



# Resident Handbook

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## WELCOME TO LANCER COMMONS

Welcome to your new home! Lancer Property Management LLC (LPM) and Lancer Commons are delighted that you have chosen to reside with us as you begin a new year at the University of South Carolina Lancaster (USC-L). We have excellent facilities and hope to make your experience a positive one. We prepared this handbook as a quick reference guide to the unique community that was *created for you*.

Please take a few minutes to become familiar with our services and procedures. This handbook has been designed to answer your questions about living at Lancer Commons. If you have additional questions, please feel free to contact us at our Management offices at (803)-336-3376 or email us at [LancerPropertyManagement@gmail.com](mailto:LancerPropertyManagement@gmail.com).

We hope moving in will be pleasant and stress-free. Your neighbors and Lancer Commons Property Management staff are all looking forward to meeting you and working with you. We hope that the coming months will be rich with wonderful discoveries, experiences, and new friendships.

## LANCER COMMONS SERVICES

### **RESIDENT CENTER**

Access to key information will be through your own personalized **RESIDENT CENTER** portal located online at <http://lancer.managebuilding.com/Resident/portal> . See instructions later in this manual on how to access your tenant portal.

The Online Portal is an easy, fast, and secure way to pay rent and other charges online, view your payment history, and submit maintenance requests. Access your Online Portal from any mobile device.



#### **Mobile App**

Easily access the  
*Resident Center* app  
at anytime, anywhere



Service assistance can always be addressed with an email to [LancerPropertyManagement@gmail.com](mailto:LancerPropertyManagement@gmail.com) or call (803)-336-3376 for any of the services listed below. During holidays, summer, and school break periods of the year, hours may be limited.

### ***LOCK OUT & LOSS OF KEYS***

If you are locked out of your apartment, please call or submit a maintenance request via <http://lancer.managebuilding.com/Resident/portal> and click the “Maintenance Request” icon, or call (803)-336-3376

- If a resident is locked out during business hours, the resident will be charged \$25.00.
- If a resident is locked out after business hours, the resident’s account will be charged \$75.00.
- If a resident loses the apartment key, a replacement key maybe requested for a fee of \$150.00.
- If a resident loses a mailbox key, please notify the office. A lock change will be performed, and your account will be charged \$100.00

All charges listed above will be charged to the residents account, and are due without any additional notice immediately after the replacement request or lock change request is completed.

### ***PAYMENT OF RENT***

Rental payments are due and payable on or before the first (1st) day of each month. Payment for rent can be made on-line using the “Pay Rent” icon located at <http://lancer.managebuilding.com>. The Resident Center accepts credit card, debit card, e-check and ACH payments. Cash and personal checks are not accepted. Please note: the rent must be paid in full by the payment deadline to avoid a late payment fee.

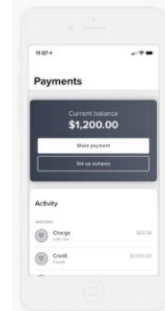
To pay online using your credit/debit card, e-check, or ACH from your bank account:

Sign on to Resident Center at <http://lancer.managebuilding.com> using your email and password.

- Click on the “Pay rent Online” ICON
- Enter your email and Password
- Follow instructions on the screen
- Set up recurring payments (auto-pay)



**Online Payments**  
Make online payments  
and keep track of your  
payment history



### **IMPORTANT NOTES:**

- When making a debit card payment, many financial institutions have a daily debit limit that can prevent a web transaction from processing. If your debt card is declined, you will experience a blank payment page. You can contact your financial institution and ask that they temporarily raise the limit to enable this payment to process. In such an event, students are responsible for making payment by another means by the payment deadline if they wish to avoid late penalties.
- There is a processing fee will be assessed on all credit/debit card transactions.
- There is **no charge for an electronic check/ACH transaction**. Instead of using a debit card, you may want to consider processing and e-check/ACH transaction.
- On the six day of each month, a \$100.00 late fee will be applied to your Student/Tenant account for the current month’s rent.
- Any rent not paid when due will be reasonable grounds for non-renewal of your lease and possibly eviction.
- Outstanding balances will be sent to collections.

### ***NON-SUFFICIENT (RETURNED) CHECKS***

- If we receive a returned payment for non-sufficient funds (NSF) from your bank, you are required to repay the amount of the check and all additional charges that maybe assessed, in addition to the LPM late fee policy.

### ***SECURITY DEPOSIT INFORMATION***

Any security deposit paid at the signing of your lease is held by Lancer Property Management until your lease expires or is terminated. Upon vacating the unit, Management will inspect your unit and cross-reference your move-in inspection form completed at the beginning of your lease term. Within 30 days of your lease expiration, LPM will return any remaining security deposit, along with a written itemization of the charges. If your security deposit is not sufficient to cover the cleaning and damage costs, the invoiced amount must be paid immediately.

