



S O U T H E A S T E R N
M A N A G E M E N T G R O U P

Frequently Asked Questions

1. What is your application process?

All apartments are rented on a first come first serve basis. If you are interested in leasing one of our apartments, you must complete the lease application in its entirety and turn it in with the **complete** security deposit. At that time your name will be on the top of the list for the apartment. We will check your references and call you to update you on the status of your application.

2. Where do I send my rent?

Southeastern Management Group
Post Office Box 947
Columbia, SC 29202-0947

Be sure to write your tenant id on the check. If you need replacement payment coupons, please contact your Property Manager.

3. What do I do if I have a maintenance request?

Send all maintenance requests to maintenance@semgsc.com. A property Manager will confirm receipt of your maintenance request within one business day. Please note that HVAC filters, light bulbs and batteries are not furnished by your landlord.

4. Where can I obtain parking?

If you are eligible for a Residential Parking Permit, you should contact the Revenue Collection Parking Division at 180 Lockwood Blvd. (843)724-7375. If you are not eligible and need to look for private parking, you can contact Republic Parking at www.republicparking.com to check availability in one of the many parking garages in the area. You also can visit <http://parkingservices.cofc.edu/parking/alternative-parking.php> for additional parking alternatives.

5. What do I do if I have an after hours emergency?

In case of an emergency (i.e. fire, flood, life/death situation) please dial 911 immediately. In case of a plumbing emergency after hours (i.e. a pipe exploding in the building causing flooding in your apartment or in the building) please call (843)577-8595. You will be directed to a pager where you can reach the on-call Property Manager for assistance. Please take note that HVAC problems will not be handled after hours. You should call our office during the next scheduled business day to request service.

6. How quickly will my security deposit be ready, and can I pick up the check at your office?

Your deposit will be processed within 30 days of the termination of your lease. The refund **must be mailed** to the address that you provide during your move-out inspection.