

**WELCOME TO
YOUR
NEW HOME!**



**TENANT
HANDBOOK**

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1. WELCOME

Welcome to your new home! This handbook outlines important policies and expectations to help ensure a smooth and successful tenancy.

Koja Property Solutions, LLC will enforce and administer your lease in accordance with its terms and all applicable Georgia laws.

Disclaimer:

Some responsibilities outlined in this handbook may or may not apply to your specific tenancy. Please refer to your lease agreement for terms that are specific to your rental.

2. RENT PAYMENTS

- Rent is due on the 1st of each month and is considered late after the 5th, unless otherwise stated in your lease.
- A late fee will be applied per your lease agreement.
- Rent must be paid through approved payment methods only.
- Rent may not be withheld for any reason, including maintenance issues.

3. COMMUNICATION

- All communication should be directed through the Tenant Portal or management office.
- For urgent matters, please contact the office directly.
- Timely communication helps us address concerns efficiently.

4. MAINTENANCE & REPAIRS

- All maintenance requests must be submitted through the Tenant Portal.
- Tenants are responsible for reporting issues promptly to prevent further damage.
- Emergency issues (such as active leaks, no heat, etc.) should be reported immediately.

Tenant Responsibilities:

- Change air filters every 90 days
- Maintain cleanliness of the property
- Perform minor upkeep (light bulbs, batteries, etc.)

5. RENTER'S INSURANCE

- Tenants are required to maintain active renter's insurance at all times during the lease term.
- Proof of coverage may be requested at any time.

6. PROPERTY CARE

- Tenants are responsible for:
- Keeping the property clean and sanitary
- Proper disposal of trash
- Maintaining yard areas if required by lease
- Preventing damage to walls, flooring, and fixtures

7. GUESTS & OCCUPANCY

- Only approved occupants may reside in the property.
- Long-term guests must be approved by management.

8. NOISE & CONDUCT

- Please be respectful of neighbors
- Follow all local noise ordinances
- Illegal activity is strictly prohibited
- Quiet hours are from 9 pm - 7 am

9. PROPERTY INSPECTIONS

- Periodic inspections of the property may be conducted with at least twenty-four (24) hours' notice, except in emergencies.
- Inspections may be performed by:
 - Koja Property Solutions staff
 - Authorized vendors
 - Approved virtual/self-inspection platforms
- Photos and/or video may be taken for documentation purposes. No personal or confidential information will be disclosed.
- Koja Property Solutions will determine the appropriate inspection method and provide proper notice in accordance with Georgia law.

10. INSPECTION METHODS

- Resident Inspect: Virtual inspections conducted through live video
- RentCheck: Self-guided inspections completed by the tenant
- In-Person Inspection: Conducted by a Koja Property Solutions representative.

11. ALTERATIONS

- No alterations or modifications may be made without written approval.
- This includes painting, fixtures, or installations.

12. LEASE COMPLIANCE

- Failure to comply with lease terms may result in:
 - Additional fees
 - Lease violations
 - Termination or eviction proceedings

13. MOVE-OUT EXPECTATIONS

- Provide proper notice as outlined in your lease
- Return the property in clean and good condition
- Return all keys and access devices

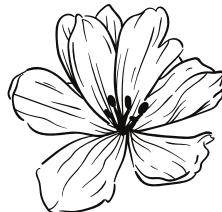
14. OUR COMMITMENT

Koja Property Solutions is committed to maintaining your home and providing professional, consistent service. We appreciate your cooperation in helping us maintain a safe and well-kept property.

15. FUTURE HOMEOWNERSHIP OPPORTUNITIES

If you are ever interested in purchasing a home, our team would be happy to assist you. Koja Property Solutions offers real estate services to help guide you through the home buying process when you're ready.

THANK YOU



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