



Owner Handbook

Dear New Owner,

Thank You for choosing to work with us. The goal of this handbook is to assist you with caring for your home and answer any questions about the owner services provided by Real Living Home Realty Group. We are devoted to providing friendly and supportive service to all our owners and tenants. Please contact us with any questions or concerns that you would like to discuss.

Sincerely,

Dawn Swann, Director of Property Management, NARPM®
Mike Brice, Realtor/Property Manager
John Jobson, Broker of Property Management

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Services We Provide

General Administrative

- Real Living Home Realty Group will assess market conditions and recommend rental rates. Please keep in mind that these values are not a firm representation or that we can guarantee a tenant at the values, but a good faith evaluation based on the current market supply and demand.
- We will advertise and show your property to prospective tenants. Your property will be advertised on the following websites: Zillow.com, Truila.com, Realtor.com, Local MLS, HotPads.com, Apartments.com, Rent.com, Rentals.com, RentPath, Rentbits, House Rentals, Vast and our own website Real Living Home Realty Group.
- Accept rental applications. We will research information on prospective tenants to include; credit history, background check, previous tenancy, employment and reference checks. Our minimum requirements are 630 or higher credit score with a clean background. Anything below a 630, YOU the owner, will be contacted to determine tenancy. You may require a higher security deposit for credit score below 630.
- Prepare lease package; obtain and witness lease signatures, signed tenant handbook agreements, disperse homeowner's association rules and regulations, issue keys, perform move in inspection with tenant and collect all money due at the time of move in.
- Property Manager will pursue late rental payments by email, phone and text. We will file an eviction notice when necessary, using the services of the local magistrate's office.
- Provide diligent attention concerning 30-day notification by tenants regarding their plans prior to lease expiration.
- Provide a copy of HOA Bylaws to all tenants to ensure compliance with HOA's and Real Living Home Realty Group rules and regulations.

Accounting Services

- Monthly statements itemizing revenue and expenses, summary of all activity per property, monthly rental collections, monthly disbursements and continued collection efforts on delinquent accounts will be available through the Appfolio owner portal and can be provided as requested.
- Issue year end statements detailing revenue and expenses per property including a yearly 1099MISC.
- Property Manager will contact the homeowner if there will be any delay in processing monthly disbursement by the 10th.

Property Maintenance

- A history of all repair work completed on your property is maintained and is available for your review. We do request that you provide us with any information regarding warranties and/or prior maintenance to assist us in better handling your maintenance issues that may arise. **Refer to page 18 for detailed explanation.**

Application Process

- Applications are accepted from prospective tenants with an application fee to be applied toward credit and background checks. We research the information regarding the previous tenancy as well as employment verification. **Refer to page 12-13 for detailed explanation.**

Lease and Monies Collected

- When prospective tenants are approved a 1-month security deposit + 20% is required. The security deposit will be held in our escrow account in compliance with South Carolina law. Upon signing and executing annual lease, a prorated rental amount will be collected. The tenant will only pay rent from the date the keys are handed over until the end of the current month.

Disbursement/Payments

- Rent collected each month will be forwarded to you, less expenses and management fees. Broker shall send Landlord the proceeds collected from rental of the unit(s), less the rental commission, fees and expenses provided for in this agreement. **The parties agree that the Broker will process funds on the 10th of the month, after ensuring all monies have cleared Broker's bank account.**

Lease Expiration

- Owners will be notified approximately 60 days prior to lease expiration to review current lease plans. We will then notify the tenant at least 30 days prior to their lease expiration requesting written notification of their plans.

Inspections

- Inspections are preformed upon move in, move out and semi-annually. A Property Manager will be on site to perform the inspections, along with the tenant. **Refer to page 18 for detailed explanation.**

After Hours Emergency

- We offer a 24/7 Maintenance Contact Center for emergency and non-emergency maintenance to answer calls from tenants. If it is a TRUE EMERGENCY that cannot wait until the next business day; the MCC will contact the appropriate contractor.
- A True Emergency is considered: Nonfunctioning heat in the unit, no electricity in the unit (not due to electric bill or circuit breaker), smell of gas, flooding, fire, carbon monoxide presence or total stoppage of the plumbing drain system.

