



houses  
& then some  
management realty investments



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**Disclaimer:** This handbook is provided for informational purposes only and does not constitute a portion of your rental agreement/ lease. Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information that you need. The intention of this handbook is to help clarify the tenancy process and provide general information.





# Houses & Then Some, Inc.

## Management – Realty – Investments

Dear New Tenant,

**Houses and Then Some Property Management** is responsible for the management of your rental home, and we want to welcome you into the Houses & Then Some, Inc. rental family!

**HTSI** will be accepting your rent payments and handling any issues with your property. In order to better serve you, we kindly ask for your email address (es) and all current phone numbers. We also request a copy of your unit's key, which can be mailed to our office or picked up by one of our property managers at your convenience.

All maintenance and service requests can be made by emailing [maintenance.htsi@gmail.com](mailto:maintenance.htsi@gmail.com) or by calling our office number listed below. We also have an emergency maintenance line for issues that arise outside of normal business hours – **864-735-8515**.

We want to remind you that all rent payments of in the form of check or money order are due **on or before the first day of each month**.

Please send your payment and all past due rent to:

**HTSI – Property Management Co.**  
**PO BOX 15210**  
**Greenville, SC 29610**

If you have any questions, call Paul Gawel at 864-395-6538.

Thanks,

Paul Gawel  
Property Manager  
Houses & Then Some, Inc.



#### When is rent due?

- Rent is due on the 1<sup>st</sup> of each month is considered late after the 5<sup>th</sup>. Please note, this is irrespective of weekends and holidays.
- Tenant further agrees to pay a late fee of \$50 if rent is paid after the 5th day of the month, and an additional fee of \$ 5.00 per day until the rent is paid in full. The late fee will continue till up to a maximum of \$95 per month.
- Variations may exist for this policy, so please consult your rental agreement terms.

#### How do I pay my rent?

- Rent can be paid online through your tenant portal at no extra charge. Simply enter your bank routing and account number. Here you may also select for a onetime payment or automatic recurring payments. Should you elect to use your debit or credit card on the portal, there will be an additional 3% charge.
  - Don't know how to log in to your portal? Check your email that you provided to us! You will have an email explaining set up once your deposit has been received.
- You may also pay rent by check, money order or cashier's check payable to Houses & Then Some. Check payment may be made at our office during business hours. To ensure accurate credit of payment to your account, make sure that your payment is clearly marked with your name AND address.
- Rent checks may also be sent in the mail to:  
**HTSI – Property Management Co.**  
**PO BOX 15210**  
**Greenville, SC 29610**
- Please do not mail cash. Cash is NOT accepted for rent payments.

#### Important notes:

- Write your name and property address on the check or money order to ensure proper credit to your account.
- Management is not responsible for incomplete money orders or rent payments not clearly marked with tenant's name and address. Payments at the office must be handed to an agent.
- Office hours are Monday through Friday from 9 am to 5 pm.
- **If a payment is returned for dishonored payment (NSF), all charges resulting you're your financial institution, including the NSF fee of \$50, and any late fees will be charged to you.**



## The Basics

- Rental agreement: The duration of your rental agreement is fixed and specified in the lease. Any early termination will incur the full break lease penalty as stated in your lease agreement. Any change to your rental agreement must be discussed with the property manager.
- Security deposits: **Your security deposit cannot be used to pay last month's rent or any other charges.** It is held in the trust account until you move out, and legally can only be used after you have ended your tenancy. After you have moved out, it can take up to 30 days for your deposit to be returned minus any deductions (if applicable).
- Pets: Animals are only allowed with prior approval of the owner and the management company. Please ask a Property Manager if you have any questions regarding pet eligibility and fees. Upon move-out, remember that the property must be professionally treated for odor and pests.
- Keys: We do not have lockout services. This is not a maintenance emergency. IF we are open, you can show us your driver's license (must have a valid ID for us to make a copy of), pay a \$25 deposit and we will lend our key to our tenant (not a friend or relative) to get in and get your key or have a copy made.
- Yard & Grounds Maintenance: Please check your lease agreement. If you are responsible for maintaining your yard/ landscaping, please maintain regular service to the weeds, mulch, grass, and trees/ bushes. Should the neighborhood HOA issue any violations or assess any fees for landscaping upkeep, those charges will be placed on your ledger and Houses & Then Some may contract a professional landscaper for your unit and place those charges on your ledger. Please see your agreement for details.
- Vehicle Parking: Only approved and operational vehicles are allowed on the driveway or in the garage. No street parking.
- Guests: Any guest(s) staying longer than 7 days will require approval by the management company. Consult your rental agreement for more details.
- Noise: You are subject to all laws pertaining to noise and your rental agreement may also have more specific rules depending on your community.
- Routine maintenance: As your become more settled in your new rental home, it is important to manage routine maintenance items. Here are some examples of maintenance that you are responsible for:
  - Replacement of light bulbs
  - Cleaning or replacing of furnace filters (if applicable)
  - Regular lawn maintenance (if applicable)
  - Replacement of batteries in smoke detectors and CO2 detectors



