



# WELCOME TO YOUR NEW HOME!

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## Tenant Information Guide

### 1. Welcome

- Welcome to your new home! This information guide outlines important policies, procedures, and expectations to help ensure a smooth and successful tenancy.
- Kojas Property Solutions, LLC will enforce and administer your lease in accordance with its terms and all applicable Georgia laws.

**Disclaimer:** Policies outlined in this handbook may not apply to every tenancy. Please refer to your lease agreement for property-specific terms and all legally binding obligations.

### 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.
- Late fees will be assessed according to your lease agreement.
- Rent must be paid through approved payment methods only.
- Rent may not be withheld for maintenance issues or disputes.

### 3. Communication

- Tenants may communicate with the management office by phone, text, or email.
- For added convenience, tenants may also schedule appointments directly with management through our Tenant Appointment Calendar:  
[www.calendly.com/hello-kojapropertysolutions](http://www.calendly.com/hello-kojapropertysolutions)
- Emergency matters should be reported immediately using the appropriate contact method.
- Timely and professional communication helps us address concerns efficiently and provide better service.



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## Tenant Information Guide

### 4. Maintenance & Repairs

- All maintenance requests should be submitted through the Tenant Portal.
- Emergency issues involving immediate threats to health, safety, or property should be reported immediately.
- Non-emergency issues are minor concerns are managed during normal business hours.
- Tenants should first contact the utility provider to confirm whether outages are community-wide before submitting related work orders.

#### After-Hours Emergency Procedures

If you are experiencing an emergency, please follow the steps below:

1. **Call 911 first** if the situation involves immediate danger (fire, gas leak, medical emergency, etc.).
2. **Submit a Work Order** through your tenant portal with details of the issue.
3. **Text our office at 678-981-8300** to notify us of the emergency.
4. If you do not receive a response within **15 minutes**, please call our **after-hours emergency line on 678-310-3181**.

#### A. Emergency Maintenance

- True emergencies require immediate escalation.
- Emergencies includes any condition that creates an immediate threat to health, safety, or property.

#### Examples include:

- No heat during cold weather
- No air conditioning during extreme heat
- Gas leaks or gas odor (Call 911 first)



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---

## Tenant Information Guide

- Electrical hazards or power loss affecting safety
  - Tenant should contact the power company first to determine whether the outage is community wide
- Active water leaks or flooding
- Sewage backups
- Fire, smoke, or carbon monoxide alarm activation
- Broken exterior doors/windows affecting safety

### **B. Non-Emergency Maintenance**

- Non-Emergency issues do not require immediate attention.
- Non-emergency issues are minor repair concerns that can be addressed during normal business hours.

### **Examples include:**

- Appliances not working
- Slow drains or running toilets
- Clogged toilet (when the home has multiple toilets and only one is affected)
- HVAC running but not cooling efficiently
- Cosmetic concerns (paint touch-ups, loose fixture, ceiling fan not working etc.)

## **5. Tenant Responsibilities**

- Replace air filters as required by lease terms.
- Maintain cleanliness and sanitary conditions.
- Report maintenance issues promptly to prevent further damage.
- Perform minor upkeep such as replacing light bulbs and batteries unless otherwise stated.



# WELCOME TO YOUR NEW HOME!

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## Tenant Information Guide

### 6. Renter's Insurance

- Active renter's insurance is required throughout the lease term unless otherwise stated.
- Proof of coverage may be requested at any time.

### 7. Utilities & Account Setup

- Active utility services must be maintained throughout the lease term.
- Proof of coverage may be requested at any time.

### 8. Property Care, Guests & Conduct

- Keep the property clean and avoid preventable damage.
- Only approved occupants may reside in the property.
- Long-term guests may require written approval.
- Respect neighbors and comply with local noise ordinances.
- Quiet hours are observed from 9 PM to 7 AM unless local laws or HOA rules differ.
- Illegal activity is prohibited.

### 9. Property Inspections

- Periodic inspections may be conducted with proper notice in accordance with Georgia law, except in emergencies.
- Inspections may include in-person, virtual, or self-guided methods.
- Photos and/or videos may be used for documentation purposes.

### 10. Alterations & Lease Compliance

- No alterations, installations, or modifications may be made without written approval.



# WELCOME TO YOUR NEW HOME!

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## Tenant Information Guide

- Failure to comply with lease terms may result in fees, lease violations, or legal action.

### 11. Move-Out Expectations

- Provide proper notice as required by your lease.
- Return the property in clean condition, free of excessive damage.
- Return all keys, remotes, and access devices.
- Outstanding balances may impact security deposit processing.

### 12. Our Commitment

- Koja Property Solutions is committed to providing professional, fair, and consistent service while maintaining safe and well-kept properties.

### 13. Future Homeownership Opportunities


- If you are ever interested in purchasing a home, Koja Property Solutions also offers real estate services to help guide you through the home-buying process.

Best regards,

**Kolandra Dupree**

Broker / Realtor / Property Manager

**Koja Property Solutions, LLC**

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 [www.kojapropertysolutions.com](http://www.kojapropertysolutions.com)