

# welcome home!



## SAWGRASS APARTMENTS

# Resident Handbook

35 Crosscreek Drive, Charleston, SC 29412

(843) 773-4529 | [sawgrassapts@prgrealestate.com](mailto:sawgrassapts@prgrealestate.com)

[www.sawgrass-apartments.com](http://www.sawgrass-apartments.com)

Your T-Code:

[flow.page](#)



welcome to your new home!

We are very excited that you have joined The Sawgrass  
Community!

Our office and maintenance team are readily available  
to help you, along with our 24/7 call center.

Make sure to check out all of your amenities that are  
available for use!

Amenities include:

Salt-water pool with outdoor kitchen

24hr fitness center

Cornhole

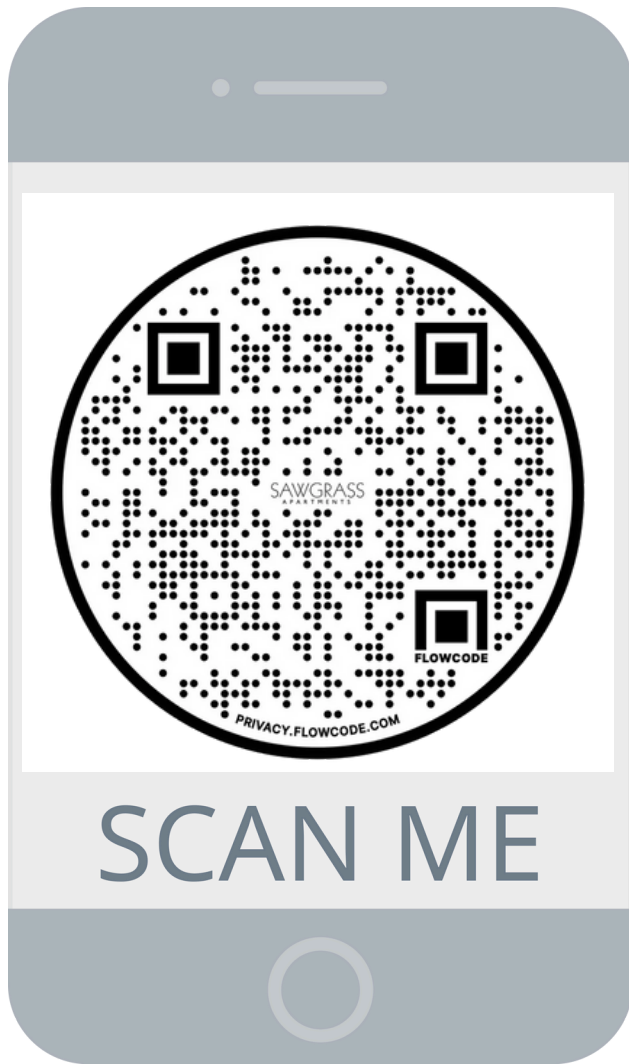
Pickleball court

Hammock station

For your furry friends, we have a pet playground!

Here is a detailed guide to assist you with any questions  
you may have along the way.

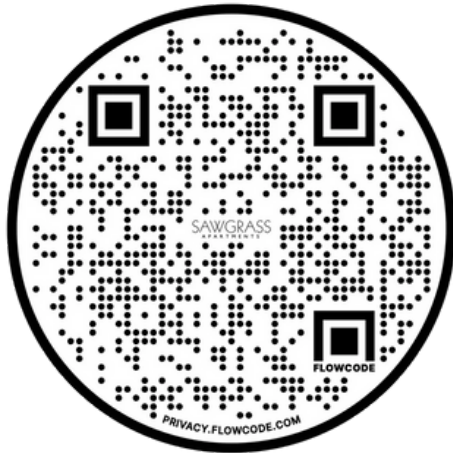
# ONLINE RESIDENT RESOURCES



- View Your Handbook
- See Community Updates
- Text the Office Staff
- Get Food Truck Menus
- 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:

[flowcode.com/page/sawgrass-apartmentsresident](https://flowcode.com/page/sawgrass-apartmentsresident)



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

<https://www.flowcode.com/page/sawgrass-apartmentsresident>

## KINGSLEY ASSOCIATES:



We take the utmost pride in our community and want to ensure your time at Sawgrass Apartments 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 Sawgrass.

