



US Open Owners HANDBOOK

Sandhills Rentals, LLC

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Phone: (910) 684-5050

www.SandhillsVacationRentals.com



National Association of Residential Property Managers

Please keep this document in a safe place for future reference.



Welcome to Sandhills Rentals, LLC

Staff Contact Information:
Office Hours: 8:30 AM – 5:30 PM
Monday – Friday



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Hello Property Owners!

Thank you for allowing Sandhills Rentals, LLC to manage your property during the 2024 US Open event! As your new US Open property management team, we would like to welcome you and thank you for choosing to work with us. Our Mission is to manage the properties entrusted to our care in a manner that will maintain and enhance the value of those properties. This Owner's Handbook will go over what is expected of you in preparing your home for the tenants as well as other important Owner information.

Linens

Please plan to provide two (2) sets of sheets and pillowcases per bed. One set should be on the bed upon the guest's arrival. We also ask that you provide two (2) sets of towels, hand towels and wash clothes per person.

Personal Items

Please remove all personal items prior to the pre-inspection. Personal items include any items of monetary or sentimental value. Personal items can be stored in a locked closet, attic, basement, garage, or off-site storage facility.

Owner Cleaning

Your home should be thoroughly cleaned either by the owner or by a professional cleaning company prior to the tenant's arrival and preferably before the pre-inspection.

Picture Frames

Please put away any personal family pictures that are in frames throughout the home. If you have personal art on the refrigerator, please remove this as well. Pictures that are on the wall do not need to be removed.

Pets

Please remove all pets from the property throughout the rental period. Please store all of your pet's belongings with your personal storage. In addition, please ensure the yard is clear of any pet waste. Please note on the onboarding questionnaire if you have pets as some tenants will be allergic to certain animals.

Keys

Owners are required to give Sandhills Rentals three sets of keys. One set will be held at our office during the event in case of emergencies. The other two sets will remain in a secured lockbox at the rental property. We will be providing owners with a lockbox during the initial property inspections. Tenants will be given a code, provided by Sandhills Rentals, to use during their stay to retrieve and store keys. Housekeeping will also have access to the lockbox



code to perform daily and departure cleaning. Please do not send keys to our office. Sandhills Rentals will collect all keys during the initial inspection.

Neighbors

Please inform your neighbors that your home is rented so they will not be alarmed when they see strangers entering your home during the Event.

Maintenance & Repairs

Sandhills Rentals has the right to make any necessary repairs to maintain or preserve the property during the tenant's stay. If the repair amount is over \$500.00, Sandhills Rentals will not authorize this charge without Owner approval. If you have contracts with service providers, please list them on the Owner Questionnaire below. Please note services required during the Open will be deducted from the final Owner's proceeds. If the tenant is responsible for the necessary repair, this fee will be deducted from their security deposit.

Security Deposits

Each tenant is required to pay a **refundable** 10% security deposit to Sandhills Rentals on top of the agreed upon rental amount. Please note normal wear and tear is the owner's responsibility. Should the tenant cause damage or a loss that exceeds the security deposit amount, they will be responsible for the damages. Sandhills Rentals will assist in collection of all fees associated with tenant damages. Security deposits will be held for up to 30 days from the tenant's departure. If you note any damages not seen during the final walkthrough, please report to Sandhills Rentals within 14 days.

Pre-Inspection

Homeowners are responsible for making sure the home is ready for tenant's arrival. Sandhills Rentals will be contacting Owners prior to the US Open to schedule a pre-inspection. During this inspection we will be using the **US Open Owner Checklist** and **Owner Onboarding Questionnaire** to ensure that your home is ready for occupancy. We will start the pre-inspection the first week of June 2024. We will do our best to work around your schedule as we realize some Owners will not be leaving until the start of the tournament. If this is a second home, please let us know so we can schedule your inspection first. Below you will find the **US Open Owner Checklist** we will be utilizing during the inspection.

Final Inspection

Sandhills Rentals will complete a final inspection once the tenant's lease period is over. During this inspection, Sandhills Rentals will look to ensure the property is returned to the owners in the original condition. If there are damages or losses discovered during this walkthrough, the owner will be notified immediately. Sandhills Rentals will also contact the tenant directly regarding any issues.



