

THE SPACE CO.



3110 North Carolina Avenue, North Charleston, SC 29405 • 843-577-2676 • www.thespacecompany.com

Welcome to The Space Company Family

The purpose of this information is to help guide our tenants to a successful experience and to answer questions about your relationship with The Space Company in your new home. We look forward to working with you throughout your stay. Please let us know if your phone number and/or email address changes. You can update your contact information with us via email or by calling the office. Please do not hesitate to contact the office if you have other questions or concerns. This information is subject to change with a 30-day notice.

THE LEASE/MOVE-IN A lease agreement is a binding contract that defines the responsibilities of the landlord and the tenant. Tenants should read and understand the lease before signing it. You will be provided a copy of the signed lease agreement. After signing the lease, any changes, modifications, oral promises, conditions and agreements between the tenant and The Space Company must be in writing and signed by both parties to be enforceable. If either management or tenant fails to sign the lease, it still becomes effective and enforceable if the tenant occupies the premises, and rent is paid by the tenant and is accepted by The Space Company. All persons who occupy the premises should be listed on the lease and those above the age of 18 may be required to sign the lease.

SECURITY DEPOSIT: The security deposit is determined at the time the rental application is approved and the amount is clearly stated in the lease. This is meant to secure a complete and faithful performance of all terms and conditions of the lease agreement. If you become in breach of the lease due to physical damages or any charges that have not been reimbursed throughout the lease term, the lease may be terminated, and the costs deducted from the security deposit.

MOVE-IN INSPECTION: There will be a Move-In Inspection document provided; it is the tenant's responsibility to complete the form and return it to The Space Company within 5 days. Unacceptable conditions or defective items should be noted on the move-in checklist. This report will be used for the move-out condition comparison when you vacate the premises. If this report is not returned with problems outlined, the leased property will be assumed to be in acceptable condition and any defects noted after this date will be considered the tenant's responsibility. No exceptions will be made to this policy.

PAYMENT OF RENT: Rent payment is due on the 1st day of the month and will be considered late after the 5th day of the month. The Space Company accepts personal checks, money orders, and cashiers or certified checks. You can also pay online through your tenant portal. Proper set-up of the tenant portal requires a valid email address on file with The Space Company. Once the lease has been signed, The Space Company will email you access to your tenant portal and our online payment system. Rent can be dropped off/mailed to The Space Company office at 82 ½ Spring Street, Charleston SC 29403. RENT MUST ARRIVE BEFORE OPEN OF BUSINESS ON THE 6TH.

LATE FEES: If rent payment is not received by close of business on the 5th, there will be an additional late fee applied as stated in the lease. The Space Company also has the right to begin eviction proceedings and/or turn the balance over to an agency for collection at any time after the 6th of the month. The tenant will be held responsible for all court costs and legal fees. If a tenant is unable to pay rent on time, he/she should explain the situation in writing as soon as possible to The Space Company. If the 5th falls on a weekend, it is up to the tenant to ensure their rent is in the office prior to the last business day before the 5th.

UTILITIES: You must place all necessary utilities in your name upon move-in. Tenant shall pay all deposits required by any of the utilities not provided by the landlord. Tenant must maintain all utility services at the premises throughout the term of the lease. The only exceptions to these requirements are case specific and clearly stated in the lease.

CABLE AND SATELLITE: A tenant shall not alter or permit any alteration to the outside of the premises without the written consent of The Space Company. This clause pertains to TV antenna or satellite dish receiver installations. The Space Company reserves the right to refuse permission to mount any cable or satellite equipment to the dwelling. In such cases, the equipment may be mounted to a non-permanent anchor (i.e., a post in the yard). If consent from The Space Company is given, the dish and installation is at the tenant's expense. The tenant may not install any antenna on the common roof or grounds of a multi-unit residential building. Tenant is responsible for any damage or claim resulting from the installation of cable or satellite services.

ADDITIONAL FEES AND CHARGES

In general terms, a tenant is responsible for paying rent, security deposit, and pet rent/fee. However, there are circumstances that arise outside the normal scope of tenancy that may result in additional fees.