**We welcome your responses!**

*Thank you!*



We have a **salt-water pool**, along with a **24hr Gym**,  
pickleball court, hammock station, and cornhole

Your four-legged friends also have the perfect place to  
run around freely in our **bark park**.

With an array of amenities and spacious apartments, our  
community in Charleston, SC, ensures that you embrace a  
coastal living experience.

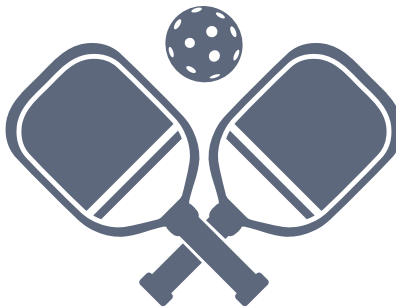
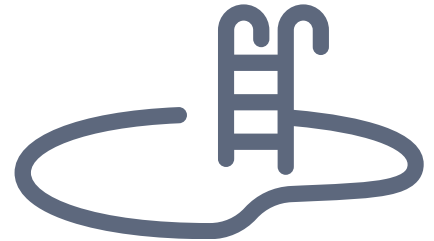
*Lots of things to Do!*

# COMMUNITY AMENITIES

- Bark Park
- Cornhole
- Grilling station

- Community Events
- Hammock Station
- Pickleball Court

- 24/7 Fitness Center
- Salt-water Pool
- Playground

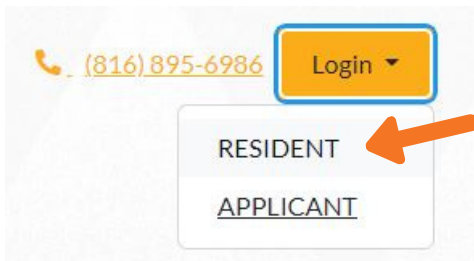




# PRG RESIDENT CONNECT

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.sawgrass-apartments.com](http://www.sawgrass-apartments.com) and select **Login** in the top right-hand corner. Then, select **Resident**.



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

First Name\*

Last Name\*

Registration Code

OR

Phone Number

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

Welcome to Resident Services

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

Email

Password

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

### Account Information

Email\*

Password\*

Confirm Password\*

Security Question\*


Security Answer\*

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

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

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

### User Verification

I'm not a robot 

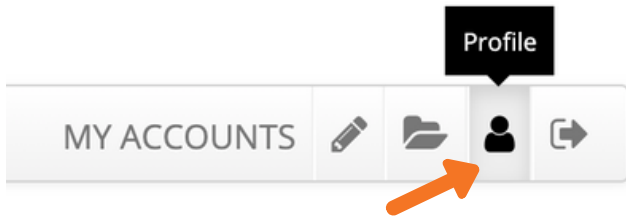
I have read and accept the [Terms and Conditions](#)


*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 Sawgrass, 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:

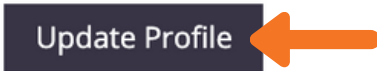
Allow personal messages from Bulletin Board:

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!