- **Property Manager will determine what is lawfully a True Emergency, not the owner.**
- Landlords are required to provide essential services; meaning sanitary plumbing or sewer services, electricity, gas, where it is used for heat, hot water and cooking, running water, hot water and heat.

Non-Emergency Maintenance

- We offer a 24/7 Maintenance Contact Center for non-emergency maintenance to answer calls from tenants. The MCC will help trouble shoot any calls from tenants, classify if it is an emergency or non-emergency, create a work order (you will receive an email) and dispatch the appropriate Vendor (vendor qualifications, Page).
-

Home Warranty

- If you have a home warranty, the MCC will contact the HWC to place a work order. If damage is being caused to the property, the property manager will be contacted to determine if further action is required. Once a work order is placed with an HWC, they have 24 hours to respond, if determined by Property Manager that damage is being caused, PM will contact another vendor to go out.
- If the AC is not working, PM will contact Beach Air to install portable units until the contractor for HWC is able to get to the property. The cost is \$100 per unit, up to 2 units will be authorized by PM.

Management/Placement & Other Fees

- Real Living Home Realty Group does not charge a vacancy fee, should an owner fail to make necessary market improvements or provide money to make improvements the owner will be given 5 business days to pull the property from the market or charged a vacancy fee.
- Management fees are 12% of the rental rate per month. Management fee is not charged if a placement fee is accessed for that month. Subject to change with 30 day written notice from Real Living Home Realty Group.
- Placement fees are 50% of the first full month's rent. If the rent is \$2,000 a month, the placement fee is \$1,000. The placement fee covers marketing, showings, reviewing applications, screening tenants, processing the lease paperwork and preparing the property for move-in.
- Initial Marketing, when a property is advertised for rent, Owner will pay a marketing fee of \$250. Additional re-marketing fee of \$125.
- Lease Renewal fee will be charged to the owner each time a tenant in the property renews or extends the lease, Owner will pay a renewal fee of \$50 payable at the time the lease is renewed.

Ultimately, engaging a property manager is entering into a partnership. In the long run, the fees aren't as important as the communication between you and the manager and quality of the service your manager provides. Real Living Home Realty Group will take charge of the maintenance of the property, and get you much more rental value and price appreciation than you thought possible. However, you must provide us with the resources to do it.

Company Policies

Sale of Property

- In the event of a sale of the leased premises the BROKER shall continue to be compensated for the term of the existing lease. The fee will be paid by the OWNER and / or BUYER as agreed to in the purchase and sale agreement.

Management Services Not Provided

- Normal property management does not include, checking mail, placing garbage cans inside the property, retrieving materials for upgrades, etc. If service is performed that is not included in normal property management or specified above, Owner shall pay a fee of \$75 per hour.

Fair Housing Laws

- Federal and State Fair Housing Laws require the Property to be shown and made available to all persons without regard to race, color, religion, nation origin, sex, disability, age, familial status, marital status, sexual orientation/transgender status. Owner agrees that Property Manager has to comply with all fair housing legal requirements at all times. Owner acknowledges that liability for failure to comply with fair housing legal requirements also extends to the landlord. Owner agrees to comply with all fair housing legal requirements at all times. Owner shall not directly or indirectly cause Property Manager to violate any fair housing legal requirements. Owner shall not issue any directive to Property Manager, take any action, or exercise any discretion if the result would cause Property Manager to be liable for violation of any fair housing legal requirement. Owner agrees to not limit Property Manager ability to comply with all fair housing legal requirements.

Service Animals

- Owner understands that state and federal law govern "service animals" and "emotional support animals", and those animals are **NOT** legally considered pets and therefore pet policies do not apply.

Vendor Information

- We work with an approved group of vendors, that we have built relationships with to ensure quality of work and reasonable pricing. The benefit of working with a preferred group of vendors is they understand the importance of repairs, they provide us with priority service, they are trustworthy, and understand our business, AKA your home.
- Working with our group of preferred vendors, allows us to work quickly when your home is in need of maintenance or repair. This ensures the integrity of your home and builds a lasting relationship with tenant.

Communications

- All communications will be responded to within a maximum of 24 business hours of the time the communication was left.

Preparing Your Home for Tenants

Re-Key Locks

- Re-keying or recoding locks makes old keys unusable, which is important as you never know who may have a set of keys/codes. This is mandatory for each tenant change over. Change the door and alarm codes. Re-key all outside doors. Other locks include: mailboxes, side gates and outdoor sheds.

