

welcome home!



LAKECREST

APARTMENTS

Resident Handbook

3900 East North St | Greenville, SC 29615
(864) 293-7204 | Lakecrest@prgrealestate.com
www.Lakecrestapartments-prg.com/

Your T-Code:

Resident Resources:
<https://flow.page/lakecrestresidents>





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.

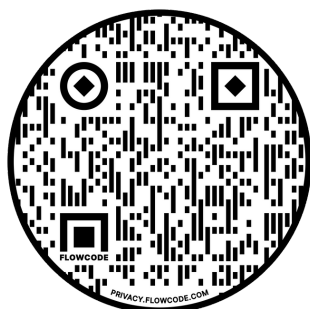
May I grill at Lakecrest?

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.

Review
Like
Follow



Please leave us a Google
Review, like us on Facebook,
and follow our Instagram!
Scan QR code or visit

www.flow.page/lakecrestresidents

KINGSLEY ASSOCIATES:



We take the utmost pride in our community and want to ensure your time at Lakecrest is nothing short of exceptional! To help us achieve this goal, we have implemented a survey system that gathers your feedback. You will receive occasional surveys via email from Kingsley inquiring about your experiences at Lakecrest.

We welcome your responses!

Thank you!

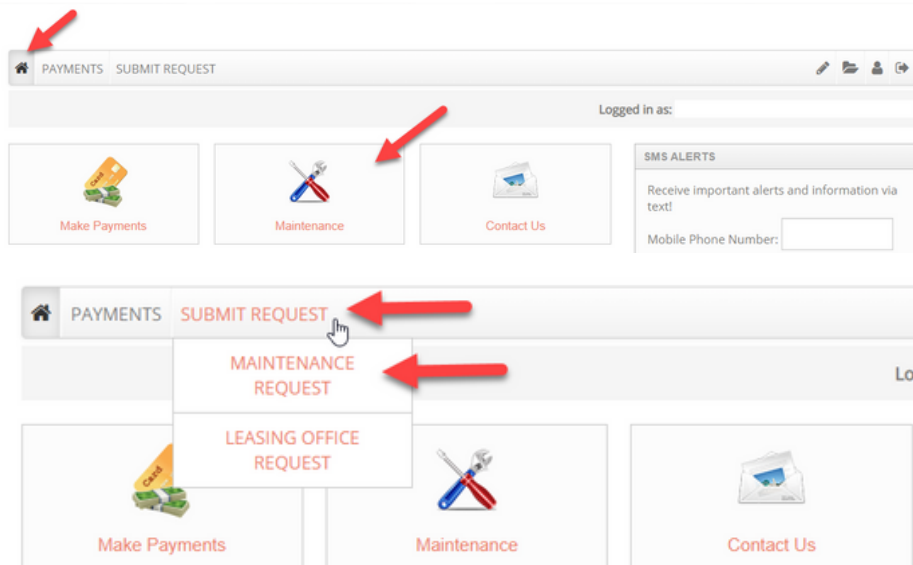
HAVE A SERVICE REQUEST?

LET US KNOW 24/7!

Service requests are completed in order of age in queue and priority. Please be aware that requests made online may not be seen until the following business day.

Option 1: Submit a Request Through Resident Connect:

We will be notified immediately when you submit! This is a great way to communicate requests in your own words. You can even upload pictures!



Option 2: Send us a Text or an Email:

Text us at 1-864-640-4785

or email lakecrest@prgrealestate.com.

Make sure you include your name and address in the message.

Option 3: Call our 24/7 Resident Service Line:

You can call us at **(864) 640-4785** to notify us of your service request. If the office is closed or we are unable to answer the phone, a member of our Call Center team can notify us right away!



FOR EMERGENCIES, PLEASE CALL (866) 203-9666.

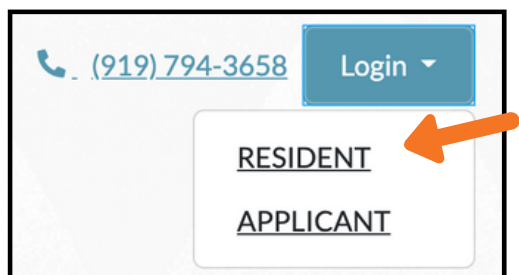
THE CALL CENTER IS AVAILABLE 24/7. FOR A FIRE, CALL 911.



