



404 Powers Ferry Road, Marietta, GA 30067  
770-575-4697 (Office) / 404-259-9149 9Cell)

# Tenant Handbook

Atlanta Area Property and Management, Inc (AAPM) has been hired by the owner to manage their property. As a condition of your lease, your first and only contact will be with us for any assistance you may require concerning the property.

## General Office Information

**Mailing Address:** 404 Powers Ferry Rd, Marietta, GA 30067  
**Office Phone:** 770-575-4697  
**Email Address:** [Info@AtlantaAreaPM.com](mailto:Info@AtlantaAreaPM.com)  
**After-hours Phone:** 404-259-9149  
**Office Hours:** 9:00a to 5:00p Monday through Friday  
**Tenant Portal:** [www.AtlantaAreaPropertyManagement.com](http://www.AtlantaAreaPropertyManagement.com)

## Welcome letter and Lease Signing

Prior to move in, you received a welcome letter with details regarding payments and utilities. Your initial payments should have been made in accordance with the letter and at the move-in, you were required to bring the remaining funds. In addition, you should have started your utilities but if you have not, you will be without service as we terminate all utilities effective on your lease start date.

## Move-In

*Move-in Inspection:* We have made every effort to have your home in clean good condition for your arrival. Please note that newly remodeled homes will not be as ready as you might think – there is always something that needs to be addressed. In addition, every person's standard of "clean" is different and this property has been professionally cleaned.

You will have the opportunity to perform a walk-through documenting any damage in the property. We have more recently move to an inspection app on our cell phone that allows you to record photos and comments by room. If this is not available, you will be given a paper form.

Our move-in's are performed Monday through Friday between 10a and 3p. Unless your actual lease start date is on the weekend, any move-in's performed outside of our posted hours will require an additional charge of \$100.

At the move-in, a member of our staff will meet you at the property and assist you with the inspection. Once complete, you will sign the inspection report and a copy will be made available on your portal.

The Move-In inspection is for your protection. You should list any pre-existing damage or deficiency you observe in the property. This signed document will be used when we conduct the move-out inspection when you terminate the lease and vacate the property. Its purpose is for you to document any and all damage to the property that you do not want to be financially responsible for at move-out. It is therefore in your best interest to see that the form is carefully completed. If using a paper form, you are welcome to provide photos or other documentation and email them to us to record.

## **Rental Payments**

Your rent is due on the first day of each month and is late if received on the 2<sup>nd</sup> or later. If we receive your rent on the 2<sup>nd</sup> day of the month, you must include your late fee as outlined in your lease. Rent is considered paid when we receive it, not when you mail it or when your bank authorizes payment.

*Late Rent:* It is in your best interest to notify us if your rent will be late. We do not waive late charges so make sure you include the full amount when your rent is paid or your rent will continue to be considered late. One of our staff members will discuss with you the reason the rent is late and when we can expect payment from you.

Regardless of the payment arrangements made, on the 2<sup>nd</sup> day of the month if your rent has not been received, you will be sent a demand letter. This letter notifies you that we have not received your rent and notice is being given that we will begin dispossession action on the 5<sup>th</sup>.

If you agreed to pay your rent after the 5<sup>th</sup> day of the month, you will still receive the demand notice but we will hold filing the dispossession warrant until after your agreed-upon payment date. If we do not receive your payment on the agreed-to date, we will immediately file a dispossession warrant with the County Magistrate Court. Fees as outlined in your lease will apply. The county Marshall will serve the dispossession warrant at your property but if you are not present, the Marshall will attach the warrant to your door and a copy will be mailed to you. The date for appearance in court will be included.

We do not take pleasure in evicting anyone from their property, however; it is our duty to the owner to protect their property and their investment.

## **Tenant Benefit Package**

This applies only if you are participating in the Tenant Benefit Package. Only Section 8 Housing tenants are exempt. As our tenant, you are automatically enrolled when you sign our lease. You may not opt out and features include:

- Quarterly furnace filter delivery.
- After Hours Phone Number
- Online Portal.
- Multiple Payment Options.
- Payment History Reporting.
- Renters Insurance.