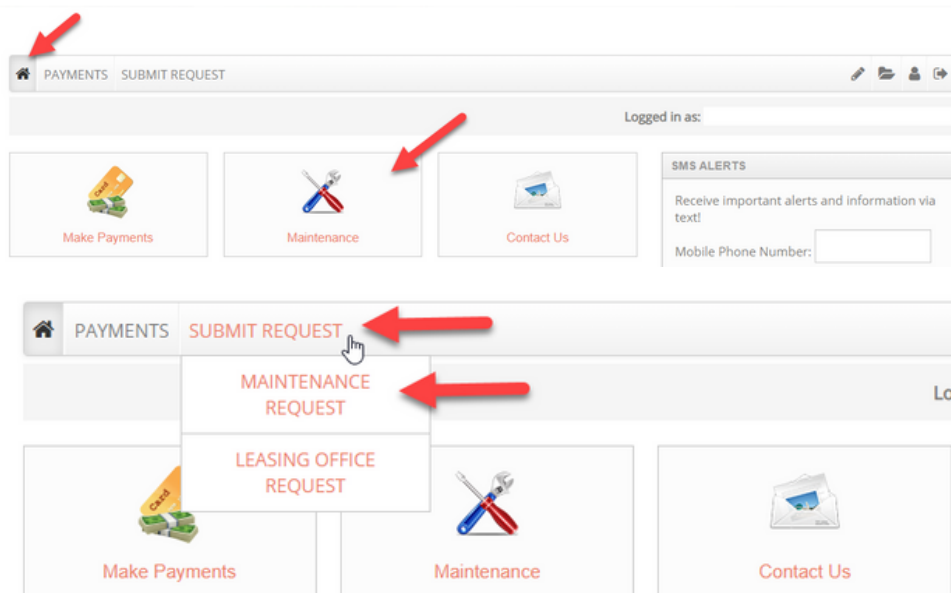
HAVE A SERVICE REQUEST?

# 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 an Email:

Email [sawgrassapts@prgrealestate.com](mailto:sawgrassapts@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 **(866)-203-9666** 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 MAINTENANCE EMERGENCIES, PLEASE CALL 866-203-9666.**

**THE CALL CENTER IS AVAILABLE 24/7.**

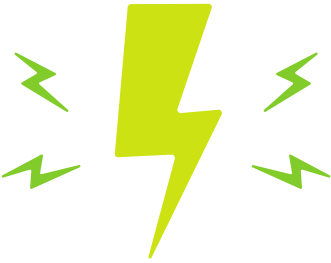
**FOR A LIFE THREATENING EMERGENCY, CALL 911.**

# WHAT IS A MAINTENANCE EMERGENCY?

A maintenance emergency is something that, if it isn't repaired immediately, could cause injury, threaten your health, or cause serious property damage.

**If this occurs, please call 866-203-9666 immediately.**

If you have no power throughout your entire home we ask that you please check [Evergy](#) for any outages in the area. If no outage is found please contact emergency maintenance.



Toilet is not working and you only have one bathroom.



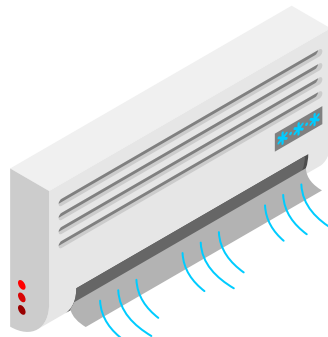
No water supply throughout the home.



Uncontrollable leaks with the exception of leaky faucets.



Sewer back up that has created a flood.



No running A/C or Heat

# BATH AND PLUMBING CARE

## DON'T:

Please do not use rubber suction cup bathtub mats. These damage the finishing.



Please **do not flush anything other than toilet paper and waste**. For example, do **not** flush feminine hygiene products, disposable wet wipes (even "flushable" ones), paper towels, etc.



## DO:

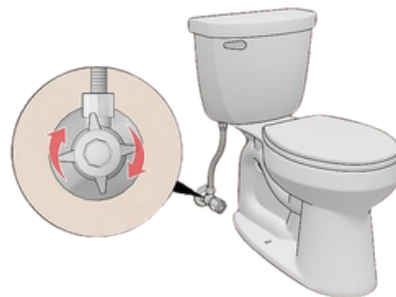
Use no-suction bathtub mats designed for refinished bathtubs. Click [here](#) for an example!



Report leaks and rushing water sounds to the office immediately to avoid damage and high water bills.

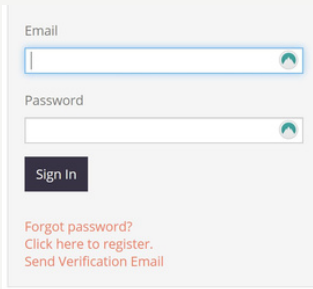


If your toilet is about to overflow, cut off the water supply by turning the knob at the base of the toilet near the wall.