PRG RESIDENT CONNECT

Resident Connect is your handy online resident portal! From here, you can contact us, post on the residents' bulletin board, submit service requests, pay online, manage your notification settings, and more.

- 1) To register, go to www.Lakecrestapartments-prg.com/ and select **Login** in the top right-hand corner. Then, select **Resident**.



- 2) Choose **Click here to register**.

Welcome to Resident Services

If your username is not an email address, [click here to login](#).

- 3) Fill in the required information on the registration screen.

Your **registration code** is the t-code or r-code that management provided for you.

***Important: The email you use must match the one management has on file!**

Don't forget to **accept** the terms and conditions and press **Register** when you are finished!

Already a member? [Click here to login](#).

User Registration

* Denotes a Required Field

Personal Details

Account Information

User Verification

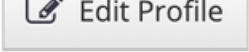
Voila! You are registered for Resident Connect! You may need to check your email to verify your account.

COMMUNICATION SETTINGS

Now that you are registered, it's time to modify your communication settings in Resident Connect. At Lakecrest, we send helpful and important information by email and sometimes by text message. **Make sure you opt-in as soon as possible!**

- 1) First, navigate to your [profile](#). Select this button near the top right-hand corner of your dashboard:



- 2) Press  near the top right corner (below "MY ACCOUNTS") to adjust your communication settings. Make sure you opt-in for emails and SMS (text) notifications!

My Profile

Email:

Office1:

Home:

FAX:

Allow Text (SMS) ☒

Notifications:

Mobile Phone for

Texts (SMS):

**See Disclosure. Rates may apply.*

Bulletin Board Display

Name

Bulletin Board Email

Notifications:

Weekly Digest

Allow personal

messages from

Bulletin Board

Subscribe to Voice

Calls ?

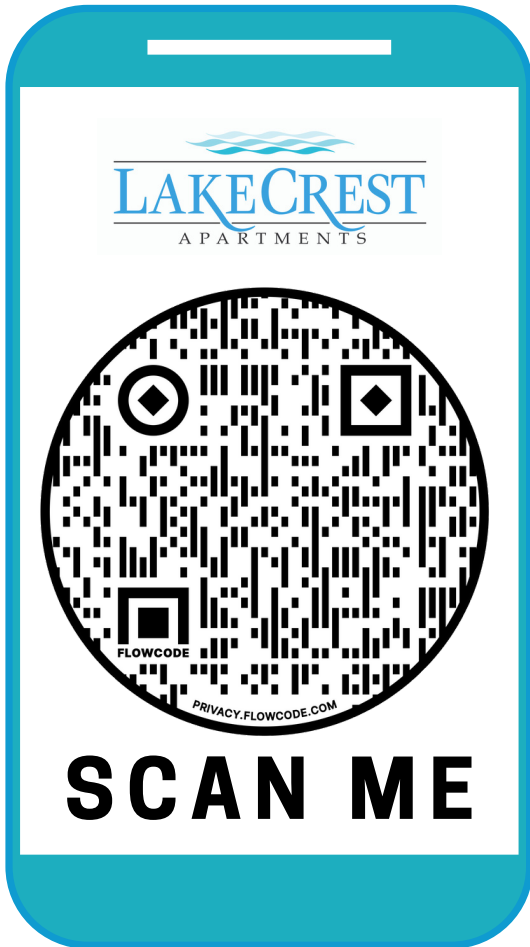
Subscribe to email

notifications ?

When you are finished, scroll all the way to the bottom and press [Update Profile](#) to save your settings!

Update Profile

ONLINE RESIDENT RESOURCES



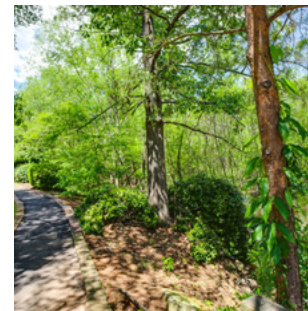
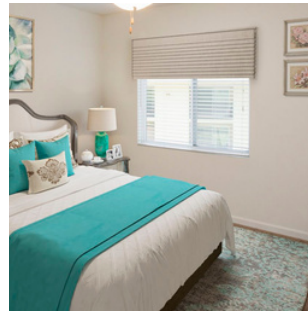
- View Your Handbook
- See Community Updates
- Text the Office Staff
- Get Resident Event Updates
- Go To Resident Connect
- Find Answers to FAQs
- Review Policies
- Follow us on Social Media
- Review us on Google
- ... and more!