If you breach your lease agreement, LPM reserves the right to apply your security deposit to any damages it suffers as a result of such noncompliance. Refer to your lease for further details.

### ***LEASE TERM AND RENT***

Your lease term is further defined in your lease signed with LPM. Should you desire a copy of your lease, you can access it by logging into your Resident Center portal.

Occupancy shall be limited to the person(s) named on the Lease Agreement. Local ordinances provide for over-occupancy, which constitutes a zoning violation which may be subject to fines and/or criminal punishment. **Tenants** are specifically advised of the existence of this Ordinance and should any violation occur or be alleged to have occurred, Tenants agree to pay all fines, court costs, and attorney's fees associated with such violations or alleged violations whether a conviction results or not. Tenants will be charged \$800.00 per illegal occupant for violation of this ordinance.

### ***RE-LEASING PROCESS***

This is also known as: subleasing, re-letting, or assignment.

You shall not sub-lease your unit without prior written permission from Management. In order to proceed, you must submit your request on the form provided by Management. Written approval will not be given until the new tenant is approved, signs all applicable documents, and pays a security deposit and first month's rent. Prior to beginning this process, the balance on your account must be current and in good standing.

You must vacate your apartment prior to midnight on the date set with Management. You must take all of your belongings. Any items left in the unit will be removed at your expense. You are personally responsible for returning all keys to Management on the checkout date. Management will not accept keys from anyone other than you as a means of checking out; including a roommate, a relative, a friend, your re-lessor, or leaving them in the apartment. If your keys are not returned at the time of checkout, you will be charged for the core lock changes of each key not returned. Upon vacating, you must clean the apartment and follow the move out terms set forth in the lease agreement. Any remaining security deposit will be returned within the timeframes and guidelines provided in the lease.

### ***CONSEQUENCES OF ILLEGAL RE-LEASING***

Illegally re-leasing a Lancer Commons apartment to an unapproved individual is strictly prohibited. If a person is found illegally residing in your apartment, Lancer Commons will take the necessary steps to remove the illegal tenant. The leaseholder will be held responsible for any costs incurred and remain liable for all rental payments.

Failure to check in through Management is subject to a \$250 administrative charge. Furthermore, current residents who do not properly check their keys into a management staff member are subject to a \$150 core replacement fee in addition to a \$75 per key replacement fee. Only legal leaseholders will be permitted to sign out the replacement keys in such circumstances.

To avoid incurring these charges and judicial sanctions, and to preserve the security of our community, it is imperative that all residents use the re-leasing process to re-assign their leases to new applicants.

### ***TRANSFER INFORMATION***

If you desire to relocate from one apartment to another, the move must be approved in writing by Management and must adhere to the following procedures:

1. The apartment currently occupied must be checked by Management prior to approval.
2. The apartment currently occupied must be cleaned and in an acceptable condition, as determined by Management, before the transfer will be granted.
3. Approval for transfer will be given based on (1 & 2) and if a suitable apartment is available and the tenant requesting the transfer is in good financial standing with Lancer Property Management.
4. All conditions set forth in the checkout procedures must be met; a new housing contract must be signed.
5. Any cleaning or maintenance charges not considered normal wear, involving the transferring apartment will be assessed in addition to the transfer fee.
6. Tenants original deposit will be processed as if Tenant were leaving Lancer Commons based on the move out inspection of the Tenants current unit. Any deposit remaining will be returned to Tenant. Prior to moving into transferred unit tenant will issue to Landlord a new \$500.00 deposit.

### ***CONTINUING LIABILITY***

Please note that submitting your keys to Management does not end your lease. You will continue to be financially responsible for your lease until the end of the lease term. On occasion and at the full discretion of Lancer Property Management a lease buyout option could be extended to a Tenant wishing to end their lease early. This buyout option will include forfeiture of all deposit funds.

### ***CHECKOUT***

It is the responsibility of each resident to arrange a check-out appointment with Management. The appointment should be scheduled at least three (3) days prior to checkout. Checkout is not considered completed until all keys have been returned. If a tenant fails to return all keys issued to the tenant, lock changes will be initiated and the tenant will be charged a fee.

When you are ready to move out of Lancer Commons, you are required to leave the apartment in the same condition as it was at the time of initial occupancy barring normal wear and tear. The apartment

must be free of your personal possessions and the woodwork, walls, cabinets, closets, plumbing fixtures, appliances and floors must be clean. Any damages and/or cleaning necessary in the apartment will be the financial responsibility of the tenant.

