

## IMPORTANT INFORMATION FOR RENTING WITH COASTLINE

Congratulations on your new home! Thank you for renting from Coastline! We appreciate your residency.

To ensure a pleasant rental experience, please review the following:

### UTILITIES

- Turn on Utilities prior to taking occupancy, effective for your lease start date or the prior business day.
- Refer to page 11 of your lease agreement for all utility information.

### RETRIEVING KEYS TO YOUR NEW HOME

- Upon lease signing and receipt of all funds required in order to move-in, you will be contacted by a team member with instructions on how to retrieve your keys.

### MAILBOX KEY

- For mailboxes requiring a key, you are responsible for retrieving the key if you choose to receive mail at your new residence. Postal charges may apply.
- Take a copy of your signed lease agreement to the nearest United States Post Office.

### MOVE IN INSPECTION FORM

- Please see the move-in inspection form attached to your lease.
- Once you've moved in, take the first couple of days to familiarize yourself with the property. Complete your form by noting any significant flaws or damages to the premises, such as a deep scratch in the countertop or cabinet.
- You **MUST** return this form within two business days after your lease start date.
- **\*\* Maintenance requests will not be generated from this form. Non-Emergent Maintenance Procedures are noted below. \*\***

### LOCKBOX AND SIGN

- If your property has a lock box or sign, they will be picked up after you move in. Leave these items in place until retrieved by a team member or you may incur replacement charges.

### NON-EMERGENCY MAINTENANCE

- Go to <http://coastlinepm.com> or email [info@coastlinepm.com](mailto:info@coastlinepm.com) to submit your online request. You will be contacted approximately two business days from the date of your request.
- **\*\* All non-emergent requests must be submitted in writing. \*\***

### EMERGENCY MAINTENANCE

- Call our office at 843-568-8788 and follow the prompts to be connected to the 24/7 emergency call center.
- Please review page 10 of the lease agreement to ensure your request is a real emergency to avoid incurring additional fees for a false dispatch. **MONTHLY RENT INVOICE**
- You will receive a monthly rent invoice via your email address on file for the total amount you owe prior to the due date.
- Rent is due on the 1st day of every month and late as of the 5th of the month at 5 pm.
- Your balance **MUST** be paid in FULL and on time to avoid incurring additional fees.

## HOW TO MAKE PAYMENTS

- ONLINE: The most effective way to ensure your payments are received on time is to pay online. Go to [https://www.paylease.com/registration/pay\\_portal/2132607/STD/?vpw=1366](https://www.paylease.com/registration/pay_portal/2132607/STD/?vpw=1366) to make online payments with your bank account or any major credit card. You may make a one-time payment or sign up for auto-draft. You can also find this link by going to our website and clicking "Pay Online" under the "Tenants" tab.
- DROP-OFF: Another effective way to ensure your payments are received on time is to drop off a personal check, money order, or cashier's check payable to Coastline Property Management & Leasing, LLC (or CPM). Cash is NOT accepted. Please bring an envelope to place your payment and note your name and attention Coastline Box 313.

Drop off your payment at the UPS store located at:

1000 Johnnie Dodds Blvd., Suite 103

Box 313

Mt. Pleasant, SC 29464

\*\*\*UPS store hours apply: Mon-Fri 8:00AM - 6:30PM; Sat 10:00AM - 4:00PM; Sun Closed

- MAIL: Mail is an ineffective way to make rent payments due to the slow nature of the postal service. However, if you choose to utilize this option, mail your payment at least 10 business days prior to the 1st day of the month to ensure your payment is received on time.

Mailing address:

Coastline Property Management & Leasing Team

Attn: 313

1000 Johnnie Dodds Blvd, Suite 103

Mount Pleasant, SC 29464

- Funds due prior to move in shall be paid online or with certified funds ONLY.

## YOUR CONTACT INFORMATION

- All contact information needs to be up to date in our records at all times including all occupants' email addresses, phone numbers, and alternate mailing addresses.
- Email is crucial. Most notifications are sent out via email. Be sure to have a working email address on file at all times.
- Contact our office with any changes regarding this information.

## HOW TO CONTACT US

- Contact us if you have questions after reviewing the information in this letter and on our website.
- Company website: [www.CoastlinePM.com](http://www.CoastlinePM.com)
- Office: 843-568-8788. This line may experience high call volume at times. We encourage you to leave a voicemail, and we will promptly return your call.
- Fax: 843-725-0182
- Company email: [info@CoastlinePM.com](mailto:info@CoastlinePM.com)

## HOURS OF OPERATION

- Hours of Operation: M-F 9am-5pm; Sat by appt; Sun closed.
- Maintenance Emergencies may be reported 24/7 by calling 843-568-8788.

Sincerely,

*Coastline Property Management and Leasing Team* of Remax Advanced Realty

office: (843)568.8788 fax: (843)725.0182

Attn: 313, 1000 Johnnie Dodds Blvd, Ste 103, Mount Pleasant, SC 29464

[Info@CoastlinePM.com](mailto:Info@CoastlinePM.com) • [www.CoastlinePM.com](http://www.CoastlinePM.com)