



# Tenant Handbook

Dear New Tenant,

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and also will answer the most common questions about renting from a property management company. Turner Properties is committed to providing friendly and helpful service to all of our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help. We look forward to working with you.

Sincerely,

Turner Properties Management



## PAYING RENT

When is rent due:

- Rent is due on the 1st of each month and is late if not received by the 5<sup>th</sup> of the month.
- Please note this timeline includes weekends and holidays.
- **If paying with a personal check, add \$5.00 for the processing convenience fee. Cashers checks, Money orders and online payments are free. Cash and Credit card payments are not accepted for rent.**

## Tenant Portal Information

- Once you sign your lease you will receive an email to set up a password for your tenant portal. Please act quickly as the password reset link will expire in 48 hours. With the tenant portal you will be able to submit maintenance requests, pay your rent, give notice of moving out, view you ledger and etc.

The screenshot shows the Turner Properties Tenant Portal. At the top left is the Turner Properties logo. At the top right are links for "Turner Properties Home", "Page", "Help", and "Logout". Below the logo is a navigation bar with tabs for "My Account", "My Rentals", "Maintenance", and "Documents". A user profile section shows a placeholder for a photo and a "Welcome" message. Below this are three buttons: "Make Payment", "New Service Request", and "Auto ePayments". A "Community Message" section contains text about setting up automatic payments. A "Summary" section features a table with columns for "Address", "Unit", "Last Payment Date", "Deposit Held", "Total Unpaid", "Balance", and "Action". Below the table is a "Choose" dropdown menu. The "My Contact Information" section includes fields for Home Phone, Work Phone, Mobile Phone, and Email. The "My Open Service Requests" section has a table with columns for "SR #", "Date Created", and "Action". At the bottom, there is a "Conversations" section with a "New Conversation" link and the text "No Conversations".

Turner Properties Home  
Page | Help | Logout

My Account My Rentals Maintenance Documents

Welcome [Redacted]

Set My Photo

Make Payment New Service Request Auto ePayments

**Community Message**  
To setup an automatic payment you must choose autoEpayment. It will ask to pick the date you want the payment made. To avoid late fees make sure this is before the 5th of each month. Please contact our office with any questions about one time or autoEpayments. Thank you.

**Summary**

Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Choose

**My Contact Information** [View Detail](#) [Edit](#) [Change Email/Password](#)

Home Phone  
Work Phone  
Mobile Phone [Redacted]  
Email [Redacted]

**My Open Service Requests** [View All](#)

SR #	Date Created	Action
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**Conversations** [New Conversation](#)  
No Conversations



## How to pay rent:

- Rent can be paid online through your checking account, personal check, money order or cashier's check payable to Turner Properties
- Please keep in mind after the 10<sup>th</sup> of the month your ability to pay online will not be available.
- If you need to pay your rent after the 10<sup>th</sup> of the month you will need to pay with certified funds.

## How to setup online payments

There are two ways to pay online.

Manual Payments – With this option you will need to login to your portal each month and manually make the payment. Login to your tenant portal and click on the orange button that says “Make Payment”.

AutoPayments – With this option you are able to have the rent paid each month automatically on the day you choose by the 5<sup>th</sup> of each month. This is a great option if you are concerned you may forget to make the payment. To set this up login to your tenant portal and select the orange “autoPayments” button.

With both options you will be prompted to enter your bank account and routing number. **Triple check these numbers for accuracy.** If you type in the numbers incorrectly the payment will bounce and you will be charged a bounce payment fee.

**My Rentals > Edit Payment Account**

The existing settings are not shown for security reasons.

By entering your account information, you are expressly authorizing Turner Properties to debit your account for the amount(s) you have entered in order to satisfy your payment obligations to Turner Properties. You acknowledge that Turner Properties may use third-party processors and payment gateways as its payee-agent to complete your payment request. By using this payment portal, you hereby represent and warranty that you are authorized to provide the account information you have entered and that you are the rightful owner of such information.

**Payment Method**

ACH E-Check

Please enter your bank account information exactly as it appears on your check. ACH payments submitted without accurate routing and account numbers will be not be processed and subject to a non-sufficient funds fee.

Bank Name

Account Type

Routing Number

Account Number

Account Number

0000067694 123456789 100

Routing Number Account Number Check Number

Social Security #

Drivers License #

Drivers License State/Province

**Billing Information**

Same as Contact

Billing Address

Address 2

City

State/Province

Zip/Postal Code

Billing Email



With both options when you make a payment through the portal you will receive a confirmation email and you will see your payment reflected in your balance.