# ALL THE WAYS YOU CAN PAY

Many options available 24-7. Want to Pay in cash? Ask the office about Pay Near Me.



## PRG Resident Connect Resident Service Portal

[www.sawgrass-apartments.com](http://www.sawgrass-apartments.com)



## Rent Cafe App

Download the app to access PRG Resident Connect anywhere



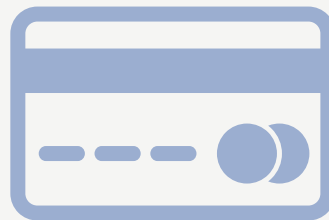
## Pay-by-Phone 833-971-2622

Credit Card payments only



## ACH

- Set up monthly auto pay
- Make a one-time payment
- Free with checking or savings account



## Card Payment

- Credit Card Processing Fee of 2.95%
- Debit Card Processing Fee
  - <\$1000: \$3.95
  - <\$2000: \$4.95
  - \$2000+: \$9.95



## Certified Funds

- Money Order, Cashier's Check, Certified Check
- Drop these off at the leasing office



## Text to Pay

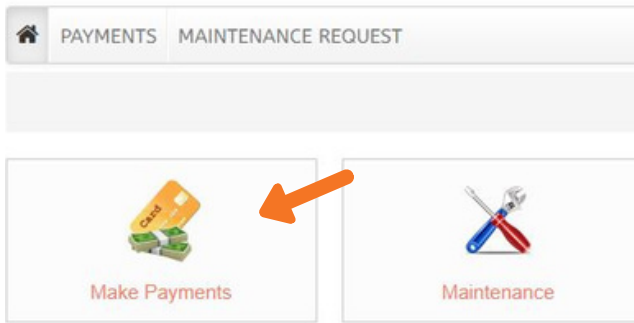
Opt-in to SMS notifications on your Resident portal and then register on the payments tab

# HOW TO PAY RENT ONLINE

There are a couple ways you can pay rent online. You can do a manual payment each month or you can set up auto pay.

## This is how you do a manual one-time payment.

- 1) First, log into your [online account](#). Select [Make Payments](#) option.



- 2) Select [Make a One-time Payment](#) in the corner of the gray box.

- 3) Enter your bank account or credit card information. All credit and debit cards are subject to a 2.5% service charge.

Account Name \*

Routing Number (9 digits) \*

Confirm Routing Number \*

Account Number (3-17 digits) \*

Confirm Account Number \*

Account Type

Checking Account

- 4) The online portal will validate all new bank accounts added to the system. It will take approximately 24 hours to add a bank account to the system. Be on the lookout for a .01 deposit in your bank account. Once that has happened, you will select verify and enter the exact amount that was deposited in your account.

Bank Account Number	Account Type	Verify
*****5007	Savings	Verify

- Once your account has been verified, select the
- 5) drop down arrow. You will select the account you want to withdraw funds from. Select "next".

## Enter Payment Details

Select Payment Account

---Select Payment Account

Extra Payment Amount

0.00

Next

If you are paying before the 1st, you will enter your total amount in "extra payment account." If you are paying on the 1st or after, you will leave the number that is listed.

- 6) Select 'I have read and accept the Terms and Conditions.'

## Payment Details

Payment Account	██████████
Extra Payment Amount	\$1.00
Total Amount	\$1.00

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT PAYMENT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS AND YOU AUTHORIZE TO HAVE THE ABOVE AMOUNT WITHDRAWN FROM THE SPECIFIED PAYMENT ACCOUNT. IF YOU DO NOT AUTHORIZE THIS PAYMENT OR ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT PAYMENT" BELOW.

I have read and accept the [Terms and Conditions](#)

- 7) Select 'Submit Payment' to finalize your payment.