On-Boarding Questionnaire – Schedule A

Please complete the attached **On-Boarding Questionnaire** and return to Sandhills Rentals via email ASAP. The purpose of the questionnaire is to provide as much information as possible to both the tenant and to Sandhills Rentals about your home! If you wish to provide additional details, please make sure to include an added detailed write-up description of the property. If you have multiple properties, please complete one questionnaire for each property.

Owner Payouts

All owner proceeds will be distributed on or before July 10th, 2024.

Example: Rental Amount = \$10,000.00
 Management Fee 17% = \$1700.00
 Owner Payment = \$8,300.00

W9

While Internal Revenue Service does not charge tax on rentals for less than 14 nights per year, Sandhills Rentals is required to provide a 1099 to each homeowner. Sandhills Rentals will provide a 1099 to all Owners in 2025 for monies paid out during 2024. Please send this back to our office with the **On-Boarding Questionnaire**.

Submitting Information

The **On-Boarding Questionnaire (schedule A)** and **W9** can be submitted using the address below:

Rentals@SandhillsRentals.com

Thank you for reviewing our handbook. We look forward to working with you and providing your US Open tenants with the best experience possible! If you have any questions, please contact our office at 910-684-5050.



US Open Owner Checklist Before Vacating:

Exterior

- Make sure lawn is mowed and landscaping is attended to.
- Confirm that there are no broken doors or windows.
- Have HVAC system serviced to ensure it is working properly prior to departure.
- Check the irrigation system if applicable.
- Check all decks for loose boards, railings, and stairs.
- Please pressure wash home if needed.
- Make sure the garage is locked if using for personal storage. If you are allowing tenants to use, please make sure garage door openers work and are accessible.
- For gas grills, please leave a full propane tank installed along with a spare tank for tenant use.
- For charcoal grills, please leave 1 bag of charcoal for tenant use during stay.
- For fire pits please leave a supply of wood for tenant use.
- Pools and hot tubs should be serviced and cleaned prior to tenant's arrival.
- Confirm all exterior light bulbs are operational. Replace if any are burnt out.
- Please note that tenants will not be responsible for watering plants (indoor or outdoor).
- Make sure all driveways and walkways are clear of pine needles, pinecones, sticks, etc.

Kitchen

- Empty refrigerator and freezers of all personal items. If you wish to leave spices, cooking spray, disposable plates, etc. you may do so.
- Please leave 1-2 shelves clear for tenant's use. Please note anything you leave may be used by the tenants during their stay.
- Confirm that all appliances are clean and working.
- Leave dishes, cutlery, dish towels, pots, pans, grilling items and small kitchen appliances accessible for tenant use.
- Leave paper towels, dish detergent, and trash bags available for tenant use.
- If you have a gas cooktop please make sure there is enough gas for the tenant's use during their stay.

Bathrooms

- Clean toilets, sinks, mirrors, showers and tubs.
- Ensure there are no leaky faucets and toilets.
- Confirm that all shower liners are clean and free of mildew.
- Leave 1 roll of toilet paper per bathroom for starters.
- Remove all personal products and medicine from bathroom cabinets. Hair dryers may be left for tenant use.
- Drains are clear to avoid any plumbing issues



Bedrooms

- Ensure all dresser drawers are clear of personal belongings.
- Closets should be cleaned out completely or at a minimum leave half the closet clear for tenant's use.
- Provide a minimum of 2 sets of sheets, pillow covers per bed. You are responsible for providing a comforter or quilt. If you wish to provide additional blankets, that is your choice.
- Make beds with linens prior to departure. If you are not local, we can arrange for housekeeping to prepare your home for an additional fee.

Misc. Interior

- Ensure smoke and carbon monoxide detectors are working.
- Ensure all battery-operated clocks and remote controls are working.
- Replace furnace filters.
- Remove and store any personal and valuable items that may be at risk of damage during the rental period.
- Replace any burnt out light bulbs in ceiling fans, lamps, etc.
- Empty all trash.
- Empty all medicine cabinets. There should be no drugs (prescription or non-prescription) left in the home during the Open.
- Alcohol should be stored with Owner's secured property during the event. Please note that any alcohol accessible to tenant's, may be consumed during the Open.
- Contact the postal service to request a hold on all personal mail and packages during the tenant's stay.
- Please unplug and remove all home phones and answering machines during the event to avoid long-distance and other charges that may be incurred during tenant's stay.
- remove and/or disconnect any in-home cameras
- Include a minimum of 1 fire extinguisher.9334