

ONE UP

GREENVILLE PROPERTY MANAGEMENT
& SALES



TENANT HANDBOOK



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NOTE: There are many tutorial videos on our website under Tenant Resources.

[ONEUP OneUp | Resident Resources](#)

www.oneupsc.com



OneUp Welcomes You

OneUp welcomes you as a new resident. To achieve a successful tenant/management relationship, we prepared the OneUp Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. OneUp wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained OneUp, as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact OneUp when you need assistance and we have listed how on pages 5, and 6.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. OneUp is here to help you.

We wish you a successful and enjoyable tenancy in your new residence

Tenant Communication

On the next page, we have provided general office information. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting OneUp know what you need.

Use the telephone, email, the OneUp website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember OneUp is here to help you.

Telephone calls and text messages during office hours

During office hours, (9am-5pm), there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the office team members may be able to help you with your request.

We also use a company-wide texting service. This is so that we can address your concerns in a timelier manner and is monitored by everyone in the office.

Voicemail

If during the day you reach our voice mail system, leave a message, complete with your name and the telephone numbers where OneUp can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

Change of information

It is important that you notify OneUp of any changes in telephone, fax, cell numbers, or email. All change of information notifications must be in writing.



Email

Email is a great way to communicate, and we ask that you save our emails to the safe list as you will be getting notification and other valuable information through this medium. OneUp will put the email address from your application and lease into our database. This enables your management team to contact you quickly and efficiently, and when needed, send you important information.

Please note that although communication by email is encouraged, OneUp does not accept notices to vacate by email. OneUp requires the Notice to Vacate in writing or through online portal, and this form is included in the back of the *OneUp Tenant Handbook*.

Website

The OneUp website, www.OneUpOneUp.com, contains important information for tenants. Visit it regularly to use the Tenant services. You can also send emails to OneUp directly from the website under the "contact us" page.

Protect Your Rental and Credit History

Some day you will eventually move out of the property, it is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Allow us the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement online through portal. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your OneUp management team.

Utility/Cable Companies

When you rented the property, the homeowner cancels the utilities, on the 1st day of your rental agreement. To avoid discontinuation of service, contact the utility companies **immediately**.

Rental payments

Rent is due on the first (1st) of each month and late if not received by the fifth (5th). If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record

OneUp SC receives rental payments by:

- E-Pay (ACH) Takes 2-3 business days to be in your account: \$4.25 banking fee
- Paper Check mailed through the USPS Cost: \$15.00 per envelope mailed banking fee
- Rent Money Voucher through your local payment facility

OneUp SC does NOT accept rental payments in:

- Direct cash (RentMoney is acceptable)
- Rolled coins
- Post-dated checks

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee - OneUp charge a late fee of 10% of one month's rent if not received by the due date, with minimum due amount of \$100.00

- Service fee - OneUp service fee is \$75, if a notice to pay or quit is served because your rent is not received in a timely manner.
- Maintenance charge - OneUp will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If OneUp receives a service call billing, you are responsible for reimbursement.

Maintenance reimbursement

Generally, OneUp assigns a vendor to perform work you request in your residence. However, if you have contacted OneUp and requested to perform a minor maintenance item and OneUp has agreed to reimburse you:

- Pay the bill and send the receipt to OneUp. OneUp will reimburse the amount due to you.
- DO NOT deduct the amount from your rent.

Care of the Property

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve -turn off during emergencies/disasters for safety
- GFI plug(s)-so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shut off valve in case of major flooding
- Water shut off valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven -in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact your OneUp management team for help

Maintenance

When you rented the property, we will be sending you detailed maintenance instructions. Please review them before requesting a work order. OneUp has more tips in this handbook.

Tenant Renovations/Alterations

It is the OneUp policy that tenants do not do repairs or alterations. If you do want to make a special request for renovation or repair to the property.

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by OneUp
- OneUp will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - i. Leave the alterations if this is part of the owner's condition to accept the alteration/repair
 - ii. Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
 - iii. Sign a OneUp agreement regarding the alteration/repair.

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, OneUp has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to the 5-page maintenance addendum for more details on the list below):

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every 6 months
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service is provided in your rental agreement
- Landscape watering unless there is a homeowner's association that covers it
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace
- Disposing of toxic waste properly in accordance with local and county laws

This service can help you:

- Determine if there is a true emergency or a non-emergency.
- Check to see if you can determine the cause of the problem that you are experiencing unless you have an emergency.
- Offer a concierge program that can help you with everything from sending someone out to put together a piece of furniture to carpet cleaning to yard maintenance, and everything in between.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc.:

- 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, call the utility service or 911
- Emergencies such as backed up plumbing, flooding, call the OneUp, Office Number 864-735-0337, and listen for emergency instructions and if necessary, call 911.
- An emergency is not heat but OneUp recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible. An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

Preventative cleaning tips

Cleaning tips were included in the maintenance addendum with your rental/lease agreement. Here are more tips:

- Cleaning is easier when you use a "preventative approach."
- Always put away food and wipe up food debris
- Clean pet bowls regularly to avoid attracting ants and other insects
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous

- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid "dust bunnies" and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use "cleaning products" on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products:

Air freshener:

- Place a bowl of vinegar in the kitchen or bathroom to absorb odors

Drains

- For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar --it will foam. Cover and let sit 30 minutes and then flush with cool water.
- For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.

