



# **WELCOME!!**

**We are pleased to welcome you as a new PMI Resident!  
In order to make your move-in a smooth transition, please read the important information below.**

## **Rent Payments:**

All rent payments are due on the 1<sup>st</sup> day of each month. **Any rent payment not received by the 5<sup>th</sup> of the month will be considered late and a late fee will be charged.** We do not make exceptions for late rents.

## **Payment Methods:**

- A. Pay online with a debit/credit card or set up monthly auto debits from your bank account. To sign up, simply visit [pmiupstatesc.com](http://pmiupstatesc.com) or call 864-326-0016
- B. Mail or bring your payment to our office. Acceptable forms of payment are personal checks, money orders, or certified funds. Online will have a cost for debit card, it is not recommended. We do have a Rent Money option you can pay at a local store with a voucher created from your portal. This can only be done up to the 5<sup>th</sup>. After the 5<sup>th</sup> the only payment accepted is a money order or cashier check and must be brought to our office. Cash is not accepted.

PMI Upstate SC  
611 North Academy St. Suite A  
Greenville SC 29601

## **Maintenance / Repair Requests:   \*\*In the event of an emergency call 911\*\***

- A. All non-emergency maintenance requests may be made through our online request system. To submit a non-emergency maintenance request, visit our website at [www.pmiupstatesc.com](http://www.pmiupstatesc.com) and select the 'TENANT SERVICES' tab.
- B. If you are unable to submit your maintenance request online, you may also leave a message the maintenance phone line **at 864-326-0018**
- C. For any after hour emergency call **(910) 591-1972**  
*An emergency request to the above number should only be made if health or safety is threatened or damage to property is being caused. For example, no heat or hot water in winter is an emergency; no A/C in the summer is NOT an emergency. A leaking hot water heater is an emergency, but a drippy faucet is not.*

## **Utility Transfers:**

**You should contact all utility providers to have service turned on, in your name, at least 24 hours prior to your move-in date. IF SERVICE IS NOT IN RESIDENTS NAME WITHIN 3 DAYS OF MOVE IN, UTILITY PROVIDER WILL SHUT OFF SERVICE.**

**I have read and fully understand all of the information provided above.**

**Tenant Name:**



Tenant Signature:  
Date Reviewed:

**YOUR UTILITY PROVIDERS:**

**Energy:**

\_\_\_ Duke Energy [800.777.9898](tel:800.777.9898)  
<https://www.duke-energy.com/home/start-stop-move/start>

\_\_\_ [Gaffney Public Works](#)  
\_\_\_ Other:

**Water:**

\_\_\_ Greenville Water: 864-241-6000  
<https://www.greenvillewater.com/customer-service/start-service/>

\_\_\_ Spartanburg Water: (864) 582-6375  
\_\_\_ Other:

**Gas:**

\_\_\_ Piedmont Natural Gas <https://www.piedmontng.com/home> - [800.752.7504](tel:800.752.7504)  
\_\_\_ Other:

**For Internet & Cable deals. CALL OUR OFFICES FIRST, WE Get Discounts ☺**

**Trash:**

\_\_\_ Greater Greenville Trash <http://ggsc.gov/customer-service/> [864-232-6721](tel:864-232-6721)  
\_\_\_ Other:

**Mail box:**

**Your mailbox is located:** \_\_\_\_\_

**You will need to get a key from your local Post Office:** \_\_\_\_\_

**Property Inspections:**

PMI Upstate SC does conduct regular 'property inspections on each property. You can expect to hear from us in the coming months to schedule a brief walk-through of your home.



**PORTAL NOTES:**

If you haven't already please ensure you have two pay stubs as well as a copy of 2 forms of ID loaded into the portal.

**Please** also upload a copy of your Renters Insurance with PMI Upstate added as additional insured asap. Not doing so will create a \$12.95 Charge into our insurance provider

**NO ALARM SYSTEMS are authorized to be installed UNLESS** you go through PMI UPSTATE SC preferred Vendor. Please call our office for details. (\$100 Gift Card \*with credit approval\*) Free setup, can move system with you once you move. Packages start at \$30/m - Call us for details.