Scan code or visit in
your browser:

**[www.flow.page/lakecrest
residents](http://www.flow.page/lakecrestresidents)**

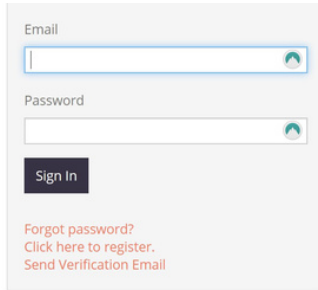
COMMUNITY AMENITIES

- Sparkling Outdoor Pool
- Gated Bark Park
- 24-Hour Strength and Carido Training Center
- Easy Access to Downtown Greenville
- Outdoor Grilling Station
- 1/2 mile walking trail around a stock fishing pond
- Community Events
- 24/7 Emergency Maintenance
- Complimentary WiFi in Amentity Areas



ALL THE WAYS YOU CAN PAY

RESIDENT CONNECT



Email
[input field]

Password
[input field]

Sign In

[Forgot password?](#)
[Click here to register.](#)
[Send Verification Email](#)

- Easy-to-use online portal
- Available 24/7
- Set up monthly auto pay
- Make a one-time payment via a checking/savings account or a credit card*

* a convenience fee may apply



RENT CAFÉ APP

Download the app on your smart device to access PRG Resident Connect anywhere!



PAY BY PHONE

- Call toll-free: **(833) 971-2622**
- Available 24/7
- Credit Card payments only

CERTIFIED FUNDS



- Money Order, Cashier's Check, Certified Check
- Drop off at the leasing office
- If you have an NSF payment, you must use this payment option for the next 6 months



PAY BY TEXT

Opt-in to SMS notifications on your Resident Connect portal and then register on the payments tab



PERSONAL CHECK

Drop off in the leasing office. Personal checks may be processed a few business days after receipt.

PARKING POLICY

- One vehicle per lease holder is allowed.
- As stated in your Lease Agreement, any vehicles that are deemed to be illegally parked are subject to towing at any time without warning. A vehicle is considered unauthorized or illegally parked if it (is):
 - Has a flat tire or is rendered inoperable
 - Is on a jack, blocks or has tires missing
 - Has no current license plate
 - Takes up more than one space (Double Parked)
 - Is parked in a designated handicapped space without the legally required handicapped insignia
 - Blocks another vehicle from exiting
 - Is parked in a fire lane or other designated "Do Not Park" area
 - Is parked in the grass or on sidewalk
 - Blocks garbage trucks from access to a dumpster

Please note that Lakecrest has no authority once your vehicle has been towed from the property. If you do find that your vehicle has been towed, please contact:

Three Sons Towing
113650 E Wade Hampton Blvd,
Greenville, SC 29651
(864) 848-0552



Dear Valued Resident,

PRG Real Estate and Lakecrest have partnered with Conservice to distribute your monthly utility statement for water/sewer charges moving forward. **Effective May 1st, 2020, your utility statement will no longer be mailed via USPS from Real Page, but instead will be sent electronically from Conservice to the email address you've provided to Lakecrest.** In addition, the statement will only include the balance for utilities. Lakecrest will continue to send electronic monthly rent reminders on the 1st and 4th of each month that will include the total balance for rent, recurring lease charges and utilities. If you are not currently receiving emails from Lakecrest, please login to your resident portal and ensure you are subscribed to email notifications from the property on your profile.

The utility statement emailed by Conservice will be calculated via the same methodology as the prior billing provider and therefore will not result in any material change to your monthly utility bill.

Conservice and PRG Real Estate are committed to providing quality customer service. Conservice Utility Experts are available during extended business hours (M-F, 8 am – 10 pm EST) to answer any questions you may have regarding the utility portion of your monthly statement. Call 866-947-7379 to speak with a live representative or email service@conservice.com.

