



Resident Frequently Asked Questions

General Information

Where is your office located, and what are the office hours?

Our office is located at **215 Pendleton Road, Suite 40 in Clemson, South Carolina.**

We are open Monday through Friday from 9:00 AM to 5:00 PM. We periodically have showings during the day when the office may be closed temporarily. Weekend hours are by appointment only.

How may I contact the property management team?

You may reach us via phone at 864-722-2021 or email at info@orangerealest.com.

For after-hours emergencies, please call our **emergency hotline at 864-209-1009.**

What types of properties do you manage?

We manage a variety of properties, including apartments, single-family homes, and townhouses in the Upstate of South Carolina.

Are utilities included in rent?

No utilities (power/water) nor tv/internet are included/covered unless otherwise specified. Rent advertised is for rent of the property only. To find the utilities for your property, please see our [Utility Information](#). If your property does not have the utilities listed on this site, please contact us at info@orangerealest.com.

For Prospective Residents

What are the income and credit requirements?

Properties *advertised for \$1,000+ per month*

- Credit score of 650 or higher
- Steady employment or other acceptable source of regular income for 2+ years.
- Gross monthly income at least 3.5 times the monthly rental rate.
- Monthly payment debt-to-gross-income ratio no higher than 40%.
- Positive landlord references
- No evictions
- Cash available for at least security deposit and first month's rent

Properties *advertised for \$999 or less per month*

- Credit score of 600 or higher (if no credit but other criteria qualify, need 50% additional deposit)
- Steady employment or other acceptable source of regular income for 2+ years.
- Gross monthly income at least 3 times the monthly rental rate.
- Monthly payment Debt-to-gross-income ratio no higher than 45%.
- Positive landlord references
- No evictions
- Cash available for at least security deposit and first month's rent

****For Students****

Must be in good standing with their school and can use a [commitment letter and guarantor application](#) from parents as a means to meet income and job requirements if they cannot meet it on their own.

If a company or business plans to be the lessee on behalf of its staff or employees, the following requirements must be met:

Corporate Income and Credit Requirements:

- **Business Creditworthiness:** Minimum [Paydex score](#) of 75 or equivalent financial standing.
- **Business Stability:** Must have been in operation for at least **2 years** with verifiable financials including tax returns.
- **Revenue Requirements:** The company's **gross monthly revenue must be at least 10 times** the total monthly rental rate of the leased properties.
- **Debt-to-Income Ratio:** The company's **monthly debt obligations must not exceed 40%** of gross monthly revenue.
- **Rental History:** Positive references from previous corporate leases (if applicable).
- **No Evictions or Defaults:** No history of evictions or rental-related legal disputes.
- **Financial Commitment:** Must provide proof of available funds for at least **the security deposit and first month's rent** before lease execution.
- **Proof of Business Legitimacy:** The company must provide legal documentation proving it is a registered and active business (e.g., business license, tax ID, Articles of Incorporation).
- **Lease Agreement Responsibility:** The company is responsible for full lease adherence, property upkeep, and any damages beyond normal wear and tear.
- **Employee Documentation:** A list of employees residing in the property, along with employment verification, must be submitted. **No smoking permitted.**
- **Guarantor Requirement (if applicable):** If financial criteria are not fully met, the company must provide a **personal or corporate guarantor** or prepay for a portion of the lease term.

Who is your ideal resident?

An ideal resident is someone whom:

1. Pays rent & any bills on time.
Please pay your rent prior to or on the 1st of the month.
Late Fees & Evictions are not something neither of us want to experience.
Pay with your [Appfolio portal](#).
2. Takes great care of the property.
Please treat the property with respect and care. This helps you for our move-out inspection.
3. Communicates well with our team regarding any issues with the property.
Please do not hesitate to let us know of issues with the property through your [Appfolio portal](#).
We want any maintenance or repair issues resolved quickly.

May I review the lease agreement prior to applying?

Every lease is custom to the property but [this is our general lease template](#).

What is the application process?

1. **Schedule a Showing** (*showings are not required but are **strongly encouraged prior to application**.*)
Call us at **864-633-3167** to set-up a showing OR see our [Available Properties](#) to set-up a showing through our website portal. OPM offers showings after 5pm and on weekends by special request only. If you are unable to be present for a showing between 9am - 5pm Monday through Friday, please reach out to us. We will make it work for your schedule.
2. **Apply Online**
There is a \$50 fee per application that is **non-refundable** once payment is submitted. If there are multiple applications, the most qualified applicant will be selected for the property. We are an equal-opportunity housing provider.

****It is of utmost importance to begin AND complete your application in a timely manner.****

If another qualified party completes their application and wants to move forward with a lease before your application has been completed, we will have no choice.

Should your application be rejected for a particular property due to another more qualified applicant, our applications may be used across any properties managed by OPM for up to 90 days from the application date.

[Please see our Qualification Standards.](#)

Once qualified and selected...