## Submitting a Maintenance Request

- If a maintenance issue should arise, requests can be made by emailing ***maintenance.htsi@gmail.com*** or by calling our office number, (864) 395-6538. We also have an emergency maintenance line for issues that arise outside of normal business hours – **864-735-8515**.
- The BEST method for quick repair and clear communication is to email us for your maintenance needs. Then we can avoid any confusion and ensure that we have clear record of your request. When making a maintenance request, please be as specific as possible about the problem and attach pictures.
- Once we have received your request, our office may contact you or you may hear from the vendor directly. Please return any vendor calls/ messages promptly, so you can schedule an appointment. You may also give vendors permission to pick up a key at our office to complete the work order. If you have not responded to a vendor appointment request after 48 hours, the vendor will be given a key and you will be given 24 hours' notice when they will be coming to complete your work order.
- Tenants are responsible for securing pets while estimates are given and any work is performed.



## Our Contact Page

Address: 46 Pine Knoll Dr. B-1 (upstairs) Greenville, SC 29609

Business hours: 9 am to 5 pm, Monday through Friday

Phone Number: (864) 395-6538

Fax: (864) 451-7451

Email: [property.htsi@gmail.com](mailto:property.htsi@gmail.com)

Emergency Maintenance: (864) 735-8515

Maintenance Email: [maintenance.htsi@gmail.com](mailto:maintenance.htsi@gmail.com)

PO Box:

HTSI – Property Management Co.

PO BOX 15210

Greenville, SC 29610



## **Contact Numbers for Greater Greenville Utility Companies**

### **Electric**

- Duke Power — (800) 777-9898
- Laurens Electric — (864) 682-3141
- Blue Ridge Electric Co-op — (800) 240-3400
- Greer Commission of Public Works — (800) 459-2141
- Easley Combined Utilities — (864) 859-4013
- Broad River Electric — (866) 687-2667

### **Water**

- Greenville Water — (864) 241-6000
- Spartanburg Water — (864) 582-6375
- Greer Commission of Public Works — (800) 459-2141
- Powdersville Water District — (864) 269-5440
- Laurens County Water District — (864) 682-3250

### **Sanitation**

- Greenville County — (864) 467-4345
- City of Greenville — (864) 232-6721
- City of Spartanburg — (864) 596-2000
- City of Simpsonville — (864) 967-9531
- City of Greer — (864) 848-2150

### **Gas**

- Fountain Inn Natural Gas — (864) 862-0042
- Piedmont Natural Gas — (800) 752-7504
- Greer Commission of Public Works — (800) 459-2141
- Easley Combined Utilities — (864) 859-4013

### **Other**

- Charter Cable — (888) 438-2427





## Emergency Procedures

In case of a medical, fire or other emergency situation, always call your local emergency line or 911.

Maintenance Emergency Procedure: If you experience an emergency situation, please follow the steps outlined below.

Please note: If the problem occurs in the middle of the night, it is very unlikely that we will be able to dispatch a contractor to the property until the morning, so please try and contain the emergency as best as possible.

- 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 (i.e. flooding, no heat in the winter or gas leak).
- An emergency is NOT an annoying sound with smoke alarms, air conditioning failure, appliance malfunction, drain stoppage and the like. While inconvenient, these are not considered emergencies and will be handled by our office staff on the following business day.
- If the situation is not considered an emergency and occurs **during normal business hours**, please email our maintenance line and follow up with our office at (864) 395-6538 if you have any additional information or concerns.
- If the situation occurs **after business hours**, please call our emergency maintenance line (see p. X)

### Emergency Maintenance Checklist for Heating Issues (complete prior to contacting maintenance personnel):

#### Electric Heat

- Check the thermostat to see that the control are set properly
- Check all the fuses and circuit breaker
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure it has been replaced in the last six months

#### Gas Heat

- Check the thermostat to see that the control are set properly
- Check all the fuses and circuit breaker
- Check the access panel to the blower compartment to ensure the panel is securely closed



- Test any other gas appliances to determine if service has been interrupted

#### Oil Heat

- Make sure the emergency shut off is in the “on” position
- Check oil level in the fuel tank
- Check thermostat, fuses, circuit breakers and blower compartment panel to ensure normal operation (see above)

In all cases, slight open an indoor faucet and allow it to drop to prevent freezing until the heating system is operational.

