuumed and professionally shampooed after furniture is moved out. Please see the pet addendum if applicable.
8. All Trash must be removed from the premises.
9. Clean all blinds.
10. Clean all light fixtures throughout unit and replace any burnt out bulbs.
11. Replace all air filters.

### **Kitchen:**

1. Clean all surfaces (ie counter tops, stove top, sink)
2. Clean inside and out of dishwasher and range hood.
3. Clean out microwave.
4. Scrub Kitchen floor, including under the movable appliances.

### **Refrigerator:**

1. Wash inside of refrigerator.
2. Take out vegetable drawers and wash in warm water, dry and replace.
3. Wash and dry outside of refrigerator (don't forget the top).
4. Move refrigerator out from wall and clean underneath. DO NOT TURN OFF!
5. Clean out Freezer.
6. Leave Ice Maker in OFF Position.

### **Stove:**

1. Remove racks and broiler pan, soak in hot water to clean, dry well.
2. Clean inside of oven, top of stove, under elements, pan drawer, exhaust fan, hood.
3. Remove lower drawer and clean under stove.
4. Wash and dry outside of stove.
5. It is often easier to replace the element pans vs. trying to clean them.

### **Cabinets and Drawers:**

1. Wipe cupboards inside and out. Remove any shelf paper.
2. Wipe out drawers with damp rag.
3. Clean sink and counter tops.

### **Bathroom(s):**

1. Wash down tile.
2. Clean bathtub, tile around the tub, sink, door and fixtures.
3. Clean inside and outside of toilet.
4. Clean the inside of medicine cabinet (if applicable).
5. Clean Mirror.
6. Scrub Floor.

### **Exterior:**

1. Sweep out garage and remove cobwebs.
2. Mow lawn and weed flower beds.
3. Haul away all garbage.

## APPENDIX E - PET ADDENDUM

This Addendum is attached to and a part of a Rental Agreement dated \_\_\_\_\_

between **SLOANE REALTY** as Landlord and \_\_\_\_\_

\_\_\_\_\_ as Tenant for the premises commonly known as

\_\_\_\_\_ (the "Rental Agreement").

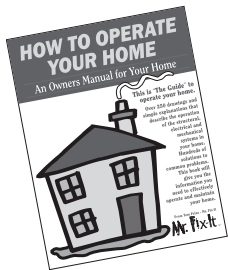
The Landlord or Landlord's Agent grants the undersigned Tenant permission to keep the following animal/pet(s) and will verify the following information when signing:

| TYPE | BREED | NAME | SIZE/COLOR |
|------|-------|------|------------|
|      |       |      |            |
|      |       |      |            |
|      |       |      |            |
|      |       |      |            |

The undersigned Tenant agrees to the following conditions:

1. \$ \_\_\_\_\_ paid by Tenant as a Non-Refundable Pet Fee. The Tenant fully understands any Pet Fee is NOT a pet deposit. The amount is a fee paid for the right to possess a pet on the property. In addition, the Tenant fully understands the Landlord can use any part of the Tenant's entire security deposit for any damage caused by their pet.
2. Tenant understands fully that at no time will Landlord or Landlord's Agent refund the Pet Fee or any part of the original security deposit prior to vacancy, even if Tenant removes the pet, or the pet vacates the property for any reason.
3. Tenant fully understands they will be responsible for professional carpet cleaning during and after vacancy due to the approval for having a pet on the premises and is to be at the tenants' expense. Tenant also agrees that they will have carpets tested for pet urine and treated by a professional carpet cleaning company upon move out. Documentation must be turned over to Landlord as proof of compliance. Tenant must obtain approval of the carpet cleaning company from the Landlord and/or Landlord's Agent.
4. Tenant fully understands they are responsible for pest control during and after vacancy, due to approval for having a pet on the premises, and the pest control is to be at the tenants' expense.
5. Tenant is to keep only the animals specifically listed above and CANNOT substitute any other animal/pet without permission of the Landlord or Landlord's Agent.
6. Tenant cannot "baby sit" or do any "care taking" of any animal, bird or pets of any nature, for another party on the premises for any friend, relative or acquaintance at any time.
7. Tenant agrees to keep their pets under control at all times and abide by the County or City codes pertaining to animals and Tenant agrees to keep their pet restrained when it is outside of the dwelling.