Tenants staying beyond the contract end date will be assessed a daily rate as follows: rent divided by thirty, multiplied by two.

### **MAIL & PACKAGES**

Mailboxes are located adjacent to the road for both Hubbard Drive and Fowler Road locations. Each apartment has one mailbox, so you do not need to include your bedroom number on your address, only the apartment number and building address. Please make sure that your friends, family, and associates know your correct building address – improperly addressed mail is considered misdirected and may not be delivered. Packages will be delivered per USPS regulations.

The United States Postal Service (USPS) will serve Lancer Commons. Thus, mail to or from campus will require postage in order to be delivered.

We recommend that you file a change of address with the post office when you move in and out of your apartment so to minimize the interruption of your mail service. If your mailbox is not cleared on a regular basis, mail will be pulled and returned to sender. Management is not responsible for holding mail during your absence.

### **INTERNET**



Lancer Commons offers a wired internet service to your apartment. Should you desire wireless services it will be the **tenant responsibility to install a wireless router** inside your apartment unit.

LMG is not responsible for wireless internet security or wireless networks setup by the tenant. There are designated internet jacks in each bedroom and in the Living Room downstairs.

### **PARKING**

Residents of Lancer Commons are eligible for onsite parking at all Lancer Commons Parking lots. There may be adjacent USC-L parking lots to Lancer Commons for additional parking needs. However, any parking permits required to utilize those lots are the responsibility of the tenant to negotiate or obtain from USC-L.

**Tenant** agrees to park in designated parking only. **Tenant(s)** may not park or drive on the grass at any time. Cars cannot be parked in fire lanes along curbs, near dumpsters, behind another car, or any location other than designated parking spaces. Any cars parked in undesignated areas will be towed at owner's expense. **Tenant** is responsible for informing his/her guests of all policies contained in this lease.

### **NOISE**

Excessive noise is not permitted and courtesy hours are always in effect. Courtesy hours are between 11:00 PM and 8:00 AM every day. Loud parties or activities that will in any manner disturb annoy, or cause discomfort to other residents is not permitted. Residents are held responsible for the conduct of their guests at all times. Residents are encouraged to peacefully resolve issues among themselves. If the noise continues, the resident should contact the City of Lancaster Police Department. Accordingly,

the following shall apply to complaints concerning a resident and/or guest's violation of this rule:

First complaint --- A written warning will be issued.

Second complaint—A \$200 fine will be assessed to your account.

Third complaint—Additional fines may be assessed and eviction proceedings may be filed at the discretion of LPM.

### ***PARTIES***

Parties are NOT permitted. Whether in apartments, bedrooms, or any building common area. Social gatherings must not:

1. Become too large for you to exercise responsible control over the behavior of you and guests,
2. Expand beyond the boundaries of the apartment, or building common area,
3. Be advertised in any way, or
4. Consist of more than two (2) guests per person/per apartment.

### ***CONDUCT***

Both direct and indirect forms of verbal and written abuse, threats, coercion, physical or verbal harassment, intimidation, violence against another person or their property, or causing the apprehension of physical or verbal harm are prohibited and will not be tolerated. Conduct that threatens the health and safety of any person (including yourself) may result in fines and possible eviction, and/or criminal action. You are responsible for reporting abuse to appropriate authorities. At all times, you and your guests are expected to conduct yourselves in accordance with the rules contained in this Handbook.

### ***PETS***

Pets or any animals are prohibited from being brought onto any Lancer Commons property by any Resident and/or guest. Pet prohibitions apply to all mammals, birds, reptiles, and insects. Fish are allowed with the maximum tank size of 10 gallons. In the event of a violation of this rule, a \$500 fine will be assessed to Resident's account. Lancer Commons may also choose to replace the carpet in the entire apartment at the tenant's cost. Carpet replacement charges will be assessed on a case-by-case basis with a minimum charge of \$500.00 per bedroom and \$750.00 for Stairs and hallway.

Pets must be removed from the premises immediately. Any subsequent violation will result in additional fines and eviction from the premises.

### ***GUESTS***

Non-Residents (including family) may not use the premises if you are on vacation or for any other reason not present, unless accompanied by you. You are responsible for the conduct of your guests, including payment for any damages caused by your guests' behavior.

### ***APPEARANCE***

No ashtrays, garbage can, wood box, kitchen supplies, ice, laundry, furniture, gas cans, or other articles whatsoever shall be placed on the decks, staircases, or landings, with the exception of deck furniture on



rear decks or patios. No articles shall be hung from the windows or placed upon the window sills.