These are outlined below:

- **Late rent payment fee:** Per your lease is 10% of your rent.
- **NSF/Returned Check:** If a tenant's payment is returned by a bank for insufficient funds or any other reason, a fee of \$45 will be charged. If a payment of rent is returned, the rent is considered late, and the tenant will be charged a late fee (in addition to the returned check fee and the rent payment itself). If a payment is returned, The Space Company may require all future payments in the form of certified funds.
- **Solicitor's fee:** If an NSF payment has not been paid within five business days, a notification will be sent to The Solicitor for prosecution. Tenant will be charged \$200 plus any Solicitor's fees.
- **Roommate Change Out:** \$250. The new roommate will need to pay the application fee (\$35).
- **Unauthorized Pet:** \$250 Admin Fee plus pet rent from the start of the lease. ● **No Show fee:** \$50 plus actual cost of the service call if the vendor charges one.
- **Lockout:** You may pick up a key to let yourself in during normal business hours at no charge. However, if the key is not returned by the next business day, you will be charged \$35. If you need us to unlock the house for you there will be a \$50 trip fee. If it is after hours, a \$35 after hours fee will also be applied.
- **Failure to transfer utilities at move-in:** \$50 per utility service. You will also be responsible for any bill The Space Company receives for the dates of your tenancy. The Space Company retains the right to terminate utility services held in The Space Company's name at any time.
- **Court fee:** \$100 plus any applicable attorney's fees and/or magistrate fees.
- **Breaking lease fee:** Please see your lease for a detailed description of our policy.
- **Unnecessary service call:** actual cost of the service call. This includes service calls that are requested for items that are the tenant's responsibility (i.e., smoke detector batteries, garage remote batteries, light bulb replacement).
- **Tenant-caused damage:** actual cost of the service call. This includes damage caused by the tenant's abuse, negligence, or inattention.

TENANT RESPONSIBILITY TO REPORT: It is the responsibility of all tenants to report all maintenance problems. Tenants can incur financial charges if they fail to report maintenance problems. Report the following:

- Any sign of mold in the property immediately
- All toilet and faucet leaks and any plumbing backups
- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Roof leaks
- Broken windows and doors
- Fence damage
- Any other necessary repairs or unsafe conditions
- Major pest control problems such as bees, cockroaches, rats, termites or other major infestations

NON-EMERGENCY REPAIR PROCEDURE:

- Phone notification: call The Space Company at (843)577-2676. If the phone is answered, inform the party answering the phone you are requesting maintenance. If the call is unanswered, leave a complete message, including contact information and availability. If it is after hours, be sure to follow up during daytime hours in the event the voicemail system fails, or you inadvertently failed to record your message.
- Web or email notification of repair request: You may use your tenant portal or our website at www.thespacecompany.com to complete a work order. You can also email thespacecompany@att.net with repair requests.
- The Space Company will assign a vendor to contact you. Vendors are required to make appointments with tenants. The Space Company will not release keys to vendors unless the tenant provides authorization.
- Remember, this is a NON-EMERGENCY item, and the vendor may not be able to make an appointment immediately.
- Failure on your part to keep any pre-arranged appointment could result in a charge to you. Therefore, be certain to call the office as soon as possible if you are unable to keep the appointment.
- If you do not hear from the vendor within 3 business days, call the office. A staff member will contact the vendor to find out the cause of the delay, and then inform you when a vendor contact can be expected.
- After a repair has taken place, if you have problems, call The Space Company and state you had a recent repair but there is still a problem. Recent repair means within the last 60 days, for pest control work it means within 30 days. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

MAINTENANCE DON'TS:

- Do NOT perform electrical work (this does not include changing light bulbs or batteries).
- Do NOT mark, deface, or change walls, woodwork, flooring, landscaping of the property without prior permission from The Space Company.
- Do NOT perform repairs unless authorized by The Space Company or outlined in this guideline.
- Do NOT deduct any unauthorized or pre-authorized maintenance expense from rent.