Clean Floors

- Professional “full-steam and shampoo” carpet cleaning works best, you don’t want any residue left because it can attract and retain dirt. When a tenant moves out it is mandatory, they have the floors professionally cleaned or it will be completed by a preferred vendor and the cost be deducted from the tenant’s security deposit.

Interior Cleaning

- Renters expect their rental properties to be clean for move-in. Professional cleaners can get every area of your property clean, from scrubbing baseboards to cleaning out the refrigerator, no room left behind.

Inspect Fans

- Make sure that all fans (indoor and outdoor) operate properly and are dust free. This is especially important if the property is older and hasn’t been inspected in a while.

Clean Cobwebs

- Clean all indoor webs that may hang in corners and walls. The outside of the house must be pressure washed to remove any mold, cobwebs, etc. prior to tenant moving in.

Inspect and Clean Windows and Doors

- Windows and sliding glass doors can easily build up dirt. A good cleaning will not only let in more light but may help them work better. When dirt builds up it may prevent the door from operating properly. The door can jam and become a costly repair for you.

Let in the Light

- Replace any broken/burnt out light bulbs inside and outside the home; consider putting in energy efficient bulbs. This will reduce energy cost and do not need to be replaced as often. For outside lights that don’t need replaced; give them a proper wipe down to remove dirt and grim.

Clean, Repair or Replace Screens

- Torn screens can allow pests into your rental property (besides being a security and visual problem). Repairing and replacing screens save you money and give you peace of mind.

Change Air Filters

- In addition to changing air filter, clean vents and surrounding ceiling area. It is better to use disposable air filter than reusable. This makes for one less maintenance item your tenant will need to remember as reusable filters are required to be cleaned monthly.

Spruce up the Yard

- Cut the grass, trim the bushes, prune the trees, pull weeds, fix broken sprinkler heads, replace dead or dying shrubbery and add some new flowering plants to flower beds. Remember to remove flower pots, yard furniture and garden decorations. Spray any dirt from the cracks of sidewalk, driveway and patio.

Spray for Pest

- It is better to have the property sprayed on a regular schedule than to wait until there's a pest problem. You'll want to hire a professional pest control company to give your property a full treatment for all the common bugs in your area.

Paint, Repair and Fix

- Fix any holes in the walls before applying a fresh new coat of paint. Repair or replace any carpet that shows signs of damage or doesn't come clean after a professional cleaning. Fix or replace any damaged tiles or hardwood flooring.

Screening Procedures

The following are the screening procedures and criterion that Real Living Home Realty Group utilize to ensure suitable tenants for our owners. By signing this document, the owner agrees to the following screening process of applicants:

- All applicants who will be responsible for paying the rent must be listed as tenants on the lease, must be 18 years of age or older and pay the nonrefundable Application Fee of \$55. All occupants are required to be listed on the lease. Occupants who are younger than 18 years of age at the time you complete the application do not need to pay the \$55 Application Fee but are required to be listed on the lease as occupants.
- The Real Living Home Realty Group will request a credit report on all applicants over the age of 18 to verify credit worthiness. Credit checks are run through Experian. We require a minimum credit score of 630 or above; however, we do not disqualify a tenant solely based on credit history. Please note that if credit score is below 629, we can require payment of a higher security deposit and approval of the owner.
- The Real Living Home Realty Group requires applicants to provide proof of verifiable gross monthly income. Applicant must show proof of income 3 times the rental rate. Approved applicants with credit score over 630 will only need to pay security deposit and current month's rent prior to move in.
- The Real Living Home Realty Group will request a criminal background check to be conducted for each applicant/occupant aged 18 or older. Any conviction revealed will be disclosed to owner for approval of application.
- The Real Living Home Realty Group will require applicants to provide rental history. We will contact current and previous managers to verify rental history. Please note that if any applicant has had a prior eviction within 4 years of application, we will require approval of the owner.

Tenant Placement

Once it is determined that an applicant is approved for placement in your property the following steps will begin to take place.

