

Highway 11 WELCOME PACKET



EMERGENCY: 911

Contact Information

Stacey Redden: (864)-524-5283

Seth Breitenbach: (864)-921-0333

Office Location: 1320 SC-11 W Chesnee SC 29323

Office Hours: Monday-Thursday 8am-1pm

Phone Hours (*Rental Coordinator*): Monday- Friday 8am-5pm

After Phone Hours please do not call unless a maintenance emergency is occurring

UTILITIES (Not Included in Rent)

You have 3 days after moving in to switch utilities into your name.

Your Providers are set to be set up w/effective date 6/1

- **Water:** Spartanburg Water 864-582-6275
- **Power:** Duke Power 1-800-777-9898
- **Internet:** Spectrum-Internet 855-860-9068 , Att-Internet 877-857-5093

UTILITIES (Included in Rent)

Lawn maintenance is performed every other week, depending on weather conditions. Trash service runs every **Wednesday**, and we will ensure a trash can is at your address prior to your move-in date.

Rent and Payments

Rent is due on the 1st of every month. If payment is not received by 12:01 AM on the 5th, a late fee will be applied. On the 6th, the eviction process will begin. All **checks** should be made payable to ARC Rentals Management. For your convenience, rent can be paid online through the **RentRedi app**. You will receive an invite to the app via email. We also accept payments by **Card, Zelle, Venmo, and CashApp**, and have a secure **lockbox** located by the office door (**We will no longer be accepting cash payments**). If you need to **pay in-person** please note our office hours (Title Page).

Please communicate with us if you need to make further arrangements.

Lease Termination

A 30-day written notice is required prior to vacating the property, though additional notice is always appreciated. If the lease is broken for any reason before the full one-year lease term is fulfilled, the tenant forfeits their security deposit and will be responsible for all mediated fees. These fees include but are not limited to all rental payments until a new tenant is placed, labor, advertisement, cleaning services, and placement fees.

Property Use

We ask that all appliances and home fixtures be used properly and as intended. Please keep in mind that if something is damaged due to improper use, you will be responsible for the cost of the repair. For example, if an object that is not meant to be flushed is

disposed of in the toilet and causes a clog, the repair bill will be forwarded to you once the issue has been resolved. A waiver will be required to be signed prior to any repair personnel coming out to the property.

To protect the plumbing system, please do not flush grease, paper towels, excessive toilet paper, wipes, toys, or any other items not intended to be flushed, regardless of the type of plumbing system at your property.

Tenant Maintenance Responsibility

Miscellaneous maintenance items such as light bulbs, pest control, cleaning supplies, minor drain maintenance, and similar day-to-day upkeep are the responsibility of the tenant. The owner is **not** responsible for handling minor issues of this nature. For all other maintenance requests, please submit through the RentRedi app, or reach out via email or phone at rentalsbyarc@gmail.com or 864-524-5283.

Lawn Care

Please keep the yard free of debris, toys, and obstacles so that lawn care can be completed without interruption. Lawns are maintained on a biweekly schedule, subject to weather conditions. Vehicles must be parked on paved surfaces only, parking in the grass is not permitted. Boats, RVs, recreational vehicles, unregistered vehicles, and outbuildings are not allowed on any portion of the property without prior written approval.

Animal/Pet Policy

Pets must be approved prior to moving into the property. A pet application must be completed and submitted with proof of yearly immunizations before any pet is permitted on the premises, this applies regardless of the length of stay. If ARC Rentals staff visits your unit and discovers an unapproved pet, you will receive a formal notice and may be subject to a fine. Please note that exotic pets, aggressive dog breeds, and farm animals are not permitted per our insurance policy. If you have questions about approved pet types or breeds, please reach out to our rental coordinator.

HVAC does not work:

1. Check breakers to make sure they are in the ON

position. The breaker box is located in your laundry room.

2. If heat still does not work, please turn on your emergency heat and contact ARC Rentals. This should keep your home warm until a mechanic can come out and evaluate the situation.

3. We ask that you please do not switch the HVAC unit from hot to cold repeatedly, this will tear up the unit. Also, we ask that you do not use heat in hot weather or cold in cold weather this will cause the unit to not work correctly.

Monthly Maintenance

You will be contacted once monthly with the date and time of our monthly maintenance drop by to change your air filter and address any non emergency issues that may arise. You will be responsible for confirming these visits as it is in our contract to confirm for monthly maintenance. If no confirmation, we will set another appointment to come by. You do not have to be present, If someone in your home will be present, they will need to let us in for monthly maintenance or provide further instruction. Please make sure that whomever home is aware that ARC Rental Team will be coming. Most monthly filter switches take less than 1 minute. Smoke detectors will be changed bi-annually.

** Before contacting ARC RENTALS with any issue, please read over to ensure it is not one of the following reasons and use this checklist below as a confirmation you have received a welcome packet with rules and regulations!**

Condition of Rental Property Checklist:

Instructions: Tenant(s) complete this checklist within 3 days of moving in, landlord uses the move-in checklist during the pre-move out inspection and again when the tenant's deposit will be retained for cleaning or repairs. A separate copy of this will be emailed to you using the same program as your lease and will allow you to fill this out electronically.

Property Address: 117 A Tiffany Park Circle Gaffney, SC 29341

Tenant Name(s): Charity McCluney and Anthony Gaffney Jr.

Living Room :

Kitchen:

Hall Bath:

Laundry: None

Main Bedroom:

Main Bath:

Additional Bedrooms:

Patio :