EMERGENCY AND DISASTER PROCEDURES: There are few true emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical sparks, smell of gas, etc. A maintenance emergency is any situation that would endanger you or anyone else, the community, your home, and/or your belongings. For Emergencies, please call 843-577-2676 and select extension 207. If you are required to leave a message, be sure to include your complete contact information, details of the nature of the emergency, and access instructions. • Emergencies causing immediate danger, such as fire: call 911 • Emergencies involving gas: call the gas company and, if necessary, 911 • Emergencies involving IMMEDIATE electrical danger (downed wire): call the utility service. If the problem is with a specific appliance in your home turn off the appliance and the breaker to that appliance. • Emergencies such as backed-up plumbing or flooding call the maintenance line. • Heat is an emergency - this is a priority item and The Space Company will make it a priority with vendors to have the heat working as soon as possible. • Air conditioning is not an emergency.

RENTERS INSURANCE: The tenant is required to obtain Renters Insurance before the move-in date. This can be obtained through any insurance provider. The tenant's belongings are placed in the property at the sole risk of the tenant. Renters insurance may help replace your household items due to loss, destruction, theft, or damage to the property. Failure to carry the required Renters Insurance policy may result in the tenant's loss of his/her possessions through no fault of The Space Company, the tenant, or the Landlord.

ASSOCIATION RULES AND REGULATIONS: If your dwelling unit is located within a Community Association, Homeowners Association or Condo Association, tenants will be required to follow all rules and regulations of that Association. The tenant will need to go to the website for the appropriate association and carefully read the Association Rules and Regulations; it is the tenant's responsibility to read, be aware of, and follow all Rules and Regulations listed. Any fines or restrictions imposed on the tenant as a result of failure to comply with the rules and regulations will be the financial responsibility of the tenant. The Space Company will provide information as needed to the HOA or Community Association in compliance with the relevant Covenants and Restrictions.

BATHROOMS: Prevent mildew and mold from accumulating. Keep bathrooms properly ventilated to prevent mildew and mold from happening. Use an exhaust fan while taking showers and for an extended reasonable time afterward. If there is no exhaust fan in the bathroom, open the window to allow for ventilation.

LEASE RENEWAL: Lease renewals are sent out 60-days prior to lease expiration.

PEST CONTROL: The Space Company is committed to providing and maintaining homes without any sort of pest infestation. The tenant is responsible for notifying The Space Company within 3 days of accepting possession of the property if there are any signs of pests. After this period, the tenant shall be responsible for all pest infestation treatments, with the exception of termites. If the property is deemed infested, tenant will take all steps necessary to comply with the treatment protocol of the assigned Pest Management Company. Please be aware that in Charleston certain native bugs (most notably the palmetto bug) are not an indication of an unacceptable property condition nor reflective of the manner in which the tenant maintains the household.

MAINTENANCE ROUTINE MAINTENANCE: Tenants are required to maintain the dwelling in a clean and safe condition. The Space Company will keep the common (interior and exterior) areas and systems clean, structurally safe, and in good mechanical condition and repair.

TO REQUEST MAINTENANCE OR REPAIRS: Call (843)577-2676, complete a work order (found at your tenant portal or email thespacecompany@att.net).

Before calling, check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency. Please use judgement in determining if it is a true emergency or a non-emergency item.

TROUBLESHOOTING:

1. **If the oven does not work**, check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake will not heat. A service call that requires nothing more than turning the oven to the proper settings can result in a charge to you. A manual for your oven can likely be found online.

2. **If the air-conditioner does not work**, check ALL circuit breakers. If the air filter is clogged, it can cause the air conditioner to freeze up, which will require the filter to be changed and the unit to be turned off for at least 6 hours so that it can defrost. If the unit is frozen due to the tenant not changing the filter, the tenant will be charged for the service call.

3. **Sliding doors:** Tenants must keep sliding door tracks free of dirt and debris. Rolling over dirt, leaves, pine needles, etc. can damage the wheels on sliding doors, especially the heavy glass sliders. Do not use oil or other lubricating agents on sliding doors; this attracts dirt and gums up the wheel mechanisms.

