



## Frequently Asked Questions

### **What is the public wifi password?**

The wifi network is Lakecrest wifi. Our network is open to the public. No password required. Wifi can be accessed in the clubhouse, fitness center, and pool.

### **Do you have washer / dryers?**

All apartments include washer and dryer for new move ins.

### **Does the office accept packages?**

The office accepts packages From USPS on your behalf. All other packages will be delivered to your door.

### **Are any utilities included with rent?**

Utilities are not included. Lakecrest 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 Lakecrest directly with your rent (not to ConService).

Electricity is metered by and paid to Duke Energy, who can be contacted at 1-800-777-9898 or <https://www.duke-energy.com/Home/Start-Stop-Move>. 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.

### **What happens if my rent is late?**

A late fee equal to \$150 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.



## Frequently Asked Questions

### **What happens if my rent is later than the 11th of the month?**

Court filing takes place on the 11th of every month. This is the first step in the eviction process. The filing fee is \$105. 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. If you would like more information or to set up coverage through our preferred insurance vendor, Assurant, they can be reached at 1-855-846-9278.

### **May I transfer to a different unit at Lakecrest?**

Lakecrest 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. No additional application fees are required unless you are adding a new roommate; your security deposit will follow you to the new apartment. We may require further income verification. A non-refundable transfer fee of \$300 is required at time of request.



## Frequently Asked Questions

### **Does maintenance change light bulbs or air filters?**

We conduct preventative maintenance typically on a quarterly basis. We change filters and test smoke detectors inside every unit. We do not change light bulbs unless you are unable to reach the light fixture; however, the light bulb must be provided by the resident.

### **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 leaseholders must agree in writing to have locks changed. However, per your lease, there is a \$25 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 to renew 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 30 days.

### **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 agreement, you have two options: (1) Submit a 30-day written notice, then pay a buy-out fee equal to two months' rent, or (2) Submit a 60-day written notice, then pay a buy-out fee equal to one months' rent.

### **May I sublease my apartment?**

Lakecrest does not offer sub-leasing.



## Frequently Asked Questions

### **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. There is a \$175 lease change fee due upon signing of the roommate addendum.

### **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. The pet fee is \$300 for one pet and \$500 for two pets. There is also pet rent in the amount of \$20/pet. Please see the pet policy attached at the end of this handbook for more details.

### **May I bring guests to the pool?**

Yes, you may bring 2 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 Lakecrest?**

Unfortunately, you cannot use a charcoal or gas 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. If a charcoal grill is stored on your patio, there cannot be any accelerant or charcoal stored with the grill. We also have one gas grill that you are welcome to use. Gas grills are not allowed to be used or stored at your apartment.

### **What Internet/cable provider do you recommend?**

We recommend Spectrum. Please reach out to Spectrum for your Internet/cable needs.