# HOW TO OPERATE YOUR HOME *Mr. Fix-It* Home Tips

## IN CASE OF EMERGENCY:

Things everyone in the household should know

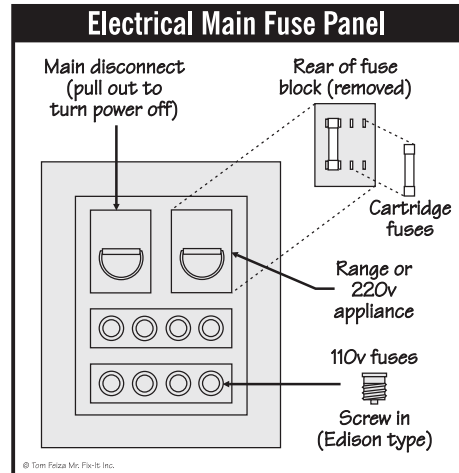
It's a great idea for every homeowner to set up an emergency plan and create a list of things everybody in the household should know. Your safety plan could involve maintaining a list of emergency shut-offs, information sources, and basic tools. You may need to find an expert to help locate, repair or maintain some of these valves and switches. Locating and tagging them would be a helpful exercise for any homeowner. I suggest you put a tag on each item and take a tour with all family members explaining what these items do and how to operate the controls. In addition, develop a list of emergency numbers and an escape plan. Here is a checklist to help get you started:

### ▪ Main electrical disconnect.

This will be located at the main fuse box or breaker panel. Usually there is one main switch or fuse block, but on older systems there can be multiple disconnects. (See Drawing E002, E003)

### ▪ Water main valve.

This valve turns off all the water to your home. If the valve looks old, worn or rusty, have a plumber check it for proper operation. If you use a municipal water supply, the valve will be located in the basement on the "street side" of your home near the water meter. If your house has its own

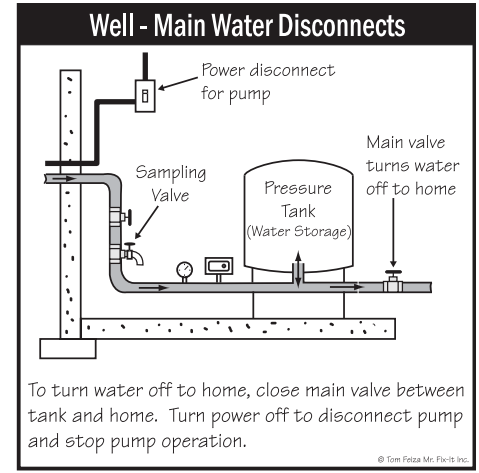


E003

well, the valve will be near the pressure tank. In this case, to disable the system, you must turn off the valve and the electrical switch for the well pump. (See Drawings P005, P056)

▪ **Hot water shut-off.** This valve is located on the cold-water inlet at the top of the water heater. It turns off the hot water supply to your home by closing the cold supply to the water heater. (See Drawing W012)

▪ **Natural gas main.** This will be located near the meter, either outside or inside your home. Many of these valves

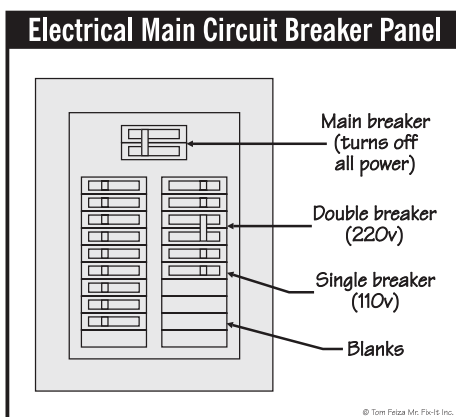


P056

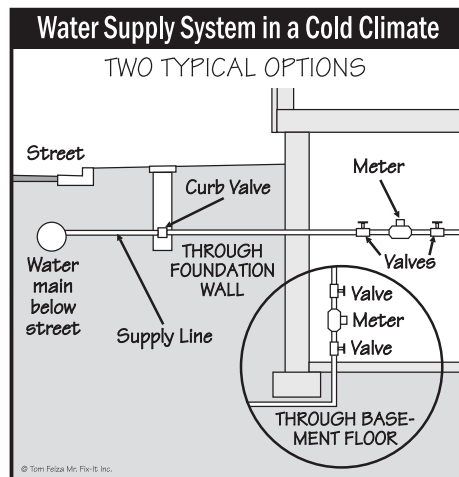
To turn water off to home, close main valve between tank and home. Turn power off to disconnect pump and stop pump operation. (See Drawing P002)