[Back to Payment Details](#) [Submit Payment](#)



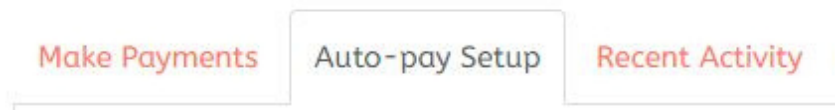
# HOW TO SET UP AUTO PAY

There are a couple ways you can pay rent online. You can do a manual payment each month or you can set up auto pay.

**This is how to set up auto pay.**

- 1) After you have set up your bank or credit card information. You will select the Auto-pay Set up Tab under payments.

## Payments



- 2) You will select the payment account. The start date will be the date you would like the auto payment date to start. Pay on day will be the 3rd.

Payment Account	Start Date	Pay on Day	Percentage %
<input type="text" value="██████████"/>	<input type="text" value="8/1/2021"/>	<input type="text" value="3rd"/>	<input type="text" value="100.00%"/>

Next

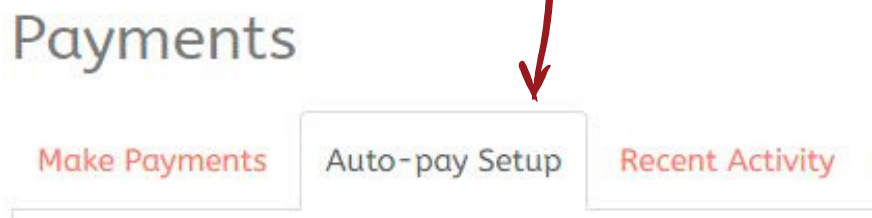
- 3) **If you are a single payer, your percentage will be 100%.** If you have roommates, all roommates must elect to use auto pay. Payment percentages must equal 100%.

# HOW TO SPLIT RENT PAYMENT

Splitting payment is easy.

**All leaseholders must opt in to auto-pay.**

- 1) After you have set up your bank or credit card information. You will select the Auto-pay Set up Tab under payments.



- 2) You will select the payment account. The start date will be the date you would like the auto payment date to start. Pay on day will be the 3rd.

Payment Account	Start Date	Pay on Day	Percentage %
██████████ **** ██████ ▾	8/1/2021	3rd ▾	50.00%
██████████ **** ██████ ▾	8/1/2021	3rd ▾	50.00%

- 3) All roommates must elect to use auto pay. **Payment percentages must equal 100%.** For example: 50/50, 60/40, 33/33/34

# WWW.UTILITIESINFO.COM

Utilitiesinfo.com is Conservice's mobile-friendly account portal. With it you can:



- 1 Make payments and view balance
- 2 View, download, and print current & past bills
- 3 View current month utility usage
- 4 View account history
- 5 Adjust key settings
- 6 Monitor recent account activity

## Getting Started

To log in for the first time, use the account number and web pin located in the top right-hand corner of your bill. For security reasons, you will be prompted to change your password during your initial log in. If you have trouble logging in, please call 1.866.947.7379.

The screenshot shows a utility bill for Fort Bragg - Corridor. A red box highlights the account information, and another red box highlights the account number and web pin. Arrows point from the callouts to the corresponding fields on the bill.

**Account # = username**

**Web Pin = password**

Store drinking water in the refrigerator rather than running the tap. This way, every drop goes into you and not the drain.

Conservice offers 24-hour service! Log onto our website or call 1-866-947-7379 for more info!

UTILITY STATEMENT FOR Fort Bragg - Corridor			
METER READS & USAGE			
UTILITY	DATES	START READING READ	CONSUMPTION
Electricity	10/1/2018 - 11/1/2018	20476.00 - 20560.00	110.00 kWh
CURRENT ELECTRIC			
SERVICE TYPE	SERVICE PERIOD	TOTALS	
Electricity	10/1/2018 - 11/01/2018	\$125.40	
Electric Allowance	10/01/2018 - 11/01/2018	\$98.90	
Current Electric Total		\$26.50	
Utility Fund		\$26.50	
Price Source	Thank YOU FOR KEEPING YOUR ACCOUNT CURRENT		\$0.00
Payments Received		\$0.00	
Grand Total		\$26.50	

Account #: 11111111  
 Account Name: Jane Doe  
 Past Due Date: 11/01/2018  
 Statement Date: 10/17/2018  
 Total Charges: \$26.50  
 Service Address: 123 ABC Street #105, Dallas, TX 7XXXX  
 Web Pin: 99999999

# WHO TO CALL?



## LEASING OFFICE

We are available during office hours to assist you with any of your needs. We also have a 24/7 call center to assist after hours.