**WE DO GET DISCOUNTS ON SOME PROVIDER SERVICES** - High Speed Internet deals. Call us for our discount codes & process.

Misplacing Pool Keys, Gate Keys, or Access Keys will result in a \$160 Charge. These charges have to be paid to the HOA, PLEASE DON'T LOSE KEY.

**Want a \$10 Gift Card??? HAVE WE DONE A GREAT JOB GETTING YOU SETTLE?? LOVE RENTING FROM PMI SO FAR?**

To continue providing great service to great clients like you, we need your help. Would you be willing to give us a remark or two online? Click the links below. We want our viewers to know how great our services can be for them as well. To encourage, we will give a \$10 Gift card for your first review.

Google: [https://search.google.com/local/writereview?placeid=ChIJuVI20t\\_SWYgRXo3wlXmcQLk](https://search.google.com/local/writereview?placeid=ChIJuVI20t_SWYgRXo3wlXmcQLk)

Facebook: <https://www.facebook.com/pg/pmiupstatesc/reviews/>



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### **Addendum C: Mold and Mildew**

Lessee acknowledges that it is necessary for Resident to provide appropriate climate control, keep the property/unit clean, and take other measures to retard and prevent mold and mildew from accumulating in the property/unit. Lessee agrees to clean and dust the property/unit on a regular basis and to remove visible moisture accumulation on window, walls, ceilings, and other surfaces as soon as reasonably possible. Lessee agrees not to block or cover any of the windows or heating, ventilation and air conditioning ducts in the property/unit. Also, the lessee agrees to immediately report to the management office or property owner in writing: (1) any evidence of a water leak or excessive moisture in the property/unit, as well as in any storage room, garage, or other common area; (2) any evidence of mold or mildew like growth that cannot be removed by simply applying a common household cleaner and wiping the area; (3) any failure or malfunction in the heating, ventilation, or air conditioning system in the property/unit; and (4) any inoperable doors or windows. Resident further agrees to be responsible for damage to the property/unit as well as injury to Occupants resulting from the Resident's failure to comply with the terms of this Addendum. A default under the terms of this clause shall be deemed a material default under the terms of the Lease, and Lessor shall be entitled to exercise all rights and remedies at law or in equity. In the event of any conflict between the terms of this addendum and the terms of the Lease, the terms of this addendum shall control. Any term that is capitalized but not defined in this addendum that is capitalized and defined in the Lease shall have the same meaning for purposes of this addendum as it has for purposes of the Lease.

**I have read and fully understand all of the information provided above.**

**Tenant Name:**

**Tenant Signature:**

**Date Reviewed:**

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**Move In:**

The resident has received a move in inspection form to document the condition of the property at move in.

Resident has received a work order form for written request submittal of any items are in need of repair.

Please locate the water heater, breaker box, smoke detectors, carbon monoxide (if required), water shut off, and any other features that are necessary to operate the property. This exercise is for your own understanding and safety.

**Move Out:**

A thirty day written notice must be received by the management company and confirmed by resident to validate a property notice to move is given.

The property will not be considered vacant, and rent owed will not cease accumulating, until the keys have been returned to

PMI UPSTATE SC

PMI UPSTATE SC 611 N Academy st, Suite A Greenville SC 29601

**Tenant Responsibilities at move out:**

- (1) Pay all utility bills due for services to the Premises for which he is responsible and have all such utility services discontinued;
- (2) Vacate the Premises removing therefrom all Tenant's personal property of whatever nature;
- (3) Properly sweep and clean the Premises, including plumbing fixtures, refrigerators, stoves and sinks, removing therefrom all rubbish, trash, garbage and refuse;
- (4) Make such repairs and perform such other acts as are necessary to return the Premises, and any appliances or fixtures furnished in connection therewith, in the same condition as when Tenant took possession of the Premises; provided, however, Tenant shall not be responsible for ordinary wear and tear or for repairs required by law or by paragraph 6 above to be performed by Landlord;
- (5) Fasten and lock all doors and windows;
- (6) Return to the Landlord all keys to the Premises; and
- (7) Notify the Landlord of the address to which the balance of the Security Deposit may be returned.
- (8) If the Tenant fails to sweep out and clean the Premises, appliances and fixtures as herein provided, Tenant shall become liable, without notice or demand, to the Landlord for the actual costs of cleaning (over and above ordinary wear and tear).