- Applicant schedule a day and time to pay security deposit and pet deposit (if applicable)
- The lease will be drafted using zip Logix Digital Ink Online Signatures, the lease will go to the applicant(s) first to sign, once the applicant(s) has signed the lease will come to you the owner(s) to sign, last the lease will come to the Property Manager to sign
 - The lease is signed electronically by all parties (if applicable)
- After the lease is signed the tenant will proceed with having the utilities switched into their name on the start date of the lease. At this time, you, the owner, may contact the utility company and shut off the utilities in your name starting the first day of the lease. **Do not cancel service otherwise if you have to turn back on you will have to pay a connection fee.**
- Once confirmation of utilities is turned on tenant will be issued keys, etc. to the property.
- Move in inspection will be done within 48 hours of the move in. You will receive a copy of the move-in inspection. If any items are found to be in need of repair or replace the Property Manager will make arrangements for you. Owner will be responsible to pay for the repairs. It is important to ensure all fixtures, fans, blinds, light bulbs, filters, etc. are in property working order prior to turning over the property.

Pet Policy

Owners have the option to not allow pets and/or restrict allowed pets in their unit. If you choose to allow pets, please check with your HOA to ensure tenants are allowed pets. Real Living Home Realty Group will charge an additional, refundable, minimum \$500 pet deposit per pet to be kept in the Escrow account to accommodate any damages from pets.

Properly documented Service Animals cannot be denied, nor can you charge a pet deposit, this includes licensed Service Animals and Doctor Prescribed Emotional Service Animals. You can require a higher security deposit for additional wear and tear that may be caused.

Pet Application Requirements

- All pets that the tenant intend to house within the premises of the property must be submitted for review by the property manager within the Pet Application prior to the residency of the animal. Only approved pets will be allowed on the property and approved pets will require that the tenant submit a \$500 refundable, pet deposit, per pet, to the property manager before the animal is granted access to the property.
- Only **APPROVED PETS** will be allowed to reside on the leased premises. Tenant will be required to have their pets screened by petscreening.com, prior to approval of allowing pets. See pet addendum for mandatory requirements tenants will have to comply with at the time of move out, to include tenants with service animals.

Pet Deposit

- Pet deposits on approved pets will be refunded at the end of the lease term upon “Move Out” once the property is inspected and found undamaged from pet(s) by the Property Manager.

General Pet Control

- No pet shall cause a nuisance or threat by way of sound, smell or behavior to neighbors or visitors within or around the property at any time. Reasonable access within the property must be available by maintenance personnel without threat to their safety from pets or impair their capacity to fulfill maintenance responsibilities.

Pet Restraint

- The pet(s) will remain restrained and under the owners control at all times either by hand held leash or a portable pet carrier when on the exterior of the residence. No animal shall be left tethered to a fixed anchored point or within a pet enclosure on the exterior of the property at any time.

Pet Liability

- No pet will cause injury to people or property while living within the property. The tenant is responsible for all costs, legal, medical or otherwise associated with an injury to persons or damage to property because of the actions of the animal and hold the landlord harmless for all malicious acts caused by the pet. Monies associated with resolving damage or injury will be paid at the time of an incident and is NOT a part of the “Pet Deposit” held by the landlord.

Pet Protection

- The landlord/owner of the property is in no way liable for the wellbeing of any pet and is, by this agreement, held harmless due to the injury or death of a pet while being housed on the premises for any reason.

Pet Eviction

- Any pet causing a breach of conduct that causes multiple (2) complaints regarding the actions or behaviors of the pet, the landlord may revoke the tenant’s rights to house the pet within the property. If the tenant is given official notice of non-compliance of the pet, the tenant will have the animal removed from the property within 48 hours of the notice.

Waste Disposal

- The tenant will dispose of all solid waste from the animal and be disposed in a sanitary means with a plastic bag that is sealed so that it can be disposed to a waste container without fouling the container.

Flea Infection & Control

- The tenant agrees to manage flea infestation by providing pets with appropriate flea product protection. If flea infestation occurs, it is the responsibility of the tenant to have the property professionally exterminated. Tenant must provide a receipt of extermination prior to move out.

Shot Records

- Tenant is required to maintain pet shot records and provide a copy to the Property Manager yearly.

No Pets Allowed

- Some units do not allow pets. Presence of an unapproved pet/animal will result in the following; first offense will result in a \$500 fine; second offense will be a \$1,000 fine and a third offense will be eviction.