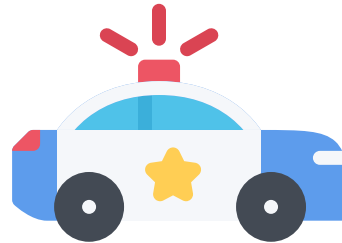
**Please note:**

**If it is an emergency where there is a threat to life or property, please dial 911 immediately first.**

## POLICE NON EMERGENCY

Kansas City has created a non-emergency call center to assist with inquiries that are considered **NOT** an emergency. You will use this number in instances where you are safe and not in need of immediate assistance.

**(843)-743-7200**



## 911!

Call 9-1-1 when there is an emergency-**an immediate threat to life or property, that requires an immediate response.**

A few examples are:  
A medical emergency  
Crime in progress  
Fire, or more.



# SMOKE FREE COMMUNITY!



## HEALTHY LIFESTYLE

With a non-smoking community, you lessen your exposure to health complications and can enjoy the carefree lifestyle of breathing easy in a healthy environment.



## SECONDHAND SMOKE

Secondhand smoke can drift through buildings and enter common areas and units occupied by non-smokers through vents, doors, windows, hallways, electrical outlets, and through gaps around fixtures and walls.



## RISK OF FIRE

Allowing smoking in your building can increase the risk of fire. An estimated 7,600 smoking-related fires occur in residential buildings each year in the US.



## CLEAN AIR

Becoming a non-smoking property reduces the improper disposal of cigarette butts, resulting in clean air AND a clean community.

# **WE ARE** *Pet Friendly*

## **USE THE FOLLOWING AS A CHECKLIST:**

- ✓ Fill out a pet application
- ✓ Pay the pet fees (\$20/pet a month & fees up to \$500)
- ✓ Provide vaccination records
- ✓ Sign Pet Addendum
- ✓ Bring them into the office for treats and for us to spoil them!

# PARKING POLICY

- Every apartment gets one (1) numbered space in front of their building
- Use unnumbered spaces for extra vehicles, roommate vehicles, and guest vehicles
- Make sure every vehicle has a parking pass
- Green for residents and orange/yellow for guests
- If your pass is lost or faded, please see the office for a new one
- Vehicles must have a license plate with up-to-date registration
- Vehicles must be fully operational
- No flat tires, no jack stands, etc.
- Maintenance of vehicles is not permitted on the property
- If there is a vehicle that does not belong in your space, and you would like to have the vehicle towed...
  - Contact the office during business hours
  - Call the emergency maintenance line if it is outside of business hours.

Please keep in mind that our tow company has rights to patrol the property and tow any vehicles that do not comply with the parking policy.