## **Maintenance**

When you move into your property, take the time to locate or know where the following may be found. If we fail to show you, it is your responsibility to ask our staff.

- Main circuit breaker box
- GFCI outlets
- Electric and/or gas meters and write down the meter numbers
- Main water shut off valve and how to access
- Method of cleaning the oven

## **Tenant Maintenance Responsibilities**

It is your responsibility to report problems immediately. A request on your portal is the preferable method but you may leave a message on the after hours number. The owner is responsible for maintaining the residence in compliance with the county housing codes but there are items that are your responsibility. Please refer to your lease concerning these items:

- Smoke alarm and CO battery replacement and regular testing
- AC filter replacement
- Light bulb replacement with correct wattage and light bulb style
- Professional carpet cleaning and spot removal
- Reporting all repair issues promptly
- Pest and rodent control
- Landscape maintenance, weed control, and cleanup
- Landscape watering—unless restricted by local or state ordinances
- Reporting malfunctioning systems
- Properly disposal of all garbage and waste
- Proper disposal of toxic waste
- Clean up of the fireplace and proper disposal of the ashes

*Plumbing problems:* The only items safe to put down the drains of the property are human waste and toilet paper. Everything else is prohibited. If our plumber retrieves anything other than the allowed waste in the plumbing, you will be responsible for the cost of the full amount.

We are responsible to repair the plumbing systems when they wear out or break in the course of normal use, such as tank valves and faucet rubber gaskets. If the plumber determines that you have been negligent, you will be responsible for the cost of the repair. The resulting plumbing bill will be paid by you as additional rent with your next rent payment.

*Garbage Disposals:* Please be careful with your garbage disposal if you have one. You will be charged if we unblocking a garbage disposal and find any of the following: bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, "twister" seals, screws, nails, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, eating utensils, rubber bands, string, popcorn kernels, coffee grounds, glass, fruit pits, washcloths, sponges or any other item that causes blockages. If you can't chew it, don't put it in the garbage disposal.

## **Reporting/Requesting Maintenance**

Before calling, determine if the issue is an emergency.

*Emergencies:* An emergency is a life-threatening situation such as fire, flood and/or uncontrollable water, electrical problem, gas leaks, etc.

- Emergencies that cause immediate danger or a life-threatening situation, call 911 then call us
- Emergencies involving gas or electric, first call that utility company, second call 911 if necessary, and then call us
- Call us if there is a situation that cause flooding, backed up plumbing, tree damage

An emergency is not a malfunctioning heater, air conditioner, dishwasher, etc, but we do treat these issues as important and will schedule a repair person as soon as possible.

*Non-Emergency Repairs:* We prefer maintenance requests to be made in writing. It ensures that we receive the details of your repair. Access to work orders is available online at your portal at [www.AtlantaAreaPropertyManagement.com](http://www.AtlantaAreaPropertyManagement.com) under the Tenant menu item. You may also leave a voice message but please leave details and don't forget your name and address. Please speak clearly.

We never enter your home without an appointment. You or someone over 18 must be available. If you don't hear from us within 48 hours, please call our office.

## **Preventative Cleaning Tips**

- Do not allow grease to build up in kitchen
- Avoid mildew by venting rooms and bathrooms properly
- Clean bathroom tile and other surfaces regularly with bleach
- Mop tile, wood and vinyl regularly with hot water
- Vacuum all flooring regularly
- Always pick up debris and pet feces
- Dust baseboards, blinds and other surfaces frequently

## **Safety Tips**

- Unplug kitchen appliances when not in use
- Never leave a stove or oven unattended
- Do not leave running water unattended
- Do not operate electrical appliances while standing or sitting in water
- Do not use dryers, curling irons, TVs, radios, or other appliances near water
- Use child protector plugs and cabinet catches
- Do not overload extension cords
- Test smoke alarms regularly and replace batteries annually
- Keep a portable fire extinguisher in the kitchen and garage
- Use precaution with BBQs and grills and always attended
- Properly dispose of BBQ ashes
- Do not store firewood against the wall of the home
- Use precaution with firewood ashes
- Do not build roaring fires in the fireplace

## **When Away for Extended Periods**

If you leave your home for an extended period of time, make sure you have a family member or friend check the interior to be sure there are no leaks or damage. Contact us and leave emergency contact names and numbers just in case we need to contact someone.