If you have any questions or issues setting up your payment account please call our office. We are happy to help.

## THE BASICS

### **Important policies:**

- **Rental agreement:** The duration of your rental agreement is fixed and specified in the document. Any early termination or extension must be discussed with the Property Manager.
- **Security deposits:** Your security deposit cannot be used to pay last month's rent or any other month's rent.
- **Pets:** Animals are only allowed with approval of the owner and the management company.
- **Keys:** If you lose or lock yourself out of your home during office hours you can come to the office to get the key for a \$50.00 refundable deposit when you return the key to the office. If it is after office hours you will need to contact a locksmith.
- **Yard & Grounds Maintenance:** You are responsible for maintaining your yard; upkeep of flower beds, lawn care and maintain other parts of the yard is expected. Additional care should be taken to keep the grounds clean. Please consult the rental agreement for more details.
- **Vehicle Parking:** Only approved and operational vehicles in designated areas are allowed. Many HOA's do not allow boats, RVs or campers. Do not park in the yard or on the street. Please consult the rental agreement for more details.
- **Routine maintenance:** As you become more settled in your new home it is important to manage routine maintenance items. Unlike apartment complexes where all units are on the same property and have Here are some examples of maintenance items you are responsible for:
  - 1. Replacement of light bulbs**
  - 2. Cleaning or replacement of furnace filters**
  - 3. Replacement of batteries in smoke detectors and CO2 detectors**
  - 4. Clogged pipes, toilets or sewer lines.**



5. Routine pest control.
6. Lighting pilot lights.
7. Cosmetic items.
8. Thermostat battery replacement.
9. Resetting breakers or GFCI outlets.
10. Weather stripping
11. Toilet flappers.
12. Jammed garbage disposals.
13. Any issue that is a result of intentional or non-intentional damage or misuse.

**Submitting a maintenance request:**

- If a maintenance issue should arise, please complete a maintenance request by submitting a work order online at [www.turnerproperties.com](http://www.turnerproperties.com) through your tenant portal.
- We ask that you submit maintenance requests online to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem. Also you can upload a picture of the issue. This is particularly helpful to the technician so they are more prepared for the job. Just click on “Attach document” at the bottom of the service request page.



- Tenants are responsible for securing any pets that may be encountered on the visit to the property.

Maintenance items that are covered by owners are essential service items which include the following:

1. Non functioning heating or air conditioning
2. No Hot water
3. Active plumbing leaks that cause property damage
4. Non functioning Stove, Oven, Refrigerator, Dishwasher, built in Microwave
5. Leaking roof
6. Nonfunctioning garage door opener

Common items not covered include:

1. Ice maker/Water Dispenser
2. Pest Control
3. Toilet/Sewer or pipe clogs
4. Clogged or jammed garbage disposal
5. Weather stripping
6. Cosmetic items



7. **Air Filter changes, Light Bulbs, Smoke Detector batteries**
8. **Mailbox Replacement**
9. **Resetting breakers of GFCI circuits**

## **IN AND AROUND THE HOME MAINTENANCE HELPFUL TIPS**

### **Circuit Breakers**

Circuit breakers move slightly when tripped. If you have an electrical issue it may be due to the Breakers being tripped. It may appear to be ON when it has “popped” or “tripped”. The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually located where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the top plug outlet. There may be more than one GFI plug in the house. If these “pop” or “trip”, reset them.

### **Pest Control**

Please report a pest problem within your first 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, is considered tenant responsibility. Tenant is responsible for reporting any suspected or known insect infestation.

### **Painting, Decorating, Etc.**

If you want to change the house décor in any way, please put your proposal in writing and submit it to Turner Properties with a sample of the paint/wallpaper or drawing of the proposed work (e.g., adding a fence). If approved, you will receive written confirmation. Tenants are not allowed to make alterations such as these on their own. Lastly, these changes or modifications are the tenant’s responsibility. The cost(s) of returning the property to the original condition, if any, is the responsibility of the tenant.

## **MAINTENANCE, DAMAGE AND REPAIR**

Maintenance Requests must be submitted online via our website. You must always submit your tenant service requests in writing. Be specific about the problem. If you are not contacted by a repair person within 72 hours (not including weekends or holidays) after reporting a problem, please notify us so we can follow up with the vendor.



## **System Failures**

All “breakdowns”, system failures and structural defects must be reported to Turner Properties immediately. If an urgent repair is needed (i.e., hot water heater leaking), tenant is 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. Turner Properties will arrange with vendors to make necessary repairs within a reasonable time.