### ***COMMON CARE OF PROPERTY***

The commodes and other water apparatus such as dishwashers shall not be used for any other use other than that for which they are constructed nor shall any sanitary napkins, tampons, disposable diapers, sweepings, rubbish, rags, paper towels, excessive food matter or any other improper articles be thrown into the same. Any damage resulting from misuse thereof shall be borne by the **Tenant** upon whose property it shall have been caused. In addition, **Tenant(s)** will be charged for any toilets that have been clogged by foreign objects.

**Tenant** will not add, remove, enter or change any locks without prior written consent of the **Landlord** or **Landlord's** agent.

**Tenants** are not permitted on rooftops.

Notice shall be given to **Landlord** if the property is not going to be occupied for a period of time.

Water beds, halogen lamps, and charcoal grills are not permitted.

Beer kegs may not be brought onto the property, or **Tenant** will be fined \$600.00.

**Tenant** must use an ironing board when ironing clothes. At no time should the **Tenant** place a hot or warm iron on the carpet. If carpet is burned by any means (iron, cigarette burns, candles, etc.) the ENTIRE carpet will be replaced at Tenant's expense.

### ***DRUGS AND ALCOHOL***

You shall abide by all local, state, and federal laws regarding alcohol and illegal drugs. The possession, sale, distribution, or provision of any illegal drugs or drug paraphernalia is strictly prohibited. Violations of this policy may result in criminal charges, and/or eviction from the unit. If your unit is within 1,000 feet of a school, you may face enhanced penalties, including felony charges.

### ***SMOKE-FREE POLICY***

Use of any form of smoking products in facility is prohibited. USC-L Campus is a tobacco free Campus. Smoking inside a unit will result in an excessively cleaning charge to be determined based on level of cleaning and purification required to return unit to a non-smoking available unit.

### ***SOLICITATION***

Door-to-door solicitors are not permitted. Please contact Management if a solicitor disturbs you.

### ***SIGNAGE***

You are prohibited from placing any signage or decorations on the exterior of the buildings, doors, or windows.

### ***COMMON AREA***

All residents of each unit are liable and accountable for all damages to the common area in their unit resulting from negligence and/or misuse. Unless otherwise arranged by the residents, cost of repairs will be split evenly among all residents. Additionally, residents are responsible for any damage to the common areas of Lancer Commons caused by themselves and/or their guests.

The driveways, sidewalks, courtyards, stairs and halls shall not be obstructed or used for any purpose other than ingress and egress. Bicycles and similar vehicles shall not be allowed to obstruct the common areas.

### ***FIREARMS/WEAPONS***

Possession or use of firearms, weapons (BB guns included), fireworks, gasoline, flammable liquids, explosives, volatile chemicals or other materials that endanger the health, safety, and welfare of human/animal life is prohibited in or around Lancer Commons property.

### ***MEDIATION SERVICES***

Should you have a conflict with your roommates or other tenants that you are unable to resolve, Student Counseling Services (SCS) offers a free counseling program to assist you in resolving such issues. Please call SCS at 803-313-7112 to set up a consultation.

### ***CONSERVATION***

As members of the global, campus, and Lancer Commons community, we all have an obligation to conserve resources such as energy and water. Conservation will help minimize increases in rent costs due to utility usage, so keep the following tips in mind throughout your Lancer Commons experience.

### ***CONSERVATION MEASURES***

- Turn off all lights when you leave a room
- Do not run water longer than necessary
- Turn off all appliances when not in use
- Turn off the television and stereo when you are not at home
- Report leaks, toilet issues, and nonfunctioning windows immediately
- In the winter, leave the thermostat at 72 degrees or less. Lower the thermostat to 70 degrees at night. Close the blinds in the evening and open them in the morning to admit sunlight and warmth through the windows
- In the summer, leave the thermostat at 74 degrees or higher. Close the blinds in the morning to reduce heat from the sunlight and open the blinds in the evening. If you leave your apartment for more than three days, set the thermostat to 85 degrees in the summer and 65 degrees in the winter
- Close all windows and doors when the heat or air conditioning systems are in use
- Schedule your loads of laundry and dishes to allow you to run the washing machine and dishwasher with full loads every time
- Do not block air vents with furniture or other items

### ***RECYCLING AND TRASH GUIDELINES FOR LANCER COMMONS RESIDENTS***

Lancer Commons apartment units are issued a trash can per unit for trash. It is the Tenants responsibility to take the trash can out to the road for municipal pick up on the designated day. Currently all trash cans should be placed by the road before midnight on each **Tuesday**. Units on Hubbard Drive should place trash cans along Hubbard Drive adjacent mailboxes. Units on Fowler Road should place trash cans along Fowler Road near mailboxes. Failure to do so will result in trash cans being overloaded which will attract animals and other unwanted creatures. Should any items be too large for the trash can, please leave the item beside the trash can at the road on Tuesday afternoon. All trash cans should be taken back to Tenants unit by **midnight each Wednesday**. While trash cans are located near Tenants unit they should be kept in the rear on each unit and in a mulched area. No trash cans should be left out on the grass.