**Water Related Issues:** If water is running onto floors from any appliance, fixture or pipe, close the shut off valve for appliance/ fixture or shut off the main valve for the property. Once the water has been shut off, please call our maintenance line to report the issue.

## Maintaining Fixtures and Appliances

### Furnace and wall heaters:

- All tenants are responsible for cleaning/ replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/ replace the filter will be the tenant's responsibility.
- Dust can accumulate at the 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.
- Remember, heat pumps usually do not circulate warm air like gas furnaces, unless they are run on the "emergency heat" setting which activates the resistance heat mechanism.

### Gas wall heaters:

- If your residence has a gas wall heater, it is important to turn off the heater when it is not needed.
- On any gas appliance (new or old), if the pilot light goes out, you may detect a gas odor, which should dissipate in a few minutes once you air out the room. **If odor persists, call the gas company immediately!**

### Humidifier:

- Ensure that the water supply valve is open and set the control to your comfort level. Set it to the "off" position during the cooling season and shut off the water supply valve.

### Central Air Conditioning:

- Air conditioning can only lower the inside temperature 10-15 degrees lower than the outside temperature. Before calling for service, please be sure that the unit is actually malfunctioning and not just set at an excessively low temperature.
- Remember to replace the air filters every 30 days

### Window Air Conditioning:

- These units should be used sparingly as they are susceptible to icing, especially at lower fan speeds.

### Power:

- If the power goes out in your unit or house, first check to see if the whole area is without power. If outage is affecting more than just you in your area, report outage to the local power authority.



- If the power is only out in your house/ unit, check the circuit breaker panel. 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 and on again to reset the circuits. If this does not solve the problem, report a maintenance emergency.

#### Drains:

- AVOID letting food and hair get down the drains. Clogged drains caused by hair and/or grease are the tenant's responsibility. Some dishwashers will clog if food is left on the dishes when put into the dishwasher.
- An excellent drain cleaning/ clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups of 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 can significantly help keep drains free of hair.
- Many homes and apartments have low-flow toilets that tend to clog or back up if too much paper is flushed. You may need to hold down the handle when flushing to avoid clogs. Tenants must be prepared to plunge to toilet to clear clogs and avoid damage from over-flows. Do not put ANYTHING other than toilet tissue into the toilet. Tenant will be responsible for clogs/ damage caused by flushing items other than toilet tissue. (This includes feminine hygiene products and "flushable" wipes.)

#### Garbage disposals:

- 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 complete free of garbage.
- Disposals are designed to grind up organic items only. Any damage to the garbage disposal caused by inorganic material allowed into the disposal is the tenant's responsibility.
- If the unit becomes inoperable, ALWAYS be sure to check the power switch first (usually under the sink). Then try to reset button (somewhere on the machine) and remove all contents.

#### Refrigerator coils:

- Keep reasonably clean behind and underneath the refrigerator. Coils and drip pans will require cleaning.
- If drip pans are 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 use responsibly and become familiar with operating the fireplace.
- Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from escaping and burning the floor covering.

### Stove or oven:

- Please familiarize yourself with the bake, broil, time bake and self-clean controls, so you don't inadvertently leave burners or oven on.
- To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning ovens, use soap and water to clean.
- Please do not use oven cleaners or abrasives as this will ruin the finish.

### 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 underlayment and discolor the vinyl. 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.
  - Please be aware that rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.

### Sliding glass doors, screen doors and shower tracks:

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders.
- 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 slow the growth of mildew in the tracks of sliding and shower doors, please use an old toothbrush and do a regular monthly cleaning. It's much easier than doing a major cleaning at move-out.

### House plants:

- Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces, and damages from household plants will be the tenant's responsibility.



#### Kitchen counters:

- To avoid costly damage from nicks and cuts in countertops, please use a cutting board at all times.

#### Ceramic tile – tub and shower walls:

- Dilute 1 part white vinegar and 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.
- NEVER use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds as these products will permanently scratch the surfaces.

#### Mini blinds:

- Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

#### Smoke and CO2 detectors:

- Tenants are responsible for changing batteries in smoke and CO2 detectors. We recommend changing batteries at the beginning and end of daylight savings time.
- Note: AC/ DC powered detectors will usually require 9 volt batteries, and each detector will need to be tested to stop beeping.

#### Wood decks and porches:

- Potted plants and flowers add beauty and appeal to a property. Please put “feet” and or saucers under them to prevent water run-off from rotting or discoloring the deck.

#### Hardwood floors:

- When cleaning or applying oil to hardwood floors only use a soft cloth. It is best to sweep and dust regularly.
- Kitchen areas only- at least once every 3 months, clean floors with a small amount of vinegar diluted in water.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

#### Marble and granite:

- 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.
- Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will permanently stain the marble.