Remember, water conservation is vital and requires a joint effort from everyone. Your cooperation is appreciated as we work together to conserve! If you have any questions regarding this transition or are unsure if you are subscribed to email notifications, please contact the Lakecrest management office at 864-268-4004.

Sincerely,

Lakecrest Management

Water Conservation Tips

- *Don't let the faucet run while you clean vegetables. Rinse them in a filled sink or pan. This can save 150 to 250 gallons a month.*
- *Don't use your toilet as a wastebasket – throw trash in a garbage can instead.*
- *Shorten your showers. Even a one or two minute reduction can save up to 700 gallons per month.*
- *Turn off the water while brushing teeth and shaving. This simple step can save up to three gallons each day.*
- *When washing dishes by hand, use the least amount of detergent possible, minimizing rinse water needed.*

Lakecrest Apartments Pet Policy

This policy establishes the rules and conditions under which a pet may be kept at Lakecrest Apartments. The primary purpose of these rules are to establish reasonable requirements for the keeping of common household pets in order to provide a decent, safe and sanitary environment for all residents, and to preserve the physical condition of the property. These rules do not apply to Assistive Animals, which are not considered pets, except as indicated below.

A. Registration

1. Residents must obtain prior approval before moving a pet into their apartment by completing an application form available in the Management Office. A current photo of the pet must be attached to the application. If local law requires, the pet must have a current license.
2. Once approved, the Resident must sign a Pet Addendum authorizing the pet for the apartment and paying a non-refundable fee and the first month's pet fee.
3. At the time of lease renewal, updated license information must be provided if applicable.

B. Types and Number of Pets

1. Pet ownership shall be limited to common household pets, which shall be defined as follows:
 - i. Chargeable pets -- Dogs, cats, and ferrets
 - ii. Birds -- birds commonly kept as pets (no pigeons or birds of prey such as hawks, eagles, condors, etc.)
 - iii. Aquarium pets such as tropical/gold fish, frogs, snakes, lizards, and turtles
 - iv. Caged pets such as iguanas, guinea pigs, hamsters, and gerbils
 - v. No other species of animal is permitted.
 - vi. No livestock or poisonous reptiles/amphibians/fish. Rodents except as listed above, insects, and arachnids are strictly prohibited.
2. Number of pets:
 - i. A maximum of two (2) pets are allowed per apartment. No pet will be permitted which is expected to exceed eight (80) pounds in weight at maturity.
 - ii. No resident shall have more than one aquarium, which shall not have a capacity of more than 20 gallons, unless renter's insurance is provided.

C. PET OWNERSHIP RULES

1. For Chargeable pets: A non-refundable pet fee of **\$300.00 for 1 pet and \$500 for 2**, and a monthly pet fee of **\$20.00** is charged per pet.
2. Renter's insurance is required for any aquarium in excess of twenty (20) gallons in size.
3. The Resident shall keep his/her pet inside the apartment at all times except for transporting on and off the property and daily walks/curbing for dogs. When outside the apartment, dogs must be controlled on a leash. Other pets shall be in suitable portable cages.
4. Pets must be quartered in the resident's apartment. No doghouses or tie-outs will be permitted.
5. The Resident shall keep the apartment and surrounding areas free of pet odors, insect infestation, waste and litter and maintain the apartment in sanitary condition at all times.
6. Dishes or containers for food and water must be located within the resident's apartment. Food and/or table scraps, shall not be deposited on the patio, balcony, or common areas.
7. Residents shall not feed or water stray or wild animals.
8. Pets are strictly prohibited from the playground, swimming pool, recreational facilities, and laundry areas.
9. Every pet owner is responsible for proper disposal of fecal waste of his or her pet. Pet waste shall be bagged and disposed of in an appropriate trash receptacle. Pet waste or pet litter shall not be deposited in the toilet or in community trash receptacles.
10. Pets shall not be curbed on shrubbery, flowers, small trees, structures, vehicles, or property of other persons.
11. Pet owners who fail to remove and dispose of pet waste will be charged a \$ 50.00 pet waste removal fee per occurrence.
12. Residents will restrain and prevent the pet from gnawing, chewing, scratching, or otherwise defacing doors, walls, windows, and floor coverings and other fixtures of the resident's apartment and common areas. Pet owners are liable for all damage caused by their pet including the cost of exterminating for fleas or other pet-borne pests. The resident shall pay promptly, upon receipt of a bill, for the cost of all materials and/or labor for repair of any damage caused by their pet.
13. All approved birds must be caged at all times.
14. Residents will not allow pets to disturb the health, safety, rights, comfort or quiet enjoyment of other residents.
15. Pets must comply with all local ordinances including shots, licenses, and leash laws.
16. The presence of a pet may not interfere with the routine pest extermination of the apartment. The resident is responsible for removing or otherwise protecting pets every time extermination is scheduled.
17. Any animal found on the grounds or in common areas without a proper license or tags will be reported to the local animal control unit or other applicable authority for its removal.
18. No pet is to remain unattended, without proper care, for more than 24 hours. The resident shall designate one or more persons as an emergency contact that can tend to the pet if the resident is unable to do so. In instances where a pet appears to have been abandoned for

