



CHARLESTON
PROPERTY COMPANY

Owner Manual



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COMMUNICATION

Thank you for choosing The Charleston Property Company to manage your home. We are excited to have you join our family and we look forward to working with you.

Communication:

Now that you are part of our team, your main point of contact will always be propertymanager@charlestonpc.com. Your emails are important to us and will be responded to as soon as possible. You can also call our office at **843-737-6034** and follow the prompts to reach our team. Our office is open Monday-Friday from 9:00am to 5:00pm except for holidays.



PROPERTY ONBOARDING

If you are in the process of moving out of your home at the time that we take over management - **the property must be completely emptied (including garage, attic and all storage spaces).**

Prior to placing your home on the rental market, we will schedule photos to be taken by a professional photographer. The photographer will capture all aspects of your home, so it is important for the entire home to be clean and organized. We will also conduct a new property evaluation. This evaluation includes additional pictures, records and information about your property (serial numbers on appliances, detailed pictures, etc.). **Please make sure you have 2 spare keys ready for us when this is scheduled.**

Once the pictures are complete, we will begin marketing your property as quickly as possible. Please allow 3-4 business days for this process.

Prior to placing your home on the rental market:

- Management agreement & and ALL Onboarding Documents are to be completed in their entirety.
- If you have a home security system, it will need to be deactivated at the start of management.



PRE-LISTING CHECKLIST

PREPARING YOUR PROPERTY TO BE PLACED ON THE RENTAL MARKET

Before your property is placed on the market, please make sure you do the following:

- Keep all utilities in your name until the lease start date.
 - When you call your utility providers, ask if they offer “**Landlord Utilities**”. This will allow the company to switch the utilities into your name during times of vacancy without interruption to the service.

- Maintain the lawn until the start date.

- Remove Any/All Security Equipment, including Ring Door Bell, and other camera and video/audio equipment. **(Please Note: It is not enough that you discontinue your service, we ask that the actual hardware be removed)**

- Remove Keyless Entry or Keypad Door locks and change for standard keyed type. (We must be able to place the property onto our Keying System so we can gain access if needed, and this is not possible to be done with locks that have key pads)

- Have all carpeting professionally steam cleaned.

- Have the home professionally cleaned.

- Ensure all light bulbs are working.

- Install fresh batteries into all Smoke and Carbon Monoxide Detectors

- Ensure all maintenance or work is completed prior to the tenant’s move-in date.

- Change the filter(s) one last time before leaving.

- Paint any rooms/walls that are needed, especially after taking down pictures or televisions.
 - If a room/wall has a lot of touch-up paint needed, then corner-to-corner painting will be required.
 - If a room has many holes that were spackled, then corner-to-corner painting will be required.
 - If you remove a TV stand from the wall, it will need to be properly repaired then painted so it can potentially be used again.

MARKETING YOUR HOME FOR RENT

Our goals in finding a tenant for your home are as follows:

1. Presenting your property in the best light possible to obtain the highest monthly rental rate
2. Minimize vacancy
3. Identifying and acquiring the highest quality tenant(s) for your home

1. Presenting your property in the best light possible to obtain the highest monthly rental rate (the showing process)

Once the management agreement has been signed by all parties, we will schedule professional marketing pictures with one of our select vendors. The Charleston Property Company will utilize these pictures for all online marketing of your property.

- Professional photography is required prior to listing your home.
- This will not be required between every tenant - only when you sign up and if upgrades/renovations/changes have been made to the property and the original photos do not represent the current state of your property.

The only exception to this requirement is if your home was on the sale market and:

- The pictures are of high quality
- It depicts your home in the current condition
- We have enough photos to show off your entire home
- We must be given permission from the photographer who took the photos

Showings

If you are occupying your home at the time we take over management - A lockbox will be placed on your property. Only licensed real estate agents will have the ability to access and show your home to prospective tenants. You will be asked to provide us with your preferred showing window. Showings will always be scheduled at least 24 hours in advance, and you will receive notifications for each. **We recommend keeping your home as clean and organized as possible during this time.**

If your property is vacant at the time we take over management - A lockbox will be placed on your home. Your home will be shown two different ways

- By a licensed real estate agent
- By prospective tenants themselves - using a secure system.