▪ **Local gas valves.** These should be located at each gas appliance; they, too, close with a quarter-turn. (See Drawing P001)

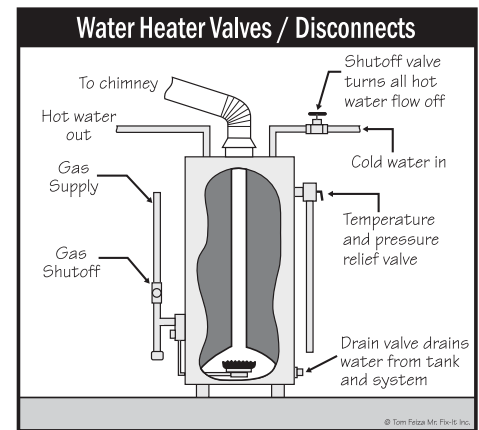
▪ **Furnace and air conditioning main switch.** This is usually mounted on the furnace. In a modern system, it will look like a light switch. It turns off the central heating and cooling system. (See Drawing H008)



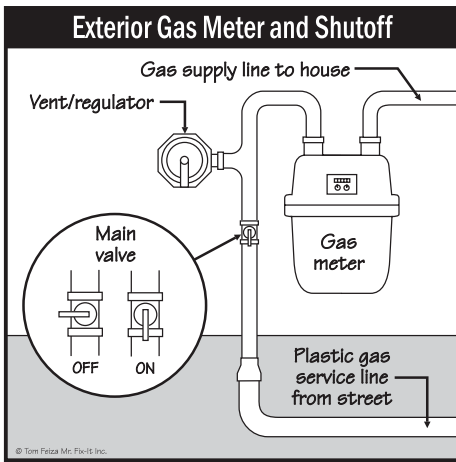
E002



P005



W012



P002

**Air conditioning disconnect.**

This 240 Volt switch will be located next to the exterior part of the air conditioning system. (see Drawing A004)

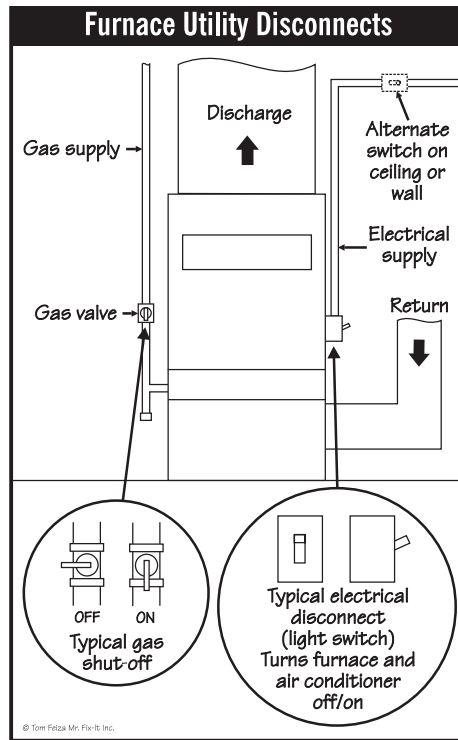
**Emergency phone numbers.**

Keep a list of how to reach the fire department, ambulance/rescue, police, Mom, Dad, relatives, workplace(s), and others appropriate to your household.

**Fire extinguishers.** Place fire extinguishers in your kitchen, garage and basement. Make sure everyone knows how to use them.

**Emergency release for garage door.**

The automatic garage door opener has an emergency release so you can open the door when there is a power failure. Show everyone how it operates. Do this with the door down, because a poorly balanced door may crash to the ground. The release is located where the door attaches to the opener track. Pull the handle to release it—remember,