more than 24 hours, and an emergency contact cannot be located, Management shall report the matter to the local authority for its removal. If necessary, Management will enter the apartment, as in an emergency, to rescue the animal.

19. Residents shall not alter their apartment, patio, balcony or other area to create an enclosure for a pet.
20. Visitors with pets will not be allowed on the premises, with the exception of Assistive Animals. Residents may not temporarily care for pets of friends or relatives in their apartments.
21. Residents shall allow Management to inspect their apartment as required to ensure compliance with these rules.
22. A copy of these rules shall be given to every resident who registers a pet and additional copies will be available at the Management Office.

D. ENFORCEMENT – UNAUTHORIZED PET

1. All violations of this pet policy shall be dealt with as a material violation of the lease and appropriate lease enforcement actions up to and including eviction shall be taken.
2. If Management determines, by its sole discretion, that the presence of a pet constitutes a risk of damage to property, creates a threat to health and safety of any person, including residents, household members, guests and/or employees, Management may require the removal of the resident's pet upon 48 hours written notice. Failure to comply with this notice shall be deemed a violation of the resident's lease obligations and grounds for eviction.
3. Any violation of the policy shall give rise to all appropriate remedies under the lease, including eviction proceedings.
4. In the case of a vicious dog, Management may make a complaint to the local animal control unit.
5. If a Resident is found to have an unauthorized pet, a letter of violation will be issued. This letter shall state that the resident must remove the pet immediately & pay a \$300 penalty. The pet may not re-enter the apartment until proper application and approval for the pet have been received. If the pet isn't removed from the premises or the Resident fails to respond to the letter within seven (7) days, the resident will be issued a Notice to Quit.



ASSURANT
Specialty
Property*

RENTERS INSURANCE Is ESSENTIAL.

FIRE

FACT: Last year, there were **1,298,000** fires in the U.S. That means every minute, fire departments responded to 2 to 3 fires. The value of belongings residents lost equals **\$11.5 Billion.**

Source: The National Fire Protection Association



EXPLOSION

FACT: The average household contains between 3 and 10 gallons of materials that are classified as **hazardous...** the dangers of explosion, fire, or reaction are constant in their storage.

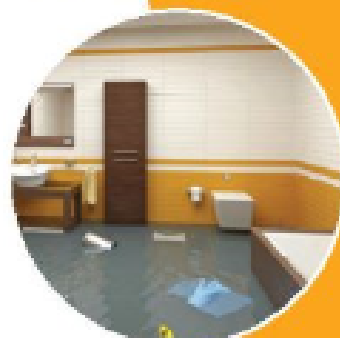
Source: Ohio State University Fact Sheet



WATER

FACT: The average cost of a water damage claim is **\$6,965** and annual costs to insurance companies for water and mold damage adds up to **\$2.5 Billion.**

Source: Water Damage Defense



BURGLARY & THEFT

FACT: Last year the number of thefts and burglaries was **7,932,918.** That's more than 15 occurrences every minute. The value of stuff victims lost was over **\$12 Billion!**

Source: The Federal Bureau of Investigation



Accidents happen every day. Could your residents pay for damages from fire, smoke, explosion or water? Could they afford to replace their belongings if they lost everything?

**Assurant Renter's Insurance covers all of the above,
with guaranteed acceptance.**