MARKETING YOUR HOME FOR RENT

If your property is tenant-occupied at the time we take over management - Based on previous experience, and the experience of other industry professionals across the country, The Charleston Property Company does not permit showings to take place while tenant-occupied. **Tenant-occupied homes do NOT show well, especially if the tenants are in the process of moving out. Untidiness, clutter, and uncleanliness are all factors that will deter prospective tenants and will drive your rental rate down.**

2. Minimize vacancy (the leasing process)

Historically, the average amount of time it takes to sign a lease in the Charleston area is 30 days. Fifteen days prior to the end of your property's lease (if occupied), your home will be listed on the rental market. Prior to listing your home on the market, our team will provide a comparative market analysis. **Our leasing department will put forth their best efforts to obtain your desired rental rate, but unfortunately, the market may not be able to tolerate it. If your property is on the market and is not gaining any interest, The Charleston Property Company holds the expectation that all owners will defer to our rental rate recommendations in order to obtain a tenant.**

If you would like additional information on the marketing of your property or would like to make an adjustment, please email leasing@charlestonpc.com.

3. Obtain the highest quality tenant for your home (the applications process)

The applications process will depend on the occupancy status of your home.

If your property is tenant occupied - Applications will be accepted starting the day your property is listed on the market, but will not be processed until the application deadline (which is typically set within a week of the vacancy date). If more than one application meets all of our standards, we will select the most qualified applicant. If multiple applicants greatly exceed our standards, they will be asked to submit their best competing offer which would be in the form of a higher rental rate or earlier lease start date. **Our goal is to find the best tenant for your home.** Approved applicants will be able to view the property as soon as it is rent-ready, to show your property in the best possible light. Applicants will proceed to sign a lease after that.

If your property is vacant (or, as soon as it becomes vacant) - Applications will be accepted starting the day it is listed on the market. Applicants will be able to view your home at their earliest convenience, and each application will be processed at the time it is received, to minimize vacancy. We will hold each applicant to our standards and will only approve those who qualify.

Chosen applicants are required to submit a minimum security deposit equal to one month's rent prior to move-in. Once a lease is signed and a security deposit is received, your home will be removed from being actively marketed.

MARKETING YOUR HOME FOR RENT

Please note that under south carolina and u.S. Fair housing law, we are not able to hold applicants for your property to a different standard than any of our other properties. All applicants will be held to the same criteria.

Under current federal law, we are not able to share an applicant or tenant's personal information with you.

We Cannot Share

- Occupation
- Credit score and income
- Race/Ethnicity

We Can Share

- Familial status
- Number of applicants
- Pet information



PET POLICY & SERVICE ANIMALS

The Charleston Property Company screens any/all service animals through a third party company to ensure certificates are authentic. We are not legally allowed to deny a tenant if they apply for your property and they have a service and/or emotional support animal(s).

It is required that you provide us with a clear, definitive pet policy for your property. This includes:

- Type of pets allowed
- Maximum number of each type of pet allowed
- Maximum weight of each type of pet allowed

We will not advertise your property as pet friendly until the information above is confirmed.



PERIODS OF VACANCY

Property must be maintained at the owner's expense during **ANY PERIOD OF VACANCY** until a tenant is found. This includes:

- Professional cleaning every 30 days
 - *Our company will coordinate this to ensure the quality of the work*
- Lawn maintenance
- Utilities to revert to the owner's name during any period of vacancy.



OWNER PORTAL

It is requested that you log into your owner portal as soon as you receive the email on a computer (not a tablet, iPad or iPhone). The link is only good for 48 hours but we can resend it if needed. This is where you will receive your owner statements each month providing a breakdown of what funds are going into your bank account. If you need to make changes to your bank account, you will make that change on your portal. When you login, you will see 7 tabs:

Tab 1: My dashboard

- This tab will display a summary of your account and will contain all of your owner information.
- Please check the contact information for accuracy by clicking your name on the top right-hand corner of the screen. Username and password as well as contact information can be edited by clicking your name on the top right corner of the page, regardless of the tab you are in.
- This is where you will edit your bank account information so we can directly deposit funds into your account.
- You can increase your account balance under "NEW CONTRIBUTION".

Tab 2: My ledger

- At the top of the screen, you will see a summary similar to the one on "My Dashboard", with a list of transactions including tenant's rent payments at the bottom. All financials are updated in real time, so you can see when your tenants have paid, what your current expenses are, and what your balance is.
 - Your owner's draw will be initiated on the 10th of each month (or the following business day if the 10th falls on a weekend or holiday) via direct deposit.
 - Please allow 3-4 business days for the deposit to enter your account.

Tab 3: Communications

- You will see alerts here such as unpaid bills.
- This is another source of communication to our team.



OWNER PORTAL

Tab 4: Documents

This tab will include all pertinent documents such as:

- Management Agreement
- Evaluations on your property
- Each month, a new statement will be posted to your account instead of sending these by mail.