Before leaving, unplug appliances, lower thermostats in the winter and do not turn the heat off, raise thermostats in the summer but do not turn the A/C off, you can turn off the water main, and make sure all windows and doors are locked. If you have an alarm

system, make sure someone is available in the event it goes off or there is an actual break-in. Last, make sure you have accommodations for your pets – never leave them alone in the home.

## **Move-Out**

**Giving Notice to Vacate:** Your lease requires a 30-day written notice to vacate in either email form or a letter – no text messages or phone calls will be considered notice under any circumstances. Once we receive your notice, we will initiate the showing process. Your lease requires you to allow showings and you must maintain the home in show condition. We understand that you may be boxing your personal belongings but please keep them neat.

*Property Showings During Notice Period:* We will be scheduling showings during your notice period. We will provide 24 hours notice and expect the home to be in a clean and neat condition. We will install a lockbox placed on the door and only a licensed agent will show your home. Do not permit anyone who does not have an appointment inside your home. Refer them to our office.

*Move-Out Inspection:* When you are near your termination date, contact us to schedule a move-out inspection. Check your lease or move-in document for a comprehensive list of activities required to get the maximum security deposit refund. We will only perform move-out inspection once the property is completely vacant. If you are not ready by the termination date, you will be charged daily rent.

Move out's are performed weekdays between 10a and 4p. You do not have to be there. Also, remember to supply a forwarding address and telephone number for your security refund.

*Turning in Keys:* You may leave the keys in the property when you move out. Also make sure you leave garage remotes, HOA cards, fobs, and keys, and any other accesses or you will be charged for the replacements.

## **Your security deposit refund**

When you follow the move-out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. We will write up a reconciliation and remit within 30 days. We want you to get as much of your security deposit as possible so make sure you leave the home in the same or better condition that you received it.

*Security deposit refunds in Georgia Landlord/Tenant law:* We comply with Georgia Landlord/Tenant Law in determining whether to withhold or refund tenant security deposits. Below is a summary of requirements for refunding security deposits under Georgia Law.

- The Security Deposit shall be returned to Tenant by Landlord within 30 days after the termination of the Lease or the surrender of Premises by Tenant, whichever occurs last (hereinafter "Due Date").
- Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Property caused by the negligence, carelessness, accident or abuse of Tenant, Tenant's household or their invitees, licensees and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if Premises is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid fees and charges.
- Landlord shall provide Tenant with a statement listing the exact reasons for the retention of the Security Deposit or for any deductions there from. If the reason for the retention is based upon damage to Premises, such damages shall be specifically listed in the statement. The statement shall be prepared within three business days after the termination of occupancy. If Tenant terminates occupancy without notifying the Landlord, Landlord may make a final inspection within a reasonable time after discovering the termination of occupancy. Tenant shall have the right to inspect Premises within five business days after the termination of occupancy in order to ascertain the accuracy of the Move-Out Statement. If Tenant agrees with the Move-Out Statement, Tenant shall sign the same. If Tenant refuses to sign the Move-Out Statement, Tenant shall specify in writing, the items on the Move-Out Statement with which Tenant disagrees within 3 (three) business days.
- For all purposes herein, a business day shall not include Saturday, Sunday or federal and state holidays.
- Landlord shall deliver the Move-Out Statement, along with balance, if any, of the Security Deposit, before the Due Date. The Move-Out Statement shall either be delivered personally to Tenant or mailed to the last known address of Tenant via first class mail. If the letter containing the payment is returned to Landlord undelivered and if Landlord is unable to locate Tenant after a reasonable effort, the payment shall become the property of Landlord 90 days after the date the payment was mailed.

Our goal is that your time as a Tenant with us is an experience that will meet or surpass your expectations. We hope that this Tenant Handbook is informative and useful during your tenancy. Should you have any questions or need our assistance at any time that you will contact our office.

**Welcome To Your New Home!**