

# **Property Management Services LLC Company Policies**

All properties managed by Yip Property Management Services operate by the following policies where applicable. The management company reserves the right to change these policies for the good of the property and its residents as long as proper notice is given.

Repairs- If there are any problems with the property, please submit your repair request through the Tenant portal or by email. **If you have an emergency, call 803-388-8798 immediately.** If your problem arises out of misuse, abuse, user error (e.g. pouring grease down the sink creating a clog or failure to reset the breaker after being tripped), or if no problem is found by the repairman and the repairman charges for the service call, that fee will be charged back to you. Tenants may not authorize repairs without prior written permission from Yip Property Management Services. Repairs authorized by tenants without this permission will be charged back to the tenant. All repair requests submitted outside of normal business hours will be handled the next business day unless Yip Property Management Services, in its sole discretion, determines the matter to be an emergency.

Heating and Air- Tenant is to change the air filter quarterly. Any damage to the heating and air unit caused by dirty, clogged, or missing filters will be charged to the tenant.

Rent- Rent is due and payable on or before the FIRST of every month. A \$15 late charge will be assessed for rent paid after the 5<sup>th</sup> of the month in accordance with the terms of your rental agreement. Any rent payment still unpaid after the 15<sup>th</sup> of the month will incur an additional \$100 charge. All returned checks are subject to a \$60 returned check fee.

No Cash- Yip Property Management Services does not accept payment in cash for any tenant obligation. Personal checks, bank checks, money orders, and epay are the only valid forms of payment.

Epay- We offer an epay option as a courtesy to our tenants. This option is provided through a third-party and is not affiliated with Yip Property Management Services, LLC. If you choose to use the epay system, please be aware that there is a **one dollar** transaction fee for this service and payments must be initiated on the 1<sup>st</sup> of every month to be considered on time. If payment via epay is submitted more than once after the 1<sup>st</sup>, epay will be disabled for remainder of lease.

Pets- Pets are allowed only at properties whose property owners have agreed to allow pets. All tenants must sign either the Pet Agreement Addendum or the No Pets Allowed Addendum. A Pet Deposit and Pet Agreement Addendum are both required in all cases where the tenant wishes to have a pet. Puppies are not permitted. Bringing an unauthorized animal to the property will result in a \$500 fine and/or immediate eviction. Any damage to the premises in excess of the security deposit will be charged to the tenant and collected according to law. Properties with animals will be treated for fleas at the end of tenancy at the expense of the tenant.

Water Beds- Water beds are strictly prohibited on all properties.



Automobiles and Parking- No Parking on the grass will be accepted! Any type of non-operative vehicle will not be permitted and any such vehicle may be removed by management at the expense of the resident. No repairing of vehicles will be permitted on the property. Any damage to the yard from improperly parked automobiles or damage to the asphalt from spilled oil will be repaired and charged back to the tenant.

Motorbikes- No motorized vehicles may be stored in the buildings or breezeways. This is a fire hazard and is prohibited by fire codes. All kickstands must rest on metal plates in order to preserve the asphalt. Any damages done by kickstands will be repaired and billed to the resident.

Modifications, Picture Hanging, and Locks- No modifications can be made to any residence without written consent from the management. This applies to any exterior or interior changes. Any damage done to the property that is not repaired before move out will be repaired and charged back to the resident. No locks, deadbolts, or security devices may be installed on the doors without written consent by the management. You are required to deliver 2 copies of the key to our office within 24 hours of any lock change. Any damage to the walls must be patched and the full wall painted prior to move out.

Painting- Properties may not be painted without prior written consent from management. Once painted, walls will need to be repainted in a professional manner and in a neutral color (white, beige, or light gray) prior to vacating. If management finds painting to be inadequate, a professional will be hired to repaint at tenant's expense.

Satellite Dishes- Satellite Dishes cannot be affixed to the building and must be placed in the ground. Tenant is responsible for the removal of the dish when property is vacated.

Garbage Disposals- A garbage disposal is for soft food only. Items such as bones, starchy foods, corn cobs, seeds, etc. should not be put in the disposal. DO NOT POUR GREASE down drains, even with a garbage disposal. Grease will clog the sewage lines and cause further damage to pipes. The repair of any damage caused to the sewer lines or plumbing system of the property found to be the result of improper disposal, as above, will be charged back to the tenant.

Bathrooms- Do not flush diapers, paper towels, wipes, or feminine products in the commode. Do not use abrasive cleaners (e.g. Comet, Ajax, or scouring pads) on marble, stainless steel or fiberglass sinks and tubs. The repair of any damage caused to the sewer lines or plumbing system of the property found to be the result of improper disposal, as above, will be charged back to the tenant.

Renter's Insurance- All tenants are required to carry renter's insurance to cover his/her personal property and provide sufficient liability coverage for any damage caused by his/her or a guest's actions, whether accidental or intentional.

Extermination- Unless otherwise noted, pest control is the responsibility of the tenant. Any damage done to the property by pest control fluids will be the responsibility of the tenant.



Lockouts- If a tenant is locked out of his or her residence during regular office hours (10am-6pm Monday through Friday), tenant may call the office to get a key. If the tenant is locked after office hours, tenant may contact a locksmith and pay for those services. Any damage to the property is the responsibility of the tenant.

Entrance Request for Maintenance- If a resident requests that work be performed in his/her property, a 24-hour notice by management to enter is not required. The fact that the request is made will allow management immediate entry without further notice.

Inspections- All properties are subject to “clean and safe” inspections. These inspections are not intended to invade your privacy or check up on you as tenants. The purpose is to check on the property itself for damages and for any deferred maintenance issues that may need addressing.

Yard Maintenance- Tenants of the property are responsible for maintaining the grounds of the property. This includes regularly mowing the grass, pruning the bushes when needed, weeding the beds, and watering when needed. The height of the grass on the premises is not to exceed six inches between trimmings. If the yard is not maintained properly in the opinion of the management, a landscaper will be hired to maintain the property at tenant’s expense.

Noise- Please be courteous and try to avoid playing any devices at a disruptive volume. We solicit your cooperation in keeping our properties “trouble free.”

HOA/Local Regulations- All tenants residing in properties with an active Home Owners Association must abide by all covenants and restrictions set forth by the HOA. Tenants are required to abide by any ordinances/laws imposed by local authorities. Any fees incurred by the tenants for violations of the HOA or local authority regulations will be charged to the tenants.

Carpet Cleaning- All properties with carpet will be professionally cleaned at the end of tenancy at the expense of the tenant.

Early Termination- Tenant may terminate their lease agreement prior to the expiration date by paying an Early Termination Fee. This fee is equal to three times the amount of rent. The security deposit will be disbursed thirty days after both the fee and keys have been provided to the office.

Security Deposit- After move out, the property will be inspected and any damage will be deducted from the security deposit. The remainder will be divided equally and disbursed to all Tenants on the lease. Tenants must provide written unanimous instructions if the disbursements should not be equally split. Occupants will not be entitled to any amount of the deposit unless explicitly stated by the Tenant(s). Security Deposits may not be used as your last month’s rent.

Subleasing- Tenants are forbidden from subleasing property including short-term rental sites such as Airbnb and VRBO.

Utilities- Tenants are required to keep power utilities on throughout their lease term