## Seasonal Maintenance

### Interior:

- Clean or replace the air filter regularly. Tenants are responsible for cleaning or replacing the furnace filter at the beginning of the fall heating season. Problems caused by failure to clean/ replace the filter will be the tenant's responsibility.
- Set the thermostat to an appropriate heat level for winter and cool level for summer. Note: you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during the winter.
- Inspect all supply and return vents for cleanliness and obstructions. For radiant heat systems, inspect for leaking valves or radiators.
- When not using the fireplace, ensure that the damper is in good operating condition and closed.
- Inspect the flue and chimney and ensure it is unobstructed. Periodic inspection and cleaning are strongly recommend; however, this is typically a tenant expense.
- Test all smoke detectors on a regular basis. Battery operated models will begin to make an intermittent beep when the battery is running low. Replace batteries in the fall and spring.

### Exterior:

#### Lawn and shrubbery

- Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall.

#### Gutters

- Inspect to ensure that all gutters are free and clear of debris. They should drain freely away from the foundation.

#### Winterization: faucets and outlets

- Wrap all outside faucets. If possible, close the isolation valve and open the outdoor faucet. Remember: during the spring to close the faucet before opening the shut-off valve.
- Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.





Houses & Then Some, Inc.  
 Management – Realty – Investments

***THIRTY- DAY NOTICE***

Tenant (print): \_\_\_\_\_

Property Address: \_\_\_\_\_

This is my 30 day notice that I will be moving out of the property listed above. My 30 day notice will take effect on the 1<sup>st</sup> of \_\_\_\_\_ in the year \_\_\_\_\_, and I will be vacating the property by the 30<sup>th</sup>/31<sup>st</sup> of \_\_\_\_\_ in the year \_\_\_\_\_. I agree that I will not be renewing my lease. I understand I am responsible for paying the full month’s rent of the month listed above. I acknowledge that I have received the cleaning list which details the requirements that I must fulfill to leave the property “rent ready.” I also agree that I will set up a walkthrough at the end of that period, and that all of my belongings will be out of the property before the walkthrough is conducted. Furthermore, I understand that my security deposit will be mailed out 30 days after I have vacated the property, less any necessary cleaning and maintenance fees.

_____	_____	_____	_____
Tenant Signature	Date	Witness Signature	Date

_____	_____	_____	_____
Tenant Signature	Date	Witness Signature	Date

_____	_____	_____	_____
Tenant Signature	Date	Witness Signature	Date

HTSI Received: \_\_\_\_\_





## **HTSI 30 Day Notice Policy**

Now that your lease has expired and you are in “MONTH TO MONTH” status you may give your 30 day notice at any time. Of course, we value you as a customer and would love to keep you as one of our tenants. However, we do understand that as things change, your place of residence may need to as well, and we wish you the best of luck. **Please note the following guidelines that you must follow when giving a 30 day notice:**

- ↑ **Any 30 day notice given takes effect on the 1<sup>st</sup> of the following month** (for example if you give your notice on the 11<sup>th</sup> of February your 30 day notice will take effect beginning on March 1)
- ↑ You will have to pay the **FULL MONTH’S RENT** for the month that you vacate the property, even if you move before the last day of the month.
- ↑ HTSI does not rent daily or weekly, only monthly. Therefore, **WE DO NOT PRO RATE THE LAST MONTH’S RENT.** The rent will be charged at the full monthly rate.
- ↑ After you have moved out you will need to schedule a **move out inspection**. This is where we will inspect the property to make sure that it is in **as good or better condition** than when your original lease began. This is also where you will return the keys to an HTSI employee. Failure to return the keys to your unit will result in a charge to you in order to change the locks at the property.
- ↑ **Please complete the following items at your property before the move out inspection**
  - Clean bathrooms- scrub toilets, vanities, mirrors, and showers/tubs
  - Clean the kitchen, leave all appliances empty, replace catch trays on stove
  - Empty out kitchen cabinets and wipe them down
  - Have carpets professionally cleaned
  - Vacuum, dust, and mop floors
  - Remove all belongings and trash from property
  - Dust off ceiling fans and light fixtures
  - Replace broken blinds
  - Cut grass and trim bushes as needed
  - Change air filter

We realize that this can be a very stressful time for you, and we want to work with you to make sure that it goes as smoothly as possible. Communication is of utmost importance during this time, so please contact us promptly with any questions at **864-395-6538** or [property.htsi@gmail.com](mailto:property.htsi@gmail.com).

**Disclaimer:** Management has the final authority to determine how much of the deposit shall be refunded in accordance with the conditions set forth in the Rental Agreement.