**Tenant** shall keep the property in good state of preservation and cleanliness. Any trash that is left on the grounds, decks, and porches after Tuesdays may be removed to the dumpsters by Maintenance staff. The **Tenants** responsible for the trash will be charged at the rate of \$10 per bag or a minimum charge of \$20 per incident. Neither Tenants nor their guests shall throw cigarette butts on the grounds, paving, decks and porches.

A few additional things to keep in mind are:

- 1) Keep the trash can and surrounding area clean, and clean up any spills.
- 2) All items being placed in the trash cans should be placed in appropriate bags/trash liners.
- 3) Please flatten all cardboard. This will help keep the containers from overflowing.

#### **SUMMARY OF POSSIBLE TENANT VIOLATIONS AND FINES**

a.	Illegal Pets Minimum Charge	\$500.00
b.	Check returned from bank	\$ 30.00
c.	Locked out During Business Hours	\$ 25.00
d.	Lockout after Office Hours	\$ 75.00
e.	Late Rent Fee	\$ 100.00 AFTER 5 DAYS
f.	Lost Key	\$ 75.00
g.	Lock Change	\$ 150.00
h.	Lost Mail Key	\$ 75.00
i.	Beer keg	\$ 600.00/ incident
j.	Noise Violation	\$ 200.00/ incident
k.	Occupancy violation	\$ 800.00/person not on lease occupying
l.	Admin Fee Releasing Unit	\$ 250.00
m.	Smoking Fee Minimum Cleaning	\$ 600.00
n.	Trash Fines	\$10.00 per bag/Minimum \$20.00
o.	Fire Extinguisher Discharge	\$100.00

#### **WORK ORDERS/MAINTENANCE TICKETS**

Work orders allow you to request a maintenance technician to repair a problem in your apartment, bedroom, or community. All residents can access the online work order system through their resident portal available at <http://lancer.managebuilding.com>. When filling out a work order, please be as

detailed as possible. For example, “Dryer is not heating” is much more informative than “Dryer broken.” This kind of specific information will allow the maintenance technician to diagnose the problem and complete your repair much more quickly. If you have questions or concerns about your work order, please feel free to contact our Maintenance Department at [LancerPropertyManagement@gmail.com](mailto:LancerPropertyManagement@gmail.com) or (803)-336-3376.


**PREVENTIVE MAINTENANCE**

Occasionally, a preventive maintenance technician will post a notice or send an email/text notification to enter your apartment in order to perform preventive maintenance on the apartment systems. Their preventive maintenance checklist includes tasks such as changing the air filter in the HVAC system, checking the water temperatures of the bathtubs, checking airflow temperatures from the vents, checking the plumbing for leaks, and cleaning the HVAC coil. When you receive this notice, please make sure that all of these areas are accessible for the technician.

Lancer Commons also provides a preventive maintenance pest control program. It is very important that the apartment be clean at the time of this service, so plan to clean the apartment when you receive the notice of entry.

**FACILITIES FAQ's**

We have collected the most frequently asked facilities questions for your reference. This information will help you set up your apartment and maintain it throughout the year.

Issue	Solution
How do I report something that needs repaired?	Please send all requests through the Maintenance Request portal <a href="http://lancer.managebuilding.com">http://lancer.managebuilding.com</a>  Maintenance
How long will it take to address my request?	For routine, or non-emergency work requests, 3 – 5 days.
How will I know if my request has been completed?	You will receive a system-generated email when your work order is closed.