SAMPLE PET ADDENDUM

THIS LEASE ADDENDUM (the “Addendum”) is made this 15th day of March, by and between, (the “Landlord”) and, (the “Tenant”).

Landlord and Tenant are parties to that certain Lease dated as of March 18, 2019 (the “Lease”), which Lease is incorporated herein by this reference.

Notwithstanding anything in the Lease to the contrary:

1. Landlord is:
2. Tenant is:

3. The property being leased by Landlord to Tenant, and from Landlord by Tenant, is the property commonly known, Myrtle Beach, SC 29577 as more fully described on the Lease.
4. Tenant agrees to have carpets professionally cleaned, with pet decontamination, and air duct cleaning, by Heathy Homes at time of vacating, receipt must be provided or price will be deducted from security deposit/pet deposit.
5. Tenant will carry renter’s insurance for the term of lease for any damage to property due to pet that exceeds the pet deposit.
6. Security Deposit will be returned to the Tenant after an inspection has determined that there are no damages caused by the pet and all other terms of the release of deposit have been met. If the deposit is not sufficient to repair pet damages, Tenant agrees to promptly pay Landlord for the remaining expenses.
7. Tenant is responsible for cleaning up after pet daily.
8. Tenant agrees to pay an additional \$500 security deposit. Refundable as long as there is no damage due to the pet.
9. The pet will not be a nuisance to the neighbors. The pet and Tenant will comply with all Rules, Laws and Regulations of the Owners’ Association (if any) and legal jurisdiction including licensing. Dogs will not be allowed out of the property without a leash. Repeated noise violations by the pet are considered a violation of this lease addendum.
10. Rats are attracted by pet feces and food. Tenant is responsible for keeping property free of feces. Tenant is responsible or extermination of all pests.
11. Pets will be fed indoors only. Food will not be left outdoors.
12. Landlord reserves the right to revoke permission to keep the pet and to terminate the Lease Agreement for violation of this addendum. Tenant will be responsible for the remaining unexpired term of the lease until property is rented to a new tenant.

13. Tenant will remove or secure any pet(s) on the premises when the property is on the market or when repairs are scheduled.

14. At termination of occupancy, Tenant will have premises de-fleed and de-ticked by a professional exterminator. Tenant will have carpet professionally cleaned and deodorized. Paid receipts are required from both contractors before Security Deposit can be returned.

As to Landlord this 15th day of March, 2019.

OWNER:

Sign: _____

Print:

As to Tenant, this 15th day of March, 2019.

TENANTS:

Sign: _____

Print:

Sign: _____

Print:

As to Property Manager this 15th day of March, 2019.

PROPERTY MANAGER:

Sign: _____

Print: Dawn M. Swann, Real Living Home Realty Group

Inspections/Maintenance

- A Property Manager will inspect each unit with tenant upon moving into the unit. A complete walk through will be done and anything not noted on the move in inspection will be the tenant's responsibility to repair or pay for damages upon moving out. After the inspection is complete the tenant will sign and date the move in inspection as being truthful and correct.
- A Property Manager will inspect each unit with tenant upon moving out of the unit. A complete walk through will be done and tenant will be responsible for any damage or cleaning not already listed on the move in inspection. After inspection if the tenant is not found at fault for damage security deposit will be returned in full to tenant.
- Semi-annual inspections will be conducted. Upon completion of any inspections, owner will be notified of results of inspection.
- Inspections are done if tenant behavior warrants. Standard practice considers more frequent inspections to be an unwarranted intrusion on the tenant's privacy.
- Never attempt to visit the property without the property manager, as the law requires 24-hour notice to tenant for inspection of property.
- Drive-by inspections are infrequent, unless an owner has been notified of an HOA Violation.
- Proper maintenance and owner/tenant expectations will help prevent wear and tear from turning into damage. We will walk through the property with new tenants for a move in inspection and make note of any existing issues/damage.
- Semi-Annual inspections will be done twice a year, along with a move out inspection. We will closely examine the home and document any changes. Notes will be compared from the move in and semi-annual inspections to determine any differences.
- It is important as the owner of the property that normal wear and tear is to be expected. Tenants are not responsible for painting the entire unit nor replacing the carpet. This is an owner expense unless state law determines damage is due to negligence of the occupants. If tenant does not repair prior to move out inspection, the money will be withheld from security deposit to repair any damages due to negligence.
- Keep in mind that the Security Deposit belongs to the tenant, and we act as an escrow agent to hold and care for the tenant's deposit. However, the funds may be used to make repairs to damages that have been documented and fall within SC Law. The use of any of the Security Deposit will be documented and provided to the tenant for damages or cleaning to the tenant, which will include a list of deductions and an explanation for each specific item (including copies of itemized receipts for materials and professional services).