**I have read and fully understand all of the information provided above.**

**Tenant Name:**

**Tenant Signature:**

**Date Reviewed:**

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**PURPOSE.** The purpose of this Addendum is to give you, the Tenant, specific examples of things you are responsible for maintaining during the term of your lease so that you will have a better understanding of your obligations under the lease. It does not list everything you are responsible for maintaining. Depending on what type of residence you are leasing (apartment, single-family house, duplex, condominium, etc.) and what kind of improvements it contains, some items on the following list may not apply to you. **GOOD HOUSEKEEPING IS EXPECTED OF EVERYONE.**

**VEHICLES**

- You and your guests may park only in designated areas and not on the grass
- Keep driveways free of oil and grease
- Do not keep inoperable or unlicensed vehicles on the property
- You and your guests may not work on motor vehicles in the parking lot of the complex

**LIGHTS, FILTERS, FUSES, ETC.**

- Replace burned-out electric light bulbs and blown fuses
- Reset tripped circuit breakers and oven timers
- Leave working light bulbs in all electrical sockets at end of tenancy
- Relight oil or gas furnaces and hot water heaters
- Replace heating/air conditioning filters at least every three months
- Leave new filter in the air return at end of tenancy

**CARPETS**

- Use a professional carpet cleaning service to steam clean carpets unless you have written permission to clean them yourself

Carpet cleaning company HAS TO COME from PMI UPSTATE SC

**FIRE SAFETY**

- If you have never used a fireplace before, ask for instruction on how to use it
- Do not store ashes in trash cans
- Do not build a wood fire in a fireplace that has connections for gas logs
- Do not use kerosene heaters
- Do not use grills within 10 feet (horizontally or vertically) of anything that will burn

**WATER LINES.** To help prevent water lines from freezing and bursting during cold weather:

- Allow water to trickle and place lights as appropriate
- If you are going to be away from home, have water turned off and water lines drained or leave sufficient heat in the house
- Disconnect garden hoses from the outside faucets

**PEST EXTERMINATION**

- Keep the Premises free from visible infestations of roaches, ants, hornets, bees, mice and other pests

**LOCKS**

- Do not change or remove any existing locks or add any additional locks without Agent's written permission
- Immediately provide Agent keys for any changed or additional locks

**I have read and fully understand all of the information provided above.**

**Tenant Name:**

**Tenant Signature:**

**Date Reviewed:**



## TENANT HANDBOOK

Welcome to your new home. This tenant handbook provides important information about your new home and answers frequently asked questions. As you get settled into your new home, please be sure to provide us with **your new phone number** as soon as possible.

Please remember to have all the utilities put in your name (where applicable) effective the third day of your lease.

### IMPORTANT PHONE NUMBERS

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#### YOUR PROPERTY MANAGER IS:

Phone: 864-326-0016

Email: [jevarus@pmiupstatesc.com](mailto:jevarus@pmiupstatesc.com) AND [admin@pmiupstatesc.com](mailto:admin@pmiupstatesc.com)

Maintenance: [Joseph@pmiupstatesc.com](mailto:Joseph@pmiupstatesc.com)

#### IN CASE OF EMERGENCY - Dial 911

##### Emergency Maintenance

If you have an emergency that cannot wait until the next business day, you can call us at 910-591-1972 They will walk you through prompts to get an EMERGENCY ticket to us. PLEASE ALWAYS enter your ticket emergency on the portal. An emergency is a fire, flood, or any dangerous or hazardous situation.

#### TENANT GUIDELINE

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**Remember that late charges are assessed on the 5th of each month.**

Please put your name and rental address on your check/money order *every time* to ensure that you are properly credited with the payment. Be sure checks/money orders are completed with names of payer & payee.

