

# THE SPACE CO.

## *Celebrating 39 Years of Service*

## HOW TO REPORT A MAINTENANCE ISSUE

### *Keeping Your Rental Home in Top Shape - The Space Company*

At The Space Company, we're here to make sure your home stays safe, comfortable, and well maintained. Knowing how and when to report maintenance issues ensures we can respond quickly and appropriately.

#### THE BEST WAY TO REPORT MAINTENANCE

The fastest and most effective way to log any maintenance request is through our Tenant Maintenance Portal.

- ✓ Available 24/7
  - ✓ Easy photo uploads
  - ✓ Track the status of your request
- Resident Portal** or Log In via our website

You can also email us at [info@thespacecompany.com](mailto:info@thespacecompany.com) for non-urgent matters.

#### WHAT TO INCLUDE IN YOUR REQUEST

Providing clear information helps us action the issue faster:

- A brief but detailed description of the issue
- When it started
- Where it's located (e.g. kitchen sink, bathroom light)
- Any photos or short videos
- Your availability for trades to attend

### URGENT VS ROUTINE: HOW TO PRIORITISE YOUR MAINTENANCE REQUEST

Not sure whether to log it or call it in? Here's a quick guide:

#### ● Urgent or Emergency (Call us directly)

These issues should be reported immediately via phone:

- No electricity, hot water, or running water
- Gas leaks or smell of gas
- Electrical faults or sparks
- Severe leaks or flooding
- Broken locks or doors compromising security
- Fire or smoke alarm faults
- ☎ Call: 843.577.2676 ext 207

#### ● Non-Urgent / Routine (Log through the portal)

These can be submitted at any time through the portal:

- Leaky taps or toilets
- Appliance not working properly (e.g. oven, rangehood)
- Broken flyscreens
- Cracked tiles, marks on walls, or cosmetic repairs
- Slow-draining sinks

*Even if it seems small, don't hesitate to report it—routine issues can escalate if left unattended.*

Thinking About  
Buying a Home?



Contact Renata Smalls for a friendly, no-pressure chat:  
843-864-3990 | [smallsrenata@gmail.com](mailto:smallsrenata@gmail.com)

While you're renting now, you might be thinking about the future—and that next step could be owning your own home. Whether you're just curious or ready to explore options, we're here to help you prepare.

Our team can guide you through:

- What you need to get started
- Understanding your borrowing power
- What to expect in today's market
- Rent-to-buy transition tips

You don't have to figure it all out alone—Renata's here to help when you're ready.

## 2025 May EVENTS

### • ARTWALK, MAY 2, 2025

Monthly first Friday art walks in downtown Charleston galleries.

### • PARTY AT THE POINT: THE RECKONING, MAY 2, 2025

Family-friendly summer concert series at Charleston Harbor Resort & Marina.

### • GARDEN TOUR, MAY 3, 2025

Annual tour of the St Paul's Garden Club, visiting selected private gardens in Meggett, Ravenel, Hollywood and Yonges Island, plus plant sale and lunch

### • DRAGON BOAT CHARLESTON, MAY 3, 2025

Annual dragon boat races on the Ashley River to benefit local people who have had cancer.

### • ATOMACON, MAY 3-4, 2025

Annual sci-fi, fantasy and paranormal culture convention and film festival at Trident Technical College, North Charleston.

### • CHARLESTON GREEK FESTIVAL, MAY 9-11, 2025

Big annual festival of Greek food and culture, with authentic Greek foods and wines, live music and dancing, vendors and more.

### • PARTY AT THE POINT: FOLLY PIRATES OVER 40, MAY 16, 2025

Family-friendly summer concert series at Charleston Harbor Resort & Marina.



## REFER & EARN!

Refer a tenant to The Space Company!  
If they get approved for a lease, we'll reward you with a **\$150 Visa gift card** as a thank-you!

**CALL US AT 843-577-2676  
WITH YOUR REFERRAL OR  
SEND THEM OUR WAY  
VIA EMAIL AT  
[INFO@THESPACECOMPANY.COM](mailto:INFO@THESPACECOMPANY.COM)**

### • CHARLESTON FARMERS MARKET, SATURDAYS APRIL THROUGH NOVEMBER 2025

Very popular weekly farmers market in Marion Square, with produce, prepared foods and other goods from local vendors, arts and crafts, and live performances.

### • CHARLESTON RIVERDOGS: RUN CHARLIE RUN 5K, MAY 18 2025

Annual 5K race at Joseph P Riley Jr Park.

### • PARTY AT THE POINT: SOL DRIVEN TRAIN, MAY 30 2025

Family-friendly summer concert series at Charleston Harbor Resort & Marina.

### • REGGAE NIGHTS SUMMER CONCERTS, MAY 30, 2025

Outdoor summer concert series in James Island County Park.

*For more May 2025 events, [click here](#)*

OFFICE: (843) 577-2676

Maintenance: ext 207  
Rent and payments: ext 205  
[info@thespacecompany.com](mailto:info@thespacecompany.com)

THE SPACE CO.

[WWW.THESPACECOMPANY.COM](http://WWW.THESPACECOMPANY.COM)

3110 North Carolina Avenue  
Charleston, SC 29403