<p>What is considered a maintenance emergency?</p>	<p>A maintenance emergency is defined as a problem that if not resolved quickly will jeopardize the health and safety of a resident or create a serious hardship. An emergency is further defined in a situation that will result in damage to the building, property, or when basic life needs are not provided for.</p> <p>Situations that would be considered emergencies are:</p> <ul style="list-style-type: none"> <li>- ALL toilets in unit are clogged; not just your toilet, ALL toilets</li> <li>- Heating doesn't work and temperature outside is under 45 degrees</li> <li>- Air conditioning doesn't work and temperature outside is OVER 95 degrees</li> <li>- Unit door will not lock. This does not include the bedroom door.</li> <li>- No electricity in the entire unit</li> <li>- Flooding</li> <li>- Refrigerator/freezer is not cooling food to safe temperatures</li> <li>- Broken window (both panes)</li> <li>- Inoperable smoke detector</li> <li>- Fire</li> </ul>
<p>What is NOT considered a maintenance emergency, but should be corrected as soon as possible, within 24 hours?</p>	<ul style="list-style-type: none"> <li>- Clogged toilet in a unit where another toilet works</li> <li>- No hot water</li> <li>- Clogged garbage disposal</li> <li>- Stove doesn't work</li> <li>- Heating doesn't work and temperature outside is over 45 degrees</li> <li>- Air conditioning doesn't work and temperature outside is under 95 degrees</li> <li>- Clogged shower</li> <li>- Electricity out for one or two items</li> <li>- Washer/Dryer doesn't work (in units equipped with washer/dryer)</li> <li>- Smoke detector low battery indicator is sounding</li> </ul>
<p>What if I have a maintenance emergency after-hours?</p>	<p>Email the Maintenance Team at <a href="mailto:LancerPropertyManagement@gmail.com">LancerPropertyManagement@gmail.com</a> or text to (803)-336-3376. Emails are directed to multiple team members that can assure an issue is resolved as quickly as possible.</p> <p><i>Life threatening emergencies should be directed to 911</i></p>
<p>What do I do if I lose power to my apartment?</p>	<ul style="list-style-type: none"> <li>- Determine if there is a city-wide power outage by looking out your window for streetlights. If there is no power, power will be restored once local Electric Company can resolve issue.</li> </ul>
<p>What do I do if I lose power at specific outlets only?</p>	<p>Bedroom, Bathroom or Kitchen outlet:</p> <ul style="list-style-type: none"> <li>- These rooms have special safety outlets called "GFI Outlets." GFI outlets have two buttons: a test button and a reset button. Simply push the reset button to restore power.</li> <li>- If the outlet still does not reset check the breaker box to see if that breaker has tripped. Each breaker should be facing the same direction. A tripped breaker will sit between off and on. Flip that breaker off and then on. If the outlet still does not work, please submit a work order</li> </ul>

<p>Dishwasher – I used regular dish soap and it is now foaming everywhere?</p>	<p>- If this happens, you have either used regular hand dishwashing soap in the dishwasher, or used too much dishwasher detergent. You MUST use dishwasher detergent, and follow the manufacturer’s suggested usage amounts. If you have used a non-dishwasher product, open the door and keep it open for about 2 hours to allow the bubbles to evaporate. Pour a cup of cooking oil into the tub and run the “RINSE” cycle. You may have to repeat this two or three time until the foam disappears.</p>
<p>What do I do if my toilet is clogged?</p>	<ul style="list-style-type: none"> <li>- Attempt to plunge it. Lancer Commons recommends purchasing a plunger for each apartment.</li> <li>- If water is overflowing – turn off water (There is a valve located on the underside of the toilet). Every effort must be taken to mop up excess water.</li> <li>- Place a work order.</li> </ul>
<p>How can I hang pictures/posters on my wall?</p>	<p>- You can hang pictures. The goal is to minimize the damage to the walls. We recommend that you hang pictures with tacks and picture hanger hooks. Do not use screws, nails (except finish nails), tape, adhesive pads, or putty of any kind; if you choose to use these items you may be charged for damaged walls.</p>
<p>Are there changes I am not allowed to make?</p>	<p>Major improvements, alterations, or damages to apartment or the building cannot be made for the sole convenience of the occupant. Below are some, but not all, examples:</p> <ul style="list-style-type: none"> <li>- Installation of appliances or other major items that are not standard or provided.</li> <li>- Relocating the washer and/or dryer when they are already installed. --</li> <li>- Installation of hobby equipment, a pottery wheel, for example, and related hardware.</li> <li>- Installation of bars, room dividers, built-in-bookshelves/cases, etc.</li> <li>- Removal or disablement of any installed system equipment, such as heating units, plumbing, locking, and security devices. Also tampering with fire alarms and fire extinguishers are prohibited.</li> </ul>
<p>What does the fire alarm sound like, and what should I do if I hear it?</p>	<p>Smoke detectors and Carbon Monoxide detectors within your unit will sound if smoke or carbon monoxide is detected in the unit. The alarm will be loud “honk” type of sound throughout the building. You should calmly exit the building immediately. Once outside the building, walk to the road side of the complex. Contact the fire department via a 911 call to clear the building, and determine if it is safe to return.</p>
<p>What should I do if my apartment has a pest control problem?</p>	<p>The first thing you should do is clean your apartment, as pests usually result from unsanitary conditions, such as improperly stored food, or organic residue in your garbage can. If the problem persists, submit a work order so that our maintenance staff may evaluate the problem. The maintenance staff will have our pest control company treat your apartment on their next visit. If possible, capture a sample of the pest, so that our pest control vendor may accurately identify the species and treat accordingly. Pest control issues deemed to be the result of Tenant neglect and/or uncleanliness will result in a \$75.00 pest service call.</p>
<p>Will the maintenance staff change light bulbs for me?</p>	<p>No. Tenants shall furnish light bulbs and fluorescent tubes.</p>