Tile countertops:

- To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia
- Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.

Glass cleaner:

- When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
- Spray glass and wipe with a clean paper towel.

Dishwasher:

- Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again
- Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.

Refrigerators

- clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors
- A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.

Washing machine:

- A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors

Toilets:

- Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.

Carpet stains:

- Vacuum the carpet if the stain is dry
- If the stain is still wet, blot gently to remove excess – blot, do NOT rub
- If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
- If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

Carpet odor:

- Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

Always report water leaks to OneUp as soon as possible

- Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one -you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash and hygiene product (i.e. flushable wipes)
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to "hi," this is a dangerous temperature level.
- Counsel all children on how to prevent waste
- Do not "over water" landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to "keep cool air in," particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days -it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the OneUp office.
- Use a "reasonable" level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are ±g± using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

Renters insurance

Property owners generally carry a standard fire and liability policy and have additional coverage with "landlord/al" insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are "non-owner" occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to "replace" them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renter's insurance. **To avoid a loss, acquire renters' insurance now.** OneUp **REQUIRES** you send a copy of your policy to us in order to be compliant with your lease agreement, otherwise we will automatically enroll you in the Rental Liability Insurance (RLI) Program

Safety Tips:

The safety of you and your family is important to OneUp and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to OneUp SC.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to OneUp immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the OneUp office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Vacation Checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify OneUp how long you will be gone and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.

- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is Wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit hex.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or "vacation" setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

Holiday Tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.
 - Only buy legal fireworks and check where you can use them.
 - Use common sense safety rules with fireworks.
 - Do not use fireworks in or around your residence.
 - Keep all fireworks away from any dry grass, trees, or roofs.
 - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

We are also providing you with our **“Resident Emergency/Disaster Handbook.”** There you will find a wealth of information on how to handle a true emergency or disaster.

There are different emergencies

Maintenance emergencies:

- OneUp outlined in the 5-page maintenance addendum that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc.
- We have also reviewed them on page 9 of this handbook.
- Please follow the maintenance instructions and call OneUp when appropriate.
- OneUp requests that you treat the OneUp staff courteously while under stress of the situation -we will do everything we can to help you as soon as possible.

Area emergencies or disasters:

- Be prepared and use the OneUp Emergency/Disaster checklist enclosed with this information.
- When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
- OneUp requests that you call emergency services first in a disaster.
- Then notify the OneUp office as soon as possible what has happened.
- OneUp will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible.
- When calling the OneUp office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug free housing

OneUp has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place "meth labs" in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify OneUp of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert -a drug house or drug activities are a danger anywhere and to everyone.

Preparing the Property for Move Out

When you are ready to move, if you have questions on how to prepare your residence, please refer to the process below. If you still have questions, please call your OneUp management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

if you have made any modifications to the property or if you are aware of any potential damages not mentioned here, please bring them to our attention: we may have suggestions for you prior to move out. It is best to send an email to us with a photo of any item of concern.

Cleaning

- Have the property clean throughout the interior and the exterior. Contact us to set up a trusted vendor and you will not have to worry about future cleaning issues.
- This includes vinyl or tile floors, windows inside and out, windowsills and door casings, mini blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bathtubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Wash walls, doors, knobs, jams, high-traffic areas, pet marks etc. with a diluted solution of TSP or other cleaner.
- Clean bathrooms thoroughly, removing all hard water deposits on sinks, tubs, showers, etc.
- Clean the interior and exterior of all bathroom shelves, medicine cabinets, and drawers with a mild cleaning compound.
- Clean kitchen appliances, inside and outside, including oven and microwave.
- Clean the stovetop and oven interior with an adequate cleaning agent, removing all traces of grease debris, including the fan.
- Clean refrigerator thoroughly.
- Wash the interior and exterior of the kitchen shelves, cabinets and drawers with a mild cleaning compound.
- Remove all hard water deposits on the sink and other kitchen fixtures.
- Wash the floors with an adequate detergent removing all traces of dirt and marks. Follow this with a thorough rinse. Use Bona hardwood floor cleaner, as opposed to water/soap, for hardwood and laminate floors.
- Tenant caused dirt is not normal "wear and tear."

Carpet Cleaning

- Carpets must be professionally cleaned. DO NOT RENT A CARPET CLEANER AND DO IT YOURSELF as it is too easy to damage the carpet pad and flooring underlayment.
- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- Carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned by one of our trusted vendors.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of OneUp, and a receipt is required during the walk-through inspection.
- Tenants, please note: OneUp will not reimburse for any carpet cleaning contracted by tenants.