**will not be responsible for cash or incomplete *money orders left on the premises.***



Rent delivered to should be deposited in our rent drop box during office hours or put through the mail slot in the door after hours.

## **MAINTENANCE**

If a maintenance issue should arise, you may complete a maintenance request online. When filling out the online service request form be sure to provide the following:

- Be specific about the problem and remember to include your name, address and the best number to reach you.
- Permission to enter your home. Please submit a time when you will be available to let a vendor or repair person into the property. If you select the "Anytime" option, the management office will enter your unit in your absence.
- Tenants are responsible for securing any pets that the vendor may encounter on their visit to the property.

## **LOCKED YOURSELF OUT?**

Our locksmith will be able to get you back in, there is a cost associated for this. During regular business hours you may come by and borrow a key, which will need to be returned to our office within the hour. After business hours, keys are not available and you will have to call a locksmith. To avoid getting locked out of your unit, consider the following:

- It's a good idea to leave a spare set of keys with a friend/neighbor. However, if you hide the keys and they are discovered, the locks should be changed and it will have to be at your cost.
- Be sure to carry all of your door keys (handle and deadbolt) with you. When vendors are authorized to enter a property to make a repair, they are required to secure the premises when they leave. That includes setting the deadbolts or locks whether you set them or not.

## **CARE & USE INFORMATION**

The following information has been gathered in response to requests from residents looking for guidelines at move-in and move-out times. If you have questions about the use and care for items not on this list, please call «company-name». Most of our properties have care manuals for appliances, etc., provided by the owners. Please refer to them first whenever there is a problem. Answers are often found in these guides.

## **PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY.**

## **FURNACE AND WALL HEATER MAINTENANCE**

All tenants are responsible for cleaning or replacing the furnace filter at least once month, preferably at the beginning of the fall or winter. Problems caused by failure to clean/replace the filter may be the tenant's responsibility. A vendor inspection or our staff that shows a dirty filter will immediately have a charge assessed and my enroll you into our filter delivery program which is \$20 per month. A unit not working with a dirty





filter immediately means you foot the bill for repair. To care for your furnace and wall heaters please do the following:

- Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.
- Prior to the heating season, please arrange to have PG&E check your furnace/heater to be sure that it is in good operating condition. If they identify needed repairs, notify «company-name» immediately. This is a complimentary service.

### **GAS WALL HEATERS**

If your home has a gas wall heater, it is prudent to turn off the gas at the unit when the heater is not needed. On any gas appliance, new or older, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists call the utilities company immediately.

### **POWER, FURNACE & HOT WATER HEATER OUTAGES**

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

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

If either your furnace or water heater is not working, **call our after hours service** to have them walk you through check it out and/or relight the pilot. If there are additional problems, they will inform you as to what needs to be repaired.

### **DRAINS**

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

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

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

We recommend performing this treatment monthly to avoid build-up. Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.



## **GARBAGE DISPOSALS**

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

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

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

## **REFRIGERATOR COILS / DRIP PANS**

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

## **FIREPLACES**

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

## **OVEN RACKS AND PANS**

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

## **PLUMBING FIXTURES**

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

## **WATER DAMAGE**

Tenants must take care to avoid water damage caused by allowing water to sit on



counters and floors. Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage.

### **SLIDING GLASS DOORS, SCREEN DOORS AND SHOWER TRACKS**

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

### **MOLD**

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

### **HOUSE PLANTS**

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

### **KITCHEN COUNTERS**

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

### **CERAMIC TILE - MOLDED TUB AND SHOWER WALLS**

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

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

### **MINI BLINDS**

When cleaning mini blinds, don't soak them - the finish may bubble and peel. Spray



them with a mild soap & water solution and wipe them. You can buy a spray cleaner which is inexpensive and easy to use, making cleaning a breeze. Weekly dusting or wiping can save a lot of work later.

### **SMOKE DETECTORS**

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

### **WOOD DECKS / PORCHES**

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

### **HARDWOOD FLOORS**

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

### **MARBLE AND GRANITE**

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

**I have read and fully understand all of the information provided above.**

**Tenant Name:**

**Tenant Signature:**

**Date Reviewed:**