<p>What should I do if my air conditioning stops working?</p>	<p>If your A/C stops working please submit a work order.</p>
<p>Why does my water need time to warm up?</p>	<p>The hot water circulation system for these buildings is very large. Therefore, if there is not a lot of usage to keep the hot water circulating, it can take some time to pull the hot water to your apartment. If you find that this is an issue, just let the shower run for a few minutes.</p>
<p>What happens if someone damages the furniture or flooring in the apartment?</p>	<p>If damage to the common area furniture/flooring is brought to our attention or noted during an inspection, it would result in an evenly split fee among the roommates in the apartment, unless someone admits full responsibility. Please take care of your furniture/flooring by not allowing roommates to smoke, bring in bikes, or use hookahs in the apartment.</p>
<p>What can I do to ensure that I don't receive damage/cleaning charges?</p>	<p>There are several steps that you can take to ensure your apartment in good condition at the end of your lease:</p> <ul style="list-style-type: none"> <li>• Clean your apartment at least once a week. Pay special attention to vacuuming the carpets, cleaning the toilets, bathtubs, sinks, tile floors, oven, stovetop, drip pans, microwave, refrigerator, and countertops. It is wise to set up a cleaning rotation between all tenants to ensure a clean apartment at check-out</li> <li>• Keep your walls in good condition: hang only one or two pictures per wall using the methods recommended above, do not place furniture directly against the walls</li> <li>• Do not install additional items such as shelves, hooks, over-the-door hooks</li> <li>• Vacuum regularly</li> <li>• Follow the instructions in your move-out letter to prepare your apartment for move-out. Be sure to coordinate your move-out preparation with your roommates, since common area issues are billed to all residents of the apartment</li> </ul>

**APARTMENT CONDITION SHEET**

At move-in, each resident will be given an Apartment Condition Sheet during receipt of keys. This sheet shall be completed and emailed to [LancerPropertyManagement@gmail.com](mailto:LancerPropertyManagement@gmail.com) immediately, and is designed for the protection of the resident. We encourage each tenant to take photos of any issue they discover during their inspection. If assistance is needed in completing the sheet, please contact management at (803)-336-3376. Failure to complete and return the Apartment Condition Sheet within five (5) business days after moving in will imply you have accepted the apartment as-is.

## EMERGENCY PREPAREDNESS

Although we hope emergencies will not happen, it is best to be prepared. Lancer Commons staff will do their best to help you, but you need to do your part as well. Follow the three steps below and you will be ready!

### ***CITY OF LANCASTER POLICE DEPARTMENT (LPD)***

The City of Lancaster Police Department (LPD) provides patrol and response services to the Lancer Commons community.

If an emergency arises, please contact the City of Lancaster Police at 803-283-1173 or dial 911.

### ***SAFETY TIPS***

Living near campus does not exempt you from possible threats to your personal safety. Thus, please use the following precautionary measures to minimize existing dangers and hazards in the environment.

### ***PERSONAL SAFETY PRECAUTIONS***

- Do not walk or bike alone after dark; walk with friends or in a group.
- Walk in well-lit and well-traveled areas.
- Constantly be aware of your surroundings.
- Be wary of persons you do not know, or appear to be acting strange.
- Report suspicious persons or activity to the police.
- Stay away from relatively isolated areas.
- Plan what you will do if confronted by a potential assailant (run, scream, fight, try to gain his/her confidence while waiting for safe escape opportunity).
- Have a cell phone readily available.
- Have a friend or family member know your whereabouts.

### ***APARTMENT SAFETY PRECAUTIONS***

- Keep your apartment door locked at all times, even if you or one of your roommates is home.
- Carry your keys with you at all times, and do not mark your keys with your unit number.
- Make sure doors close and latch behind you.
- Confront persons you do not know; if you cannot confront, report suspicious persons to the police.
- Report damaged or malfunctioning doors, locks, etc. to the Maintenance Team by submitting a work order.
- Report “salespeople” or “solicitors” to your management; they don’t belong in the building complex
- Escort your guests at all times.
- Do not prop doors open.
- Use your front windows to determine who is knocking at your door.
- Get to know your neighbors and watch out for one another. If you see or hear anything suspicious, or witness any illegal activity, notify the police immediately.