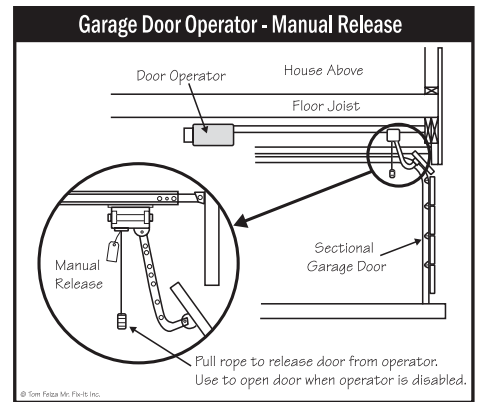


H003

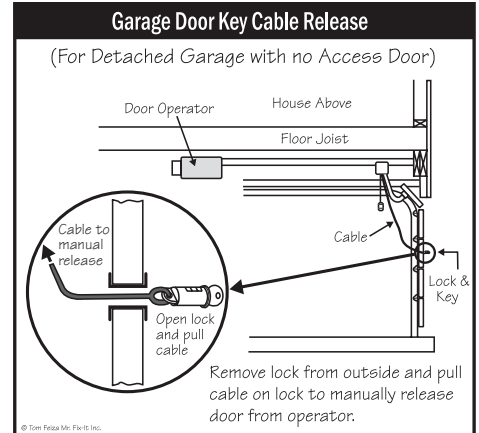
do this with the door down—and then lift the door. (See Drawing M015)

**Emergency release for garage door—with a key (when there is no service door to the garage).**

In this situation, to release the garage door opener when the power is out, you



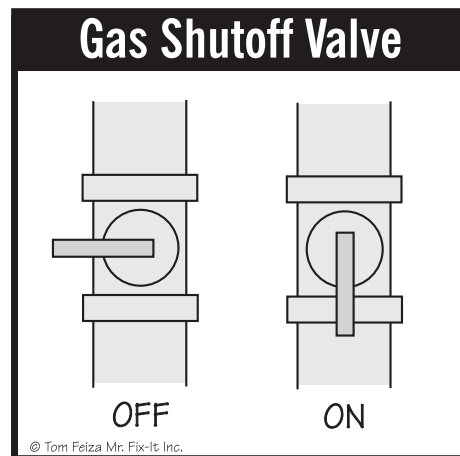
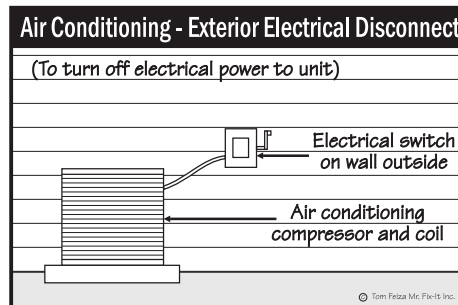
M015



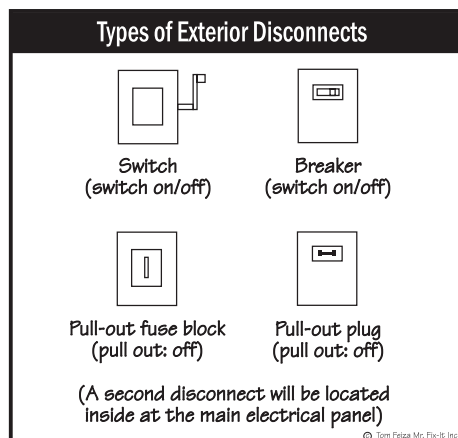
M018

must open a special lock and remove a cable. You'll find a circular lock near the top center of the garage door. Open this lock and pull the attached cable out through the opening. Doing this will release the opener from the garage door so you can open the door manually. Always remember that the door should be down before you test the release. (See Drawing M018)

Written by Tom Feiza – Mr. Fix-It. See Tom's book How To Operate Your Home (ISBN 0-9674759-3-7), for great information on "operating" a home. The book is available at [www.amazon.com](http://www.amazon.com) or through Tom at: [www.howtooperateyourhome.com](http://www.howtooperateyourhome.com) or [www.htoyh.com](http://www.htoyh.com), 262-786-7878.



P001



A004

## Summary

- A. **This Handbook is For You** – In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, look to see if the answer you seek is here. If you find something you think would be helpful to others, but is not included, please notify your Property Manager. We are always looking for additional ways to serve you.
- B. **Lease is King** – This handbook is designed to be an expansion on the lease to help clarify our expectations and your rights / responsibilities. **Your Lease is ALWAYS the final word as it is a binding legal document.** If there is any conflict between this handbook and your lease, the lease is considered the final word and both the tenants and Sloane Realty are legally obligated to defer to the lease.
- C. **Welcome to Sloane Realty** – Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly Charleston area. Should you decide to make this your permanent home, call the office. We would be happy to help you find that special place just for you. We look forward to a pleasant relationship and a happy renting experience.

## The Management and Staff of: Sloane Realty



**SLOANE  
REALTY**

**Property Management & Sales**

**795-4461**

**[www.sloaneteamrealty.com](http://www.sloaneteamrealty.com)**