Tab 5: Reports

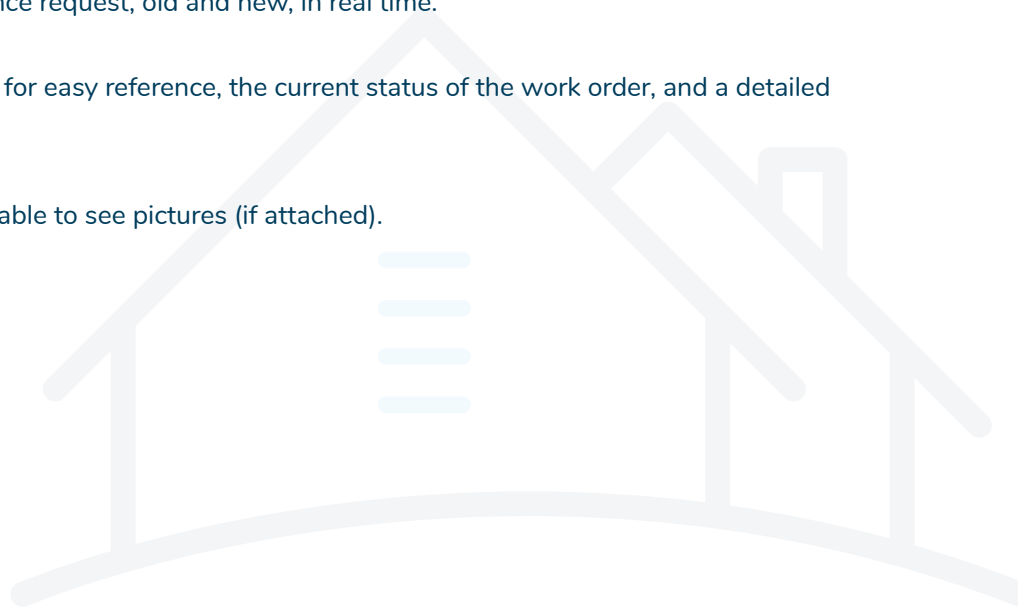
This tab is for general ledger reports and is seldom used. You will be notified via email if there is something published to this tab.

Tab 6: Bills

- This tab includes every bill that has been paid, how much it costs, when the work was completed and when it was paid.
- You can filter this tab according to bill date or bill month if you would like to search old bills.
- You are able to see the bill from the vendor as a PDF if you view the details.
- During the move-out process, any security deposit related bills will be able to be viewed here as well.
 - Any charges from the move-out process will be deducted from the tenant's security deposit.

Tab 7: Maintenance

- This tab shows every maintenance request, old and new, in real time.
- It includes a work order number for easy reference, the current status of the work order, and a detailed description.
- If you view the details, you'll be able to see pictures (if attached).



HOW DOES MAINTENANCE WORK?

- The Charleston Property Company, in accordance with the South Carolina Landlord/Tenant Act, is required to handle all emergency maintenance requests within **72 hours**.
- All other maintenance work orders are to be completed within **14 days**.
- We approve work orders for \$350 (\$550 for HVAC and Electrical) and below without owner approval on maintenance requests. This is not relevant to aesthetic requests from the tenant.
- If there is an emergency at the property and we are unable to reach you, we will move forward with resolving the issue to the best of our ability.

Important Information Regarding Home Warranties:

- If your chosen warranty company is unable to handle a maintenance request within the time period in accordance with the Landlord/Tenant Act, we will be obligated to utilize another company to handle it.
- If a work order is received after normal business hours and is deemed an emergency, home warranty programs will not be utilized.
- If the work order is related to an “Essential Service” as outlined in the SC Landlord Tenant Act, home warranty programs will not be utilized (as they can not act within the 72 hour mandated guidelines)
- If you have preferred companies that you want us to utilize, please make sure you have them email us all information showing they are licensed, bonded and insured along with a completed W-9 form for payment. They can email that information to propertymanager@charlestonpc.com and reference your address for clarification. The earlier they do it, the better. This information must be in our office before we can send anyone to your property.
- Work orders that are deemed to exceed routine maintenance and repairs; (generally items over \$1000) can be handled by CPC for a 15% fee or the owner may choose and pay vendors directly on these types of substantial repairs.

Payment for maintenance will work in 1 of 2 ways:

1. We will deduct it from the next month's rental income.
2. You can make an owner contribution via your online owner portal.
 - A. If the cost of repair exceeds the rental income, you will be required to make an owner contribution on the portal prior to the work order being approved and vendor(s) being dispatched to your property.

