



Welcome

Thank you for choosing Property Management Inc. Upstate SC to manage your property. We open doors to a better life! We value your business and aim to provide the highest level of professionalism. This manual outlines our policies and services to ensure a successful relationship. Please review and contact us if you have any questions.

Owner Portal

We will be sending you a link to activate your new Rentvine portal. Please activate and familiarize yourself with the portal as soon as possible, as it is your best resource for information, and your best means of communication with PMI Upstate SC.

Monthly Payments

Tenants have until the 5th of the month to pay rent. Those rent deposits take a few days to clear the bank, so we distribute funds to the Owners on the 8th of the month, or the first business day after the 8th. Any rent payments that still have not cleared by the 8th are looked at every 2-3 days, and they are distributed to the Owners as they become available.

Monthly Statements

Available in real-time through the Owner Portal, these reports show rent collection, expenses, and disbursements. Monthly statements are generated for you once per month, on or around the 5th, but a live ledger is available to you at all times.



End-of-Year Procedures

PMI Upstate SC issues 1099s for income over \$600 by January 31 each year. Owners must provide accurate tax identification information via a W9 form. End-of-year financial summaries are available through the Owner Portal for tax preparation.

PMI Overview

Company Overview

PMI Upstate SC specializes in full-service property management, HOA management, and residential sales.

Mission Statement

Our mission is to provide high-quality service in property management and real estate with professionalism and integrity.

Communication

Effective communication is key to our relationship. We use phone, text, email, fax, and the Owner Web Portal. Ensure your contact details are up to date and notify us of any major changes, including insurance changes, intent to sell, and even vacations longer than two weeks.

Owner Responsibilities

- Notify PMI Upstate SC of ownership changes or contact updates.
- Provide accurate information to manage your account.
- Review monthly statements and report discrepancies immediately.
- Maintain adequate insurance (*see section 4 of your management agreement*).
- Keep up with necessary maintenance and resident safety requirements (*see section 11 of your management agreement*).



Property Management Services

PMI Upstate SC handles resident screening, lease agreements, rent collection, and property maintenance. We follow local, state, and federal regulations, including Fair Housing laws, Lead-Based Paint regulations, and more.

Rent Collection & Resident Relations

- Rent is due on the 1st of each month and late after the 5th. Late fees are retained by the management company.
 - If rent is not received on time, we issue notices and take appropriate legal action if necessary.
 - In case of lease breaks, PMI Upstate SC charges the tenant a termination fee equal to two months' rent plus marketing costs. If property is re-tenanted in less than two months, management company retains a pro-rated portion of the early termination fee.
-

Resident Screening & Move-In Process

- Comprehensive screening involves credit, income verification, rental history and criminal background check.
- We do not accept partial security deposits; all funds must be paid in full before move-in.
- Walk-through evaluations are conducted before move-in and move-out to document the property's condition.



Maintenance

Preventative Maintenance

PMI Upstate SC focuses on proactive maintenance to avoid costly repairs. Residents are responsible for minor upkeep, and any major repairs are discussed with the owner before proceeding. Owners are notified of maintenance costs exceeding \$250, unless an emergency requires immediate attention.

Emergency Maintenance

For urgent repairs that risk damaging the property, PMI Upstate SC takes immediate action and notifies the owner as soon as possible.

Marketing and Leasing

- PMI Upstate SC markets vacant properties via major rental websites and "For Rent" signage. Showings and applications are managed both in-person and online.
 - PMI Upstate SC will pre-market properties when possible in order to minimize vacancy between tenants.
-

Security Deposit Handling

- PMI Upstate SC follows state law when handling security deposits. Any damages are deducted, and the remaining funds are refunded to the resident. Owners receive a copy of the refund breakdown.
- If resident damages exceed the security deposit, PMI Upstate SC refers the matter to a collection agency.



Resident Vacating Process

- Resident provides notice to vacate, and PMI Upstate SC handles the move-out evaluation.
- Any damages or repairs required are documented and deducted from the resident's security deposit.
- Owners are notified of the property's condition and any necessary repairs before re-renting.

Additional Services Available

- Periodic Evaluations: an in-person evaluation is completed twice a year, and tenants conduct self-directed online evaluations twice a year.
- Extraordinary Maintenance: PMI Upstate SC supervises large projects, such as roof replacements or insurance claims.
- Safe Renter Program: Covers legal fees in case of resident eviction.
- Professional marketing photography
- Property Tax accrual and payment
- HOA dues accrual and payment
- Should you ever decide to sell your property, PMI Upstate SC has real estate agents and advisors on our team and would be pleased to help you with that process.



Pets and Service Animals

- PMI Upstate SC allows pets with owner approval. Residents are charged a non-refundable pet fee which is retained by the management company.
 - PMI Upstate SC guarantees up to \$2000 above the security deposit in pet-specific damage repairs. Any damages beyond this are the resident's responsibility and can be pursued via collections.
 - **Service animals** are not considered pets under federal law, and no deposits can be collected for them.
-

Cancellation of Management

- Provide a 30-day written notice to terminate the management agreement.
 - PMI Upstate SC will notify the resident, transfer documents, and settle all final accounts and security deposits within 30 days.
-

Conclusion

We hope this manual clarifies our services and policies. We value our relationship with you and look forward to continuing to manage your property with care and professionalism. Feel free to reach out to us any time you have questions or suggestions or want to discuss matters involving your property.

Thank you for entrusting PMI Upstate SC with the management of your property!

	Office Hours	
PMI Upstate SC 1427 Laurens Road, Suite G Greenville, SC 29607	Monday	9:30 – 4:30
	Tuesday	10:30 – 4:30
	Wed, Thur	9:30 – 4:30
	Friday	9:30 – 2:30



Contact Information

Please first use the "chat" feature in the portal to reach us.

Main Office Number: (864) 326-0018

Management Team

Property Manager (Owner focus)	Ryan Woodham	Extension 776	ryan@pmiupstatesc.com
Property Manager (Tenant focus)	Jay Herr	Extension 334	jay@pmiupstatesc.com
Assistant Property Manager	Samantha Galvan	Extension 333	samantha@pmiupstatesc.com

Maintenance Team

Manager	Ryan Woodham	Extension 776	ryan@pmiupstatesc.com
In-House Maintenance Team		(888) 794-5598	

Office Team

Phone Receptionist	Donna Paulsen	(864) 326-0018	office@pmiupstatesc.com
Phone Receptionist	Samantha Galvan	Extension 333	samantha@pmiupstatesc.com
Accounting/ Bookkeeping	Jay Herr	Extension 334	jay@pmiupstatesc.com

Sales Team

Real Estate Agent	Joseph Mouzon	Extension 1112	joseph@pmiupstatesc.com
-------------------	---------------	----------------	-------------------------