- The costs an owner incurs for the basic cleaning and repairing of necessary items to make a unit ready for the next tenant are part of the costs of doing business. The following items typically attributable to routine use or “normal wear and tear”. The owner is responsible for repairing and payment of the items. Fading, cracked or peeling paint, torn or faded wallpaper, chips in plaster, nail holes, cracks in wall, doors sticking, vents cleaned, cracked windows due to foundation, roof repairs to avoid any leaks, floors that need varnish, faded or worn carpet, loose grout, worn or scratched bathtubs, sinks or toilets, shower rod, and clogged sinks due to aging.
- Tenant is responsible for the repairs caused by damage beyond normal use, to include damages inflicted by the tenants, their guests and/or pets. Damage consists of holes or writing on the walls, gouged wood floors, broken windows, missing fixtures, stains, holes or burns in the carpet, missing tiles, clogged or damaged toilet from improper use and missing or broken blinds.
- Because Real Living Home Realty Group tenant screening is so thorough, tenant damages are limited. However, even with the strictest of criteria, things happen. Regardless of damage the same process kicks into play. This may be the time when we advocate making some long-needed changes to the property.

Civil Lawsuit

- Should damage happen, Real Living Home Realty Group will coordinate repairs and make rent-ready with all speed. The most important thing is to re-lease the property, since your biggest financial enemy is lost rent. The property will be taken care of first.
- Then we will turn to preparing the Security Deposit Reconciliation and present it to the tenant with a demand for payment of tenant-caused damage over the amount of the security deposit itself within 30 days. We will work to get tenant to pay in full or payments if necessary. If the tenant does not cooperate, then we will move to get a judgment and file with Horry County Courts and collections agency.
- The process of a civil lawsuit can take several months to complete. Keep in mind that once a judgment has been issued there is no guarantee of payment.
- Fortunately, this scenario is not common amongst our properties.

Evictions

- Rent is due on the 1st of the month, tenant will be charged a late fee for each additional day past the 3rd that they are late.
- If payment is not received by the 5th of the month, the owner has the right to proceed with eviction. Real Living Home Realty Group will represent you through the process. I will file the paperwork on the 6th day of the month. The Sheriff’s Office will serve the tenant with eviction papers, this is when the 10 days to vacate or pay all monies owed.

- Company policy if tenant has not made payment by the 5th Real Living Home Realty Group will file an eviction notice. The notice allows the tenant 10 days to pay the rent or vacate the premises. If tenant pays the rent during the 10 days, nothing further needs to be done. The benefit of filing the eviction, is it forces the tenant to pay by a certain time frame.
- If a tenant fails to pay or vacate the premises within 10 days, a Writ of Eviction is filed and can only be served by the Sheriff's Office. The tenant has 24 hours from the time the document is posted to the door to vacate the premises.
- Once the Writ of Eviction has been posted and the time has expired, the Sheriff's Office will be contacted to do a sit out. During this time all items remaining in the property will be placed on the curb for 48 hours. After the time has expired it will be picked up and taken to the dump.
- At the time of the Sit Out a locksmith will be on hand to change all locks. The property will be assessed for cleanliness and damage. The Property Manager will proceed to have contractors come in to evaluate the damage and provide a quote. The goal is to get the property market ready as quickly as possible.
- Once the eviction process is complete, if damages were more than the security deposit a civil lawsuit will be filed against the tenant(s). The owner will be responsible for paying for the remaining balance.

Moisture/Mold

- After extensive research with the Centers for Disease Control and Prevention (CDC), South Carolina Department of Health and Environmental Control (DHEC) and an attorney, the law on mold in South Carolina, states, **there is not a law stating what is an acceptable level of indoor mold.** According to, the CDC and DHEC mold is present if it is visible or a musty smell is present. Any form of mold can present a health hazard to young children and elderly people.
- The Landlord/Tenant Act (Section 27-40-440) states a Landlord shall make all repairs and do whatever is reasonably necessary to put and keep the premises in a clean and habitat condition. Owner will be responsible for remediation of any mold found present, unless it is determined to be caused due to negligence.