4. **If the garbage disposal does not work,** check underneath the disposal unit and push the reset button located on the bottom of the unit. If something has become stuck and the blades do not turn, remove the object that has blocked the disposal, and hit the reset button. If the motor makes noise, a disposal key (which looks like an allen wrench) can often be found with the disposal. You can also purchase a disposal key at a hardware store. Insert the key into the hole in the underside of the disposal and turn it to free the blades. If there is evidence of a leak or cracked housing, submit a maintenance request.

5. **If the electricity does not work in a portion of the house,** find the GFI outlet, which is usually located in the garage, patio, kitchen, or the bathroom. Each GFI controls certain areas of the house. Reset the GFI outlet by pushing the reset button on the face of the outlet and check to see if it has resolved the problem. There may not be GFI outlets in homes built before 1970.

6. **If the circuit breakers keep tripping,** check all appliances to see if too many appliances are running at one time. Simultaneously running items such as irons, microwave, toaster, curling iron, computers, printer, and blow dryers can cause an overload. Try plugging some of the items in use into a different outlet.

7. **If the smoke alarm beeps or does not work,** check the batteries. If a new battery does not work, submit a work order. Tenants are responsible for the replacement of batteries. It is important to replace batteries and NOT disconnect the smoke alarm. Normally the smoke alarm will emit a beeping sound when the batteries are not working or lose their charge. Test your smoke alarm every thirty days. If the smoke alarm is not working, contact The Space Company to place a work order immediately.

WATER AND WASTEWATER COMPANIES:

- Berkeley County Water & Sanitation Authority (BCW&SA): (843) 572-4400. www.bcwsa.com 2111 Redbank Road, Goose Creek, SC 29445.
- City of Goose Creek: (843) 797-6220. www.cityofgoosecreek.com P.O. Drawer 768, Goose Creek, SC 29445
- Charleston Water System: (843) 727-6800. www.charlestonwater.com/ P.O. Drawer B, 103 St. Philip Street, Charleston, SC 29402
- Dorchester County Water & Sewer: (843) 832-0070. www.dorchestercounty.net P.O. Box 9, 2120 East Main Street, Dorchester, SC 29437
- Dorchester Water Authority: (843) 875-0140. www.dcwaonline.com/ 967 Orangeburg Rd Summerville, SC 29483
- James Island Public Service District (JIPSD): (843) 795-9060. www.jipsd.org/ 1739 Signal Point Rd Charleston, SC 29412
- Moncks Corner Public Works Commission: (843) 761-8041. www.townofmonckscorner.sc.gov P.O. Box 266, Moncks Corner, SC 29461
- Summerville Commissioners of Public Works: (843) 875-8750. www.summervillecpw.com P.O. Box 817, Summerville, SC 29484

ELECTRICITY:

- Dominion Energy (SCE&G): (843) 554-7234 or (800) 251-7234. www.sceg.org P.O. Box 100255, Columbia SC 29202
- Berkeley Electric Cooperative: (843) 553-5020, (843) 761-8200, (843) 572-5454. www.becsc.com P.O. Box 1234, Moncks Corner, SC 29461
- Santee Cooper (South Carolina Public Service Authority): (843) 761-7010. www.santeecooper.com P.O. Box 398, Moncks Corner, SC 29461

GARBAGE AND RECYCLING:

- Charleston County Solid Waste Recycling: (843) 720-7111. www.charlestoncounty.org
- City of Charleston Sanitation: (843) 745-1026 1021 Aragon Ave, Charleston, SC 29405
- City of North Charleston: 843) 554-5700 www.northcharleston.org/residents/Sanitation
- City of Goose Creek: (843) 824-2200. www.cityofgoosecreek.com
- Suburban Disposal: (843) 873-4810 www.suburbandisposal.com
- Waste Pro: (843) 619-0800. www.wasteprousa.com

CABLE/INTERNET/PHONE:

- Comcast Cable: (843) 554-4100, (843) 628-0119, (877) 530-1713 www.comcast.com
- Time Warner: (877) 821-7010 www.timewarnercable.com
- Knology: (843) 225-8001 www.knology.com
- Home: (888) 746-4482 www.homesc.com