JG Towing  
3330 Business Cir, North Charleston,  
SC 29418  
(843)-588-8393





# Residents Insurance PAID WITH RENT

TOP **10** REASONS  
Assurant  
offers you  
more



**ASSURANT**

- 1 APPROVAL IS GUARANTEED.** No one is denied coverage!
- 2 NO CREDIT CHECKS.** Skip the credit check and get the coverage you need.
- 3 NO NEED TO MAKE AN ADDITIONAL MONTHLY PAYMENT.** Insurance charges will be conveniently included with your rent payment.
- 4 WE WON'T RAISE YOUR RATES FOR FILING A CLAIM.** We know bad things happen, so if you have to use your insurance, you won't be negatively affected.
- 5 YOUR BELONGINGS ARE PROTECTED** in the event of various covered perils like theft, up to \$10,000.
- 6 PERSONAL PROPERTY COVERAGE OUTSIDE YOUR RENTAL.** If you leave your home, you can feel at ease knowing your belongings are covered anywhere up to \$1,000.
- 7 LOW DEDUCTIBLE FOR YOUR BELONGINGS - \$250.** (No deductible for liability claims.)
- 8 EVERYONE ON YOUR LEASE IS COVERED** for property damage to your home as a result of fire, smoke, water or explosion. Other policies may exclude some of these perils and leave you responsible for them!
- 9 REPLACEMENT COST.** If you have a claim, you can buy brand new items to replace your damaged ones. Instead of only getting paid for what they were worth when they were damaged, you'll get the replacement value at the time of loss, without deduction for depreciation.
- 10 ADDITIONAL LIVING EXPENSES** if your home is uninhabitable due to a covered loss, up to \$2,000.

## Ask your leasing agent how to opt in.

In all states, unless otherwise noted, Point of Lease Insurance is underwritten by American Bankers Insurance Company of Florida with its home office in Miami, Florida. In Minnesota, the underwriter is American Security Insurance Company. In Georgia, Residents Liability is underwritten by Voyager Indemnity Insurance Company.

This is a brief description of our program. Please see the policy for complete details, including costs, limitations and exclusions.

# SAWGRASS

## APARTMENTS

### Frequently Asked Questions

1 of 3

#### Does the office accept packages?

The office will not be accepting packages. All packages will be delivered to your mailbox or your door.

#### Are any utilities included with rent?

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

Electricity will be set up by the resident. This will be paid directly to [Dominion Energy](#)

#### 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 after the first of the month.

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

A late fee equal to 10% of the base rent will be charged at the beginning of business on the 6th of every month. Partial payments are not accepted after the first of the month.

#### Does maintenance change air filters?

Yes! We conduct preventative maintenance on a quarterly basis. We change filters and test smoke detectors inside every unit. We recommend changing your furnace filter once a month. You can stop by the leasing office at any time to pick up an air filter.

#### 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 (\$20/per pet a month & fees up to \$500). 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.

# SAWGRASS APARTMENTS

## Frequently Asked Questions

2 of 3

### Why do I need renter's insurance?

You must maintain an active renter's insurance policy with at least \$100,000 in personal liability. All leaseholders must be listed on the policy. 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 Sawgrass Apartments?

Sawgrass Apartments wants to accommodate your changing lifestyle, and we will gladly transfer you to another apartment. In order to qualify to transfer:

- You must be living at Sawgrass Apartments for a minimum of 6 months
- No late payments or NSFs within the last 6 months
- Proof of paychecks or income for the last 30 days
- A pre-move-out inspection of your current apartment
- Transfer Fees (\$500 for end of lease request & \$500 for middle of your lease request)
- New security deposit required ranging from \$350-full month's rent

### 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. Lack of notice period will result in a reletting fee equivalent to one (1) month's rent.

## Frequently Asked Questions

3 of 3

### 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
- Pay the application fee (\$50) and add roommate fee (\$175)
- 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.

### May I sub-lease my apartment?

We do not allow subleasing.

You can, however, have someone take over your lease directly through Sawgrass Apartments. The prospective new resident must apply and pass our rental requirements the same as every other lease holder. 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.

**Additional fees may apply.**

### 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 will need to submit a 60-day written notice and then pay a buy-out fee equal to one month's rent.

### May I bring guests to the pool?

Yes, you may bring up to two guests to the pool. We ask that everyone adhere to the policies while visiting.

### May I grill at Sawgrass Apartments?

As per the lease agreement, paragraph 6, under community policies, Grills, Barbeques, and any other outdoor cooking or open flame devices will be used only on the ground level and will be placed a minimum of 10 feet from any building. Such devices will not be used close to combustible materials, tall grass or weeds, on exterior walls or on roofs, indoors, on balconies or patios, or in other locations that may cause fires

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

Comcast Xfinity is the only service provider for this area.

LEAVE US A REVIEW

# WE VALUE YOUR FEEDBACK



facebook

