



ATLANTA
property management group, inc

We specialize in managing single family homes

TENANT HANDBOOK

88 N Avondale Rd., #346
Avondale Estates, GA 30002
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ATLANTA PROPERTY MANAGEMENT GROUP WELCOMES YOU

Atlanta Property Management Group, Inc. (APMG) welcomes you as a new resident. APMG is an Atlanta based property management company that acts on behalf of our client, the residential property owner. Our goal is to set the standard of high performance and manage residential properties while ensuring all residents have the best quality and most comforting living experience possible. APMG shall not deny equal professional services to any person for reasons of race, color, religion, sex, handicap, familial status, national origin, or sexual orientation.

To achieve a successful tenant/landlord relationship, we prepared the *APMG Tenant Handbook* to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily. You may find a copy of this handbook on the APMG website, www.atlantapropertymanagementgroup.com

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. APMG is here to help you.

We wish you a successful and enjoyable tenancy in your new home.

TENANT COMMUNICATION

Telephone calls during office hours

Staff is available during office hours to answer your call. Please state the reason for your call so that we can direct your call to the right person. If you get our voice mail system, leave a message with your name, phone number, property address, and a short message. A staff member will return your call. Missed phone calls cannot be tracked and returned.

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the APMG voice mail system during office hours, or after the office is closed, immediately choose the emergency option and we will be paged.

After hours calls

The voice mail system will take all messages after hours. Messages will be returned the following business day.

Email

Email is a great way to communicate. Please contact us at Info@HouseAtlanta.com.

Website

The APMG website, www.HouseAtlanta.com, allows you to pay rent and submit maintenance requests online.

APMG Office

We keep an office at 88 N Avondale Rd., #346, Avondale Estates, GA 30002. Our office is in the Edwin Jarvis building. A staff member is normally not on-site at this location. You are welcome to drop-off items at this location during building hours. Please contact our office to schedule an appointment for a meeting.

GENERAL OFFICE INFORMATION

Atlanta Property Management Group General Information

Address information

Street address **88 N Avondale Rd., #346**
Avondale Estates, GA 30002

We are in the Edwin Jarvis building. APMG staff are available at this location by appointment only. Hours for rent and document drop-off are 9:00 am through 8:00 pm Monday – Friday, 11:00 am through 4:00 pm Saturday, closed Sundays and holidays

Communication

Business # (404) 284-2589
Fax # (800) 385-4830
Website www.atlantapropertymanagement.com
Email Info@houseatlanta.com

Office hours

Monday – Friday	By phone & email 9:00 am - 5:00 pm
Saturday & Sunday	Closed
Sunday Holidays	Closed

Maintenance Emergencies

Call 404.284.2589, choose the Maintenance option during business hours or Emergency option after hours.

MOVING IN

Utility companies

It is your responsibility to have utilities turned on in your name on the first day of your Lease. APMG cannot guarantee the utilities will be on at the time of move-in. If the utilities are on at move-in, we cannot guarantee how long they will continue to remain on after the lease start date. To avoid an interruption of service, contact the utility