

Tenant Handbook

Advantage Property Management



Introduction

Hello and welcome. This guide is to help set expectations and guidelines for your new home. We look to create an advantageous relationship for all of us, please refer to this handbook for questions on the following items:

Move-In

Paying Rent

Maintenance

Giving Notice & Moving-Out

Move-In

Utilities

The below listed utilities are the responsibility of the tenant. When it comes to TV, Internet, and other optional choices we always suggest doing your own research. Most areas we serve there are multiple choices for trash service too.

Power

Water

Gas (if applicable)

We have an arrangement with a local lawn care provider if you wish for APM to manage your lawn service, otherwise it too is your responsibility. **LawnTech Atlanta** can provide a competitive bid, offer a discount, budget billing, and the amount can be included in your rent. Call the office @ 678.604.8500 or email jon.morris@cbbullard.com to inquire about pricing.

Paying Rent

How?

You can pay rent one of 3 ways: **online** via e-check, **mail** (personal check or money order), **drop off** @ office (personal check or money order). Please, no cash.

The web address is www.advantagemanagement.net. The office address is 4295 Jodeco Rd, McDonough, GA 30253. (The Coldwell Banker building)

When?

Rent is due on the **1st business day of the month**, accepted on the 2nd business day of the month, and considered late on the 3rd business day. A 10% late fee is charged on the 3rd business day.

What if I can't pay on time?

We know stuff happens, life is not always accommodating. **Communication is key.** If you reach out to us it shows your willingness to make good on your responsibility. We will never get upset or act unprofessional. After the 1st week of the month if we don't hear from you we will attempt contact and if no response then we have no choice but to send a letter demanding either payment or to vacate within 3 days. No one wants this. It is the 1st step in the eviction process. We can work with you, but remember whatever plan is discussed must be followed. If you say you will pay by the 15th and then don't, how can we know you'll pay it by the 20th? The late fee will also need to be paid at time of rent payment.

Maintenance

Service Requests

You can request service one of three ways. **Online** through the tenant portal; **calling or texting** the repair hotline 770.727.1720; or **emailing** Jon.morris@cbbullard.com. Calling the office may **not** be the fastest method.

Please understand the owner's' responsibility is to provide a safe, sound, & secure property therefore not all maintenance requests are truly maintenance items. Issues with the major systems (plumbing, electrical, HVAC) will always be assessed by someone qualified.

Every owner has a different method for dealing with maintenance. We know it is inconvenient if the air is not working or the water is not hot, but sometimes experienced service people get busy and are not able to service the property immediately. **Our goal is to have every issue at least assessed within 2 business days.**

Your Responsibility

AC filters: Yes, you are required to change the filters. We suggest monthly, but quarterly is also acceptable. We will be happy to show you where they are at move-in. If unsure, check the attic.

Septic Tank: if your home is on a septic tank, please understand you cannot flush anything but toilet paper and human waste.

Light Bulbs: APM will not change light bulbs.

Service Calls: Please understand that we take maintenance seriously. Every trip to the property results in a service charge. If, for example, your maintenance item is a toilet that won't flush and the plumber pulls a toy flushed by your child from the drain pipe we have to charge you for that service call as it was not something wrong with the property and not something the owner should be responsible. The same goes for hair or grease clogs. The same also applies to the AC or heat not working. If the HVAC tech identifies the problem as a clogged filter or batteries needing to be replaced in the thermostat then the charge will be applied to the tenant as once again there was not something that actually required maintenance.

Pests: We live in GA. There are spiders, ants, beetles, and a gazillion other insects. We always suggest that people do a perimeter spray every 3 months with nearly any product from a hardware store designed for such purpose. Also, understand if your property was vacant that usually draws bugs out, but once you start to bother them they will go wherever bugs go to avoid you.

Loss of Personal Property

Advantage Property Management highly recommends every tenant purchase a **renters insurance policy** and some of our owners require it. The owner's insurance only covers the dwelling. Neither owner nor APM is responsible for items damaged by natural disaster, fire, or the result of property maintenance. Examples of such are ruined furniture & electronics caused by flood or major plumbing leaks as well as food spoilage due to refrigerator malfunction.

Giving Notice & Move-Out

Giving Written Notice

The lease requires a **60 day written notice** to be provided. You can give notice **online** through the tenant portal, by **email** to Jon.morris@cbbullard.com, or **USPS**. Providing notice requires a specific date and cannot be just a notice not to renew the lease. Even if you are on a month-to-month situation, 60 days notice is still required.

Marketing

We will begin the marketing process approximately 30 days prior to the end of the lease. This will consist of a sign, electronic lockbox that monitors all activity, & showings with as much notice as possible. We aim for at least 24 hours. Please understand that failure to cooperate constitutes actual damages to the owner and may result in forfeiture of your security deposit. We will do our best to honor your special requests and make the process as easy for you as possible.

Move-Out Inspection

GA statute requires that we inspect the property within 3 days of your vacancy. You are welcome to join us if you schedule the appointment a week prior to move-out. We perform all move-out inspections 9am - 4pm Monday - Friday. Within 30 days of vacancy we are required to notify you in writing of our decision for the security deposit. Our schedule usually has us sending checks approximately 3 weeks after move-out.

Move-Out Condition

We expect the property to be in the same condition at move-out as it was at move-in wear & tear expected. What this phrase "wear & tear expected" means is exactly that. We expect there to be some wear & tear. We always look at that vague term the way a magistrate judge would. If the owner were living in the property during the time you were, then there would be wear & tear therefore we can't charge you for what would have been damaged anyway. With that clarified here are a few items to remember:

- Holes in the wall larger than a nickel is considered damage
- Stains on carpet (especially red) are considered damage
- We expect to do a general cleaning, but if the property requires extra time to address appliances, kitchens, or baths then a charge will be assessed
- Having to remove debris will result in a charge
- Leaving the lawn unkempt will result in a charge
- If you leave the property ready for someone else to move-in then you will likely receive your deposit back.