



Frequently Asked Questions

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What is the public wifi password?

The network is PRG Public Wifi. The password is PRGPub1ic!.

Wifi can be accessed in the clubhouse, fitness center, business center, mailroom, and pool.

How do I access the fitness center and pool?

You will need your key FOB that was given to you at move in to access the amenities after hours. The fitness center is open 24/7, and the pool hours are Tuesday - Sunday 10am - 8pm, closed on Monday for maintenance. A replacement key FOB is \$75 if lost or stolen.

Does the office accept packages?

We do accept small packages that will not fit in the residents mailbox. All other packages are asked to be delivered to the door.

Are any utilities included with rent?

Utilities are not included. Ashton Creek Apartments will email your total balance, including water/sewer charges and any applicable fees (trash, pet rent, etc.) on the first of the month.

Water/sewer is conveniently sub-metered and managed by a company called ConService. You will receive your water usage statement by email from ConService monthly. This balance will be paid to Ashton Creek Apartments directly with your rent (not to ConService).

Electricity is metered by and paid to Dominion Energy, who can be contacted at 1-866-366-4357 or www.dominionenergy.com. Your electricity account must be active by your move-in date and throughout your residency.

When is rent due?

Rent is due on the 1st of every month. Rent is considered late after the 5th of every month. Partial payments are not accepted.

What happens if my rent is late?

A late fee equal to 10% of the remaining balance will be charged on the 6th of every month. Once rent is late, payment will only be accepted in a certified cashier's check or money order(s), and only for the full amount. Partial payments are not accepted.

What happens if my rent is later than the 12th of the month?

Court filing takes place as early as the 12th of every month. This is the first step in the eviction process. There will be court fees and attorney fees charged to your account. The full balance, including court filing fees, is due no later than the 25th of the month in a certified cashier's check or money order(s) only. If paid after the 25th, the following month's rent is due up front at the same time. We may reserve the right no longer accept your payment. Partial payments are not accepted.



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Why do I need renter's insurance?

You must maintain an active renter's insurance policy with at least \$100,000 in personal liability coverage. Additionally, the following must be listed as "additional interest" on your policy:

**Insurance Tracking
PO Box 100513
Florence, SC 29502**

Renter's insurance not only covers the possibility of unexpected financial burdens for damage due to fire, smoke, or flood, but also covers your personal possessions for damages resulting from fire, theft, vandalism, or windstorm. Make sure to talk with your provider, since policy coverage may vary.

May I transfer to a different unit at Ashton Creek?

Ashton Creek Apartments wants to accommodate your changing lifestyle and we will gladly transfer you to another apartment. However, one must have lived in their current apartment for at least 6 months and have no late payments to qualify to transfer. Submit a transfer request with the leasing office and we will conduct a pre-move-out inspection of your current apartment. If the unit you are transferring to has a higher rent amount your security deposit is subject to increase; your security deposit will follow you to the new apartment. We may require further income verification. There is a non-refundable transfer fee of \$200 if the transfer occurs within 30 days of when your lease expires, or \$400 if it is outside of those 30 days in order to reserve the new apartment.

Does maintenance change light bulbs or air filters?

Yes! We conduct preventative maintenance typically on a quarterly basis. We change filters and test smoke detectors inside every unit. Light bulbs can be changed by our maintenance team and the light bulb replacement will be charged to your account.

May I have my locks changed?

Yes, we will be glad to change your locks and provide you with new keys if you request them in a work order. All lease holders must agree in writing to have locks changed. However, per your lease, there is a \$35 charge for this service, and it can only be done during regular maintenance hours. We may ask for the payment upfront before the service is performed.

How much notice do I need to give if I want to decline renewing my lease?

Of course, we'd love for you to renew instead! A written notice 60 days prior to the end of your lease is required. If you miss the 60 day mark, rent will be pro-rated at the pre-determined month-to-month rate beginning the day after your original lease term ends for the remaining days.

What if I need to break my lease?

For any reason other than fulfillment of the Military Personnel Clause of paragraph 22 in your lease agreement, you have two options: (1) Submit a 60 day written notice and pay a 1 month buy-out fee, Submit 30 day written notice and pay a 2 month buy-out fee or Submit less than 30 day written notice and pay a 3 month buy-out fee.



Frequently Asked Questions

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May I sub-lease my apartment?

Ashton Creek Apartments does not allow sub-leasing.

May I add someone to my lease, such as a new roommate, friend, or family member?

Yes. The new tenant will be required to apply and pay the \$50 application fee and pass our rental requirements the same as every other lease holder. Once approved, we will create a new addendum to your lease which must be signed by all current lease holders, the new lease holder, and us. Once approved there will be a \$150 lease alteration fee charged your account.

May I get a pet after I move in?

Yes! We are a pet friendly community. Before you get the pet, you must fill out a pet application with the office and pay the current pet fees. If a pet is found in your apartment without proper approval from the office and payment of the pet fees, you will be subject to a \$300 fine. Please see the pet policy for more details.

May I bring guests to the pool?

Yes, you may bring a maximum of three (3) guests per apartment home with you to the pool as long as you are present with them and you and/or your guests are not creating a disturbance to others.

May I grill at Ashton Creek?

Unfortunately, you cannot use a charcoal grill in your apartment or on the balcony or patio. This is a fire hazard. You must be 10 feet away from a building to use a charcoal grill. However, you can store a charcoal grill on your patio and then use it on our grounds as long as you are 10 feet from a building. Gas grills are not allowed to be used or stored at your apartment.

What Internet/cable provider do you recommend?

We recommend Comcast. Jay McDonald is Ashton Creek Apartments personal contact. Please reach out to Jay at Marvin_McDonald@cable.comcast.com or (804)380-0095 for your Internet/cable needs.

Is Ashton Creek a Non-Smoking Property?

Yes, Ashton Creek is now non-smoking. There is an addendum in the Lease regarding where you can and can not smoke.