3. Online Lease Agreement Sent Out for Signatures

Applicants will be notified of their selection and a lease agreement will be emailed for electronic signature. Once e-lease is received, all roommates have 72 hours to complete the signing.

4. Pay Security Deposit, Administration Fee, and First Month's Rent

The security deposit (the same dollar amount as one month's rent) will be due within 48 hours of signing the lease agreement. If the security deposit is not received within 48 hours, the property will be offered to the next qualified prospect. The security deposit does not act as the last month's rent. There is also a \$30 admin fee due with the security deposit.

If the time frame between lease agreement and move-in is less than 7 days, the security deposit, \$30 admin fee, and first month's rent must be paid by money order or certified check. Future payments would be allowed online through the resident portal.

5. Move In!

Do you accept Section 8?

We do accept Section 8 on a property-by-property basis. We manage some properties that do not accept Section 8.

Do you allow pets?

Yes and no. It depends on the property. IF the property allows pets, there will be a pet deposit AND a monthly pet fee. However, we have restrictions on certain breeds and sizes. A refundable pet security deposit of \$150 and a monthly pet rent of \$50 per pet apply.

What are your lease terms?

We offer 12 month leases unless the property is "off" the school calendar. In that case, a shorter lease term may be considered. . Shorter lease terms may also have higher monthly rates.

Is smoking allowed in your properties?

No. Smoking is not allowed inside any of our properties.

Are grills allowed?

It depends on the property. Some properties allow them. They are not allowed to be up against the property. They must be 15 feet away from any dwelling or structure.

Are fire pits allowed?

No fire pits or open flames are allowed.

May I apply without viewing the property?

You may apply, but we do not allow leases to be signed without viewing the property. Application fees are not refundable.

Are the properties furnished?

No. Our properties are not furnished unless prior arrangements have been made or are advertised accordingly.

For Current Residents

How do I pay my rent?

Rent may be paid online through our resident portal, by mail, or in person at our office. We do not accept cash payments.

When is rent due, and is there a grace period?

Rent is due on the 1st of each month. A grace period of 5 days is provided. Late fees will be charged starting on the 6th of the month. \$50 for being late and \$5.00 for each additional day until the day the rent is paid in full.

How do I submit a maintenance request?

Please report any maintenance or repairs needed within your [Appfolio portal](#). For emergency maintenance, such as water leaks or no heat, please call our emergency hotline.

What are the move-out procedures?

See our [Move-Out Guide](#) for more information.

The property must be cleaned, and all keys returned to the office. An inspection will be conducted, and any damages beyond normal wear and tear will be deducted from the security deposit.

May I make changes to my apartment or home?

Residents are not permitted to make significant alterations, such as painting or installing fixtures, without prior written consent from management.

Minor decorations are allowed but must be restored to the original condition upon move-out. Nail and screw holes from hanging any decorations will be repaired and charged to the tenant's security deposit as noted in the lease agreement.

May I break my lease?

Yes *with firm contingencies*.

- A lease break fee is equal to one month's rent. If rent is \$1,000/month, the lease break fee will be \$1,000.
- The outgoing resident is required to pay rent up until the day the incoming resident picks up rent. No hiccup or break in rent payment is allowed in a lease break.
- Incoming residents must be qualified through our [application process](#).
- A subleasing fee is \$250 per resident if the resident provides a qualified sublessor.
 - Subletting is not permitted without prior written approval from management. Unauthorized subletting may result in lease termination.
- We require up to two weeks for the property turnover period depending on the move-out conditions. The turnover period is the time between move-out of the current resident and move-in of the new prospective resident. This means that the outgoing resident most likely will be required to pay rent during this period of time.
- A [Lease Termination Document](#) must be signed before we move forward with any lease break.

Community Policies

What are the rules or regulations for the community?

Here are some of the [Rules, Regulations, and HOA information](#) for a variety of the properties we manage.

What are the quiet hours?

Quiet hours are from 10:00 PM to 7:00 AM daily. Please be considerate of your neighbors at all times.

Do I need a parking pass or where do I park?

Each property has different parking requirements and restrictions. Your lease will detail if your residence requires a parking permit or not. No unregistered vehicles are allowed.

Additional Questions

What should I do if I lose my keys?

If you lose your residence keys, contact our office at into@orangerealest.com. There is a \$25 fee for replacement keys during office hours.

If you lose your mailbox key, please contact the local post office and they will replace your mailbox lock & key for a fee.

What if I get locked out?

During office hours, you may check out a key. It must be returned within 24 hours or there will be a \$25 replacement fee added to your ledger.

For after-hours lockouts, a locksmith fee of \$75 will apply.

How do I handle disputes with neighbors?

We encourage residents to communicate directly with neighbors to resolve minor disputes. If the issue persists, contact our office for assistance. If it involves any criminal activity, please report those incidents directly to local authorities.

What is the policy on package deliveries?

Packages can be delivered to your unit. Please retrieve packages promptly. OPM is not responsible for any packages you may or may not receive.

If you have additional questions, do not hesitate to reach out to our team. We are here to make your living experience as comfortable as possible!