HOW DOES MAINTENANCE WORK?

Wear And Tear, Routine Maintenance, & Security Deposits

Owner agrees to the following maintenance guidelines:

1. Interior painting every 4-6 years
2. Pressure washing every 1 years (unless completed through HOA)
3. Carpet replacement every 5-7 years
4. Upkeep of landscaping above regular yard care (mulching, tree/bush trimming, etc.)
5. Maintaining fencing and gutters (if applicable).
6. Routine maintenance of HVAC to prolong the life of the system

The following items are considered normal wear and tear and must be considered during security deposit review.

- Fading, peeling or cracked paint
- Slightly torn or faded wallpaper
- Small chips on plaster
- Nail holes, pin holes, or cracks on wall
- Door sticking from humidity
- Cracked window pane from faulty foundation or building settling
- Floors needing coat of varnish
- Carpet faded or worn thin from walking
- Loose grouting and bathroom tiles
- Worn or scratched enamel on old bathtubs, sinks, or toilets
- Rusty shower rod
- Partially clogged sinks caused by aging pipe

The security deposit disbursement will be at the sole discretion of The Charleston Property Company.

PROPERTY EVALUATIONS

Evaluations will be completed on your property at the following times:

- Move-in Evaluation
- Mid-Term Evaluation
- Move-Out Evaluation

These evaluations will be made available to you on your owner portal. During vacancy, an evaluator will visit your property and conduct a vacant property check. If you would like for The Charleston Property Company to conduct additional evaluations, you may request this at a fee of \$75 each.



MORE VALUABLE INFORMATION & FAQs

What If A Tenant Breaks Their Lease?

Our goal is to find the most qualified tenant(s) for your property but unfortunately, we cannot guarantee rent nor can we guarantee that they will remain in the property for the entirety of the lease. If a tenant breaks their lease, they are contractually obligated for the full amount of the lease until or unless we find new tenants to take over the lease. This includes maintaining the lawn and keeping all utilities in their name.

Military Orders – Tenants that are active duty military are able to provide us a 30-day notice along with a copy of their military orders with no further financial obligations. Once we find new tenants to move into the property, owners will be charged the leasing/marketing fee since they legally fulfilled their lease agreement.

What Type Of Insurance Do I Need On My Rental Property?

We recommend you calling your current insurance company and asking for information on a “Landlord Policy”. This type of policy typically includes property and liability coverage, both of which are intended to help protect you. Make sure you inform your insurance company that A) you are hiring a property management company to manage your property and B) that tenants will be required to obtain renters insurance.

1. You are required to add The Charleston Property Company as “additional insured” to your policy.
2. You are required to carry liability insurance of at least \$300,000.

Re-Keying Your Property

Between the time you move out of your property and a tenant moves in, we are going to rekey your home. This includes the home itself and any storage units associated with the property. You do not need to hire a locksmith for this – we have a company that is designated to ensure we have the correct keys to access your home. If you have a keyless entry:

- We will remove and replace it.
- To mitigate liability and ensure the safety of tenants, we will re-key your property between tenants as well.

Accessing Your Property

It is our company policy and for liability purposes that owners are allowed to enter their property between lease agreements after the move-out evaluation has been completed.

Owners are not allowed to enter their property while tenant-occupied but will be provided with evaluations (per the evaluation schedule) that include pictures which you can access on your owner portal.

Pest Control

Tenants are required to report any pest control issues within 3 days of possession. From there, it will be tenant responsibility with the exception of termites/a termite bond and infestations. Most owners continue with preventative maintenance on their property with quarterly or semi-annual pest control but is not required.

MORE VALUABLE INFORMATION & FAQs

How Does The \$500 Reserve Fund Work?

We will fill this fund in one of two ways:

1. \$500 at once out of the first full month's rental income (However, if you choose this option we will not be able to provide maintenance oversight for the property during initial vacancy)
2. You can make an owner contribution on your online owner portal of \$500 once the management agreement is signed.

Remember, this is your money and will be returned to you at the end of the management agreement once all owner related expenses have been paid and there is a zero balance.

What Keys Does CPC Need?

Once you move out of your property, we will need any/all keys associated with it such as:

- Keys to the property itself (2 copies)
- Keys to any storage units associated with the property, if any (2 copies)
- Keys/fobs to community amenities, if any (3 copies)
- Keys/fobs to the community gate itself, if any (3 copies)
- Keys to the mailbox, if any (2 copies)
- Garage door openers, if any

If you have any questions regarding any portion of this document please feel free to reach out to us at: propertymanager@charlestonpc.com