Hurricane Procedures

- The hurricane season typically runs from June 1 through November 30 every year. It is the responsibility of the homeowner to have a policy in place prior to a hurricane. The key is to have a plan in place well in advance of a hurricane. If you have someone to prepare your home for a hurricane please contact Real Living Home Realty Group with contact name and phone number. Tenants are not be responsible for preparing the home for hurricane, except for personal items belonging to the tenant.

Pest Control

- The owner will be responsible for initial pest control treatment. Owner is also responsible for termite. After tenant takes possession of a property, the tenant has 5 days to report any pest problems, at which time owner will treat. After that the tenant will be responsible for regular pest control, fleas, bedbugs, etc.

Appfolio – Owner Portal Login

RealLiving
Home Realty
Group

Welcome to the Owner Portal

If you haven't logged in with a password before, create your password now

Email

Password

Log in

[Create a password](#) | [Forgot your password?](#)

Real Living - Home Realty Group
1232 B Farrow Parkway
Myrtle Beach, SC 29577
(843) 232-0000
<https://www.realliving.com/real-living-home-realty-group>

Powered by appfolio
Property Manager

- We are excited to offer you online tools for viewing details about your property(s.) You will be able to see a property/portfolio ledger with all charges and payments as well as any shared files, maintenance requests received and pull five different reports.
- You will be receiving an automated email from Appfolio indicating your owner portal is ready for access. The email will provide you a link to login as well as your password to access your portal. Your username will be your email address.
- **For reference, the owner portal web address is: https://marketcommon.appfolio.com/oportal/users/log_in_**
- **Once you are logged into the portal, you will be presented with tabs for various tasks.**
- So that we can submit owner disbursement payments directly to your bank, we will need to collect your bank account routing and account numbers. To activate this option, please return a copy of a voided check for this account to our office. The fee for receiving your funds in a direct deposit is: \$0.
- Should you have any questions regarding your owner portal or disbursement payments, please call our office directly at: 843-232-0000. We appreciate our relationship and look forward to providing you the best service possible.

Owner FAQ's

Can I do my own maintenance?

- The Real Living Home Realty Group does not recommend doing your own maintenance. We will schedule all maintenance issues and inform you. Anytime the cost is over \$200 we will request your permission before moving forward. If you want to do your own maintenance, we ask that you use a Home Warranty Company.

Can I see my property accounting online?

- You will benefit from many technology advantages including real time access to your accounting. This includes the ability to pull dozens of reports to see how your property is doing and to see copies of any maintenance requests, etc. You can see when your tenant paid their rent the instant we post the payment.

Can you get my rental home ready to rent?

- Don't worry about getting your rental property perfect before asking the Real Living Home Realty Group to manage it. We can absolutely take your home in any condition and get it ready fast. We'll tell you up front what needs to be done before we even start. Once we have your approval we will move forward and get it ready to market.

Do I approve maintenance work?

- Maintenance requests are sent to Dawn via email in real time, when the tenant inputs it in the portal. She will then forward to you to approve or decline (if amount over \$200) the work order. If you approve one of our professional staff members will carry out the request. You can also access your owner portal to view any work orders linked to your property. Repairs are paid for prior to disbursements being issued using the rent money collected on the 1st of the month. An invoice is uploaded to your owner portal so you will always have a record of work performed on your investment.

How do I get information on my rental property?

- As soon as you sign up with the Real Living Home Realty Group you will receive a link to your personal portal. You will have access to copies of all-important documents, including your Management Agreement, the current Lease, maintenance requests etc. online 24/7. If you need to talk to somebody after taking advantage of the wealth of information, we give you online, call or email us anytime. We are happy to help you with any questions you may have.

How do I pick the right Property Management Company?

- Real Living Home Realty Group offers a slightly different lifestyle flavor to our clients and customers. Our portfolio of homes is from efficiency flats to upscale townhomes, luxury villas and single-family communities. As a property owner, you can focus on your life, not your properties. Our role is to make property ownership as effortless as possible. As a resident, we are here to assist in finding the home that best fits your needs and ensuring your home is properly maintained. We strive to provide both owners and tenants with sincere and progressive service.

