

FREQUENTLY ASKED QUESTIONS

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Are any utilities included with rent?

Utilities are not included. Lake Johnson Mews 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 Lake Johnson Mews directly with your rent (not to ConService). Please know that water/sewer charges are billed two months in arrears.

Electricity is metered by and paid to Duke Energy, who can be contacted at (919) 508-5400 or www.duke-energy.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 5% of the base rent will be charged at the close of business on the 5th 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 11th of the month?

Court filing takes place as early as the 11th of every month. This is the first step in the eviction process. As of March 2016, court filing fees total \$211 plus \$30 for each additional leaseholder. 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 upfront at the same time. We may reserve the right to no longer accept your payment. Partial payments are not accepted.

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.



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What if I want to transfer to a different unit within the community?

Lake Johnson Mews realizes your changing lifestyle and we will gladly discuss our transfer policy to determine if you qualify.

How do I put in a service request?

There are many ways you can submit a work request! Simply call (336) 815-5974 anytime during or after business hours, or go online to our online portal, Resident Connect, and submit your work request online. If you have an emergency work request you must call the office so that our on-call personnel can be contacted. We always have maintenance staff on-call 24/7 for maintenance emergencies.

Does maintenance change light bulbs or air filters?

Yes! We conduct preventative maintenance typically on a quarterly basis when we change filters and test smoke detectors inside every unit. Our maintenance team will replace specialty bulbs but other bulbs would be the resident's responsibility.

Can I have my locks changed?

Yes, we will be glad to change your lock and provide you with new keys if you so request (request must be made by all leaseholders in writing, and all leaseholders will be given new keys). However, per your lease, there is a \$25 charge for this service and can only be done during regular maintenance hours, 9am - 4pm. We may ask for the payment upfront before the service is performed. For lock changes after hours you will need to call a locksmith.

Can 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.

What if I need to break my lease?

For any reason other than the fulfillment of the Military Personnel Clause of paragraph 22 in your lease the agreement, you have two options: (1) Submit a written notice and pay a buyout fee (amount of fee depends on how much notice you provide) (2) Submit a written notice, then pay rent on your apartment until the next resident moves in or until your original lease term end, whichever comes first. Please stop by the office for more details.



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May I sub-lease my apartment?

If you want to sub-lease your apartment, the prospective new resident must apply and pass our rental requirements the same as every other leaseholder. Once the new resident is approved, we will create a new addendum to your lease which must be signed by all current leaseholders, the new leaseholder, and us. The new resident shall accept your apartment as-is, you will pay rent up until the day the new resident takes over the lease, and the security deposit will stay with the apartment and thus will transfer to the new resident's ownership.

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 application fee and pass our rental requirements the same as every other leaseholder. Once approved, we will create a new addendum to your lease which must be signed by all current leaseholders, the new leaseholder, and us. Adding or removing someone to your lease has an associated lease change fee of \$150.

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. Please be advised that certain breeds of dogs are restricted. 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 online for more details.

May I bring guests to the pool?

Yes, you may bring a couple of guests 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 Lake Johnson Mews?

Unfortunately, you cannot use a charcoal or propane 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. We also have two gas grills that are located in the pool area that you are welcome to use while the pool is open. We have charcoal grills near the outdoor picnic tables around the community that are available year round.

What Internet/cable provider do you recommend?

We recommend Spectrum or Google Fiber. Sharon Pittard is Lake Johnson Mews' personal contact For Spectrum. Please reach out to Michelle at michelle.mccullers@charter.com or (984) 309-8016 for your Internet/cable needs. The representative for Google Fiber can be reached at (984) 500-3217 or (919)335-5878.

