



WELCOME TO YOUR NEW HOME!

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.
- Koja 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
- Emergency matters should be reported immediately using the appropriate contact method.
- Timely and professional communication helps us address concerns efficiently and provide better service.

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 managed during normal business hours.
- For utility outages, tenants should first contact the utility provider to confirm whether the outage is community-wide before submitting a related work order.

After-Hours Emergency Procedures

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

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

A. Emergency Maintenance

- True emergencies require immediate escalation.
- Emergencies include 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)
- 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 and are 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.

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 active utility service 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.
- 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