How do you handle maintenance issues?

- Whether it is your primary home or a rental, things do go wrong. The easiest way to lose a great tenant is to be careless with maintenance or let the property condition decline. We advocate being proactive with maintenance to keep the relationship with the tenant strong and to preserve the value of your investment. We offer a preventative maintenance program semi-annually to go in and evaluate for damage at a semi-annual fee of \$50 to the homeowner unless damage is found. This aspect of your investment is critical that we strongly avoid cutting corners and going with the cheapest possible solution.

How fast will you get a great tenant for my rental property?

- The fastest property to be leased in any neighborhood is almost always the best rental home for the best price. We will direct you on how to make your property the best, and how to price it to move. If you follow our lead your vacancies will be very short. If we are trying to rent a home that is in rough shape and overpriced be ready for a few extra mortgage payments.

How long does it take to get working on my home?

- We can usually go from a phone call to a listed home within one week of receiving all paperwork and signatures from listing requirements. Online advertising usually starts within one business day of you submitting your property information.

How much am I investing in your Property Management Company?

- For the dedicated price shopper, few things will be more confusing than trying to find the cheapest possible Property Manager. The reason for the confusion is that many managers will pull you in with unbelievably cheap initial price that is loaded with hidden fees and a January 1 renewal that hits like a landmine.
- At the Real Living Home Realty Group, we would rather disclose all fees upfront. Our fees are straightforward and easy to understand, but more importantly, honest disclosure. We expect our clients to know we need to make a fair profit and we don't mind being open about how we do it.
- Monthly Management Fee – 10% of monthly rent
- Finder's Fee – 100% of the first full month's rent

How much rent can you get for my rental home?

- Rental rates fluctuate with neighborhoods, time of year and many other market conditions. What a house will rent for is entirely a function of the current market and your competition during this vacancy. Unfortunately, it truly has nothing to do with your mortgage payment, what you rented the home for last time or anything else. Making sure you are priced to move without being too low will be part of the initial visit our Property Manager will make to the home.

What if a tenant needs to be evicted?

- Very few tenants ever need to be evicted, but it does happen. We always start the process with the intent to get the home back as soon as legally possible. Along the way, we encourage the tenant to cure if we believe they will learn from the experience and stay current in the future. We handle the 10-day notice, required mailings and the legal document preparation. Once a judgment is secured a Sheriff's Deputy will execute the "Writ of Eviction". The tenant has 24 hours to vacate the property. When possible, we work with the tenant rather than evict them but we are committed to having your tenant on track and staying current or finding a new tenant who will.

What if there are problems with the tenant or property?

- Being a real estate investor is a long-term commitment. If you follow the recommendations, we give you during your initial consultation. The good news is that the problems that can come up are predictable and easy to plan for. Part of our service is preparing you for those problems and making sure you know what to expect.

What makes us Myrtle Beach's choice for Property Management?

- The Real Living Home Realty Group staff has accumulated extensive professional experience and industry accreditation in real estate investment and property management. Our Property Manager is always available for personal mentoring and answering your questions about real estate investing. You will enjoy a dedicated Property Manager. Our customer service staff is committed to quick response and making sure our clients are satisfied. You will gladly refer your friends to us.

What type of leases do you offer?

- We only offer a standard lease that complies with all state and federal laws to include all Fair Housing Laws. Leases are generally 12 months or longer in length with the option to renew if the tenant qualifies.

What type of rental properties do you handle?

- We are perfectly happy managing a wide variety of unfurnished, long-term annual rentals of single-family homes, condos, and townhomes.

What types of rental properties do you recommend?

- There are literally hundreds of factors that impact the properties we recommend to our real estate investors clients. Overall, we focus on properties that will be held for long term growth in areas that have the strongest potential for maximum return on investment. The easiest homes to own and manage are the homes that attract the very best tenants in any given neighborhood.

When can I expect an owner check from Real Living Home Realty Group?

- BROKER shall send LANDLORD the proceeds collected from rental of the units, less the rental commission, maintenance fees, and any cost/expenses provided for in the Management Agreement. The parties agree that the BROKER will process funds within 24 hours after monies have cleared the BROKER's bank account (should certified funds, cash or traveler's checks no have been received), maintenance invoices and outstanding fees have been paid.