Draperies/window coverings/windows

- DO NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds –do not use harsh chemicals on the blinds.
- **Vacuum screens on windows and screen doors carefully while in place, using the small nozzle of the vacuum cleaner, making sure not to push or punch holes in them.**
- **Take screens to have them re-screened if there are any rips or holes (this saves the trip charge which is typically the most expensive part).**
- Clean all the windows inside and out.

Replacements

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs
- Non-working smoke detector batteries
- Missing doorstops

- Filters -change the filter just before you vacate the property, and make sure you use the correct size.

Pest control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property. Foggers are available at the OneUp office for "call for pricing".
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.
- All foggers must be left unopened and given to agent during walk through inspection.
- OneUp will place and discharge them after the walk-through.
- If you fail to leave the proper number of foggers, there will be a charge.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.
- Remove grease or oil drips; dispose of motor oil properly -it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless you are sure the paint will match or given prior permission in writing from a OneUp Properties representative.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your security deposit refund

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit or working through the Security Deposit program. OneUp remits security deposit transmittals in accordance with the state landlord/tenant law. Remember, OneUp wants your move out to be a pleasant and successful process.

YOU ARE RESPONSIBLE FOR ANY UNSEEN DAMAGE COVERED BY FURNITURE, PICTURES, BOOKCASES, ETC

Please note that all personal belongings need to be removed from the property and carpets need to be cleaned before we arrive for the final checkout. If you are not ready when we arrive for the checkout, a charge will be assessed. In addition, you may be subject to a late move-out charge per the terms of your lease.

Frequently asked questions

OneUp has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the 1st of the month?

- As outlined in this Handbook before, the rent is due on the 1st and late if not received by the 5th of the month, once the 1st of the month passes, we begin to send you a text message as a reminder after 5th of the month we will be preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. OneUp serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary. Plus, due to COVID, we implement special cleaning proposal to address these issues

Can I install extra telephone lines?

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify OneUp and obtain written permission to install the lines.

I did not have a pet when I moved in; can I have a pet now?

- Notify your OneUp management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet a mandatory will be required, and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if I want another pet?

- Notify your OneUp management team what pet you want. The property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, and a pet agreement signed.

My roommate wants to move, but I want to stay. What do I do now?

- We do not rent rooms. Therefore, a whole new lease would need to be created, and you must qualify under the new terms.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and OneUp must approve the person PRIOR to them moving into the property. You can obtain applications at the OneUp office. If OneUp denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why OneUp contacted you first to set a date and time.

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. OneUp tenants are required to give a 60-day-notice prior to moving. We have provided in this information a "Notice to Vacate from Tenant Form" to be used when you anticipate moving but an easier method is to use the online portal.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period, and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your OneUp SC management team to discuss your options.
- Notices must be in writing or through portal. The day OneUp receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- OneUp does not accept notices by email because of lack of signature; OneUp does receive notices by portal.
- OneUp does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate, and the tenant gives the authority to OneUp to give out rental references.
- The OneUp Notice to Vacate from Tenant contains the authorization for allowing OneUp to give out rental references. This form is included with this information.

Setting up your move out appointment

- After you submit your Notice to Vacate, OneUp will send you a letter or email. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- OneUp only performs move out appointments during weekdays, 9 am to 5 pm.
- It is the responsibility of the resident to deliver all keys and openers to OneUp SC, either at the move out appointment or delivery to the OneUp office. If you were given a lockbox, place all keys in the lockbox and place the lockbox on the front door closed and locked.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the OneUp Moving checklist so you remember important details.

EMERGENCY DISASTER CHECKLIST

Documents:

- Birth Certificates
- Driver's Licenses
- Marriage License
- House Deed or Mortgage Paperwork
- Insurance Cards (health, Car, etc.)
- Other Insurance or legal Papers

Electronics:

- Laptops and Chargers
- Computer Back Up Disks
- Flashlights and Extra Batteries

Infant Needs:

- Formula
- Bottles

Money:

- Cash
- Check Books
- Credit Cards

Medications:

- First Aid Kit
- Prescriptions
- Prescription Dentures
- Cell phones and Chargers
- Prescription Glasses
- Prescription Hearing Aid

Pets:

- Pet ID tags
- Pet Lashes
- Pet Medications
- Diapers

IF YOU HAVE TIME

- Food and water (for 3-7days is ideal)
- Manual can opener
- Non-perishable ready to eat food
- Water (1gallon per person per day)

If your need the following, please ask your PM to provide:

- CABLE/SATELLITE DISH/TV REQUEST
- NOTICE OF INTENT TO VACATE
- ACH TRANSACTIONS AUTHORIZATION AGREEMENT
- NOTICE TO ADD PET



NOTE: There are many tutorial videos on our website under Tenant Resources.

[ONEUP OneUp | Resident Resources \(propertymanagementinc.com\)](https://www.propertymanagementinc.com/OneUp-OneUp/residential/resident-resources/)

<https://www.propertymanagementinc.com/OneUp-OneUp/residential/resident-resources/>