### **MAKE A KIT**

You should have a few emergency supplies stashed away in case of an emergency. Ideally, you should have two kits, one in your apartment and the other in your automobile. These kits should include: water & food (non-perishable), can-opener, first aid supplies, flashlight/batteries, battery-powered AM/FM radio, and medication or any other special item you cannot do without.

If you are evacuated to an emergency location, you should only bring one piece of baggage, so be sure that you have the following supplies accessible to be quickly packed at all times: clothing, pillow/blanket, towel & soap, toothbrush/toothpaste, shower shoes, medicine, flashlight, padlock, phone, snacks, something to do (books, games, etc.).

### **MAKE A PLAN**

If an emergency occurs, you want to know what your resources are, and have a plan ready. Keep the following issues in mind when drafting your personal emergency plan:

- If you had to evacuate campus for a few days, where would you go in the local area?
- Do you have an out-of-state contact to help you communicate with your family members? It may be easier to make a long-distance phone call than to call across town if local circuits are busy.
- Will Lancer Commons Management staff be able to contact you with updates about the situation? Make sure you keep your emergency contact information up-to-date with Lancer Property Management.

Be Informed...

### **FIRE PREVENTION**

- Only use power strips with a UL seal and that are not frayed or worn.
- Limit the number of appliances that are plugged in or in use at one time.
- Do not use or possess fireworks, lighted candles, flammable fuels, or space heaters.
- Do not use or possess torchiere halogen lamps or halogen bulbs.
- Do not smoke or allow others to smoke in your room or anywhere in the building. USC-L is tobacco free.
- Do not tamper with smoke detectors or other life safety equipment.
- Fire Extinguishers are located in each unit for your safety. Do not tamper with Fire Extinguishers other than extinguishing fires.

### **SMOKE DETECTORS**

Your unit and building hallways have been fitted with wired smoke detectors. Smoke detectors can be very sensitive while cooking, and precautions should be taken to prevent false alarms. In the event of a false alarm during cooking, refrain from opening the apartment door. Open all windows and turn-on any fans.

**Tenant** shall inspect the smoke detector monthly and is responsible for replacing batteries as needed. Landlord shall not be responsible for the malfunction of smoke detectors whether as a result of weak, defective, or inoperable battery or otherwise. Should **Tenant** fail to keep a charged

battery in the detector or permit the smoke detector to be damaged in any way Tenant shall be assessed the sum of \$25.00. **Tenant** shall also be responsible for care and maintenance of the fire extinguisher. The fire extinguisher will be charged when resident moves in and must remain charged during tenancy and upon vacating. If for some reason the fire extinguisher is discharged, Tenant must make arrangements with our maintenance manager to recharge it. The cost of recharging the extinguisher will be billed to all residents of the unit.

### **... ABOUT EMERGENCY READINESS**

You can find more information about emergency readiness at [www.ready.gov](http://www.ready.gov) or [www.fema.gov](http://www.fema.gov).

### **RENTER'S INSURANCE**

You are responsible for obtaining renter's insurance for your personal belongings and to protect yourself against any liability. You understand that the insurance in place for Lancer Commons does not provide coverage for your personal belongings, property damage or bodily injury. If you or your guests suffer a loss due to fire, flood, vandalism, theft, or other cause of loss, Lancer Commons' insurance will not cover these costs.

In general, renter's insurance is not expensive, and can provide substantial protection and peace of mind. You must obtain a renter's insurance policy with coverage for personal property and at least \$100,000 liability

Renter's insurance is easily available at a low cost. Most insurance providers offer policies with the following options:

- Replacement of your belongings or compensation for their actual value
- Additional living expenses
- Emergency housing compensation
- Personal liability coverage
- Medical payments to others

If your parents or guardians have a homeowner's insurance policy, they may be able to cover your belongings under their policy, but you should carefully weigh the advantages of an individual policy. Many policies do not cover a resident's liability when causing damage to the property/unit.

You can obtain Renter's Insurance through Lancer Property Management on the Resident Center for a reasonable monthly fee and can be added to your rental charges.

*On behalf of the staff and Management of Lancer Property Management, we want to thank you for choosing Lancer Commons to be your home while at USC Lancaster, and we hope you enjoy living here. Should you have any concerns during your residency at Lancer Commons, please call (803)-336-3376.*