## **Unauthorized Repairs**

Turner Properties must authorize ALL repairs and/or maintenance that the tenant requests. Please do not make any repairs or authorize any maintenance without written permission from Turner Properties. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

## **Heating, Ventilating, Air Conditioning (HVAC) Systems**

All HVAC filters need to be changed once a month. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the “condensation drain line” clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit. If you have a thermostat that runs off batteries replacing the battery is tenants responsibility.

## **Lawns and Grounds**

Tenant is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, and etc. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds.

## **Lawn Irrigation/Sprinkler Systems**

Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to Turner Properties. If no notice is received, Turner Properties will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become responsibility of the tenant. It is the responsibility of the tenant to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. It is the responsibility of the tenant to comply with water restrictions for your area.

## **Plumbing/Septic Systems**

Tenant is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it





is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs, coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the home sewer. If your property is on a septic tank sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Tenant must purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product. Tenant will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

### **Walls and Ceilings**

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls with appropriate picture hanging hardware. Please keep in mind all walls and ceilings must be in the same condition as when you moved in. If you need to paint the wall please make sure you paint the entire wall to make sure the color blends in.

### **Vinyl/Ceramic Tile Flooring**

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Tenant will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

### **Hardwood Floors**

Dry mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Tenant shall not shellac or refinish floors without management's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Tenant will be responsible for damage to the flooring.

### **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. Before moving in, the carpets are professionally cleaned and the carpet will be professionally cleaned after you move out and the charge will be deducted from your Security Deposit.



## **Stoves**

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Tenant will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

**Dishwashers** The dishwasher should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. 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 and make sure drains are clear of debris.

## **Garbage Disposals**

Garbage disposals should not be used for bones, celery, onion skins, greasy items, pasta, rice or any other similar materials. If the motor buzzes, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from items put into the disposal. If a work order is placed and technician discovers an item has jammed the disposal the tenant will be charged the service fee.

## **Washer/Dryer Hookups**

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use "burst resistant stainless steel braided" washing machine hoses only. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

## **Water Heaters (Gas/Electric)**

If you have an electric water heater that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped. If you have a gas water heater, the pilot light may have gone out. Check manufacturer's instructions or contact the gas company.



## **Emergency Procedures:**

In the case of a medical, fire or other emergency situation that could involve immediate peril to you or someone surrounding you, please call 911.

**Maintenance emergency procedures:** If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night, it is very unlikely we will be able to dispatch a contractor to the property until the next morning.

- The specific definition of a maintenance emergency is: An issue that is dangerous, hazardous or if not addressed immediately could cause damage to the property or your personal well-being (ex. Flooding, no heat in the winter or gas leak).
  
- An emergency is not: Annoying sounds, appliance malfunction, A/C failure, drain stoppage, etc... While inconvenient, these are not considered emergencies and will be handled by our office on the following business day. Although an A/C issue is not technically defined as an emergency, we do understand how hot the summers are in South Carolina and can sometimes be unbearable during the summer.

If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office, then follow-up with a formal service request, submitted on our website.

If the situation occurs after business hours, please call our main office line at 803-407-8522. If you reach a recording, leave your name, phone number, address and the type of emergency.

## **Moving Out**

### **Move-Out Notice:**

A written move out notice needs to be submitted to the management company 30 days prior to vacating the property. The notification can be submitted directly from your online tenant portal. From the main page click on "my rentals" then click the "give notice" button. Please enter your move out date and forwarding address. Tenants, who do not provide sufficient notice to vacate or deliberately break their lease, are responsible for the remaining rental period. Please consult your lease agreement for additional information.



**Cleaning up and Clearing Out:**

We expect you to leave the home in the same condition as you found it. You can leave the keys and garage door openers at the property when you leave and we will do a move out inspection.

**Security Deposit Refund:**

Once you have completed moving out, we will complete any repairs and cleaning not noted on your initial walkthrough and refund your remaining security deposit. WE CANNOT REFUND YOUR SECURITY DEPOSIT THE SAME DAY YOU MOVE OUT because we must ensure all repairs and cleaning was completed; utilities have been property transferred, etc. You will receive your Security Deposit Refund with the account you have on file in your tenant portal. This refund will occur within 30 days. If the property was damaged or past due rent is owed in excess of your security deposit, we will contact you for the remaining payment. Please consult your rental agreement for additional information.

We appreciate your business with Turner Properties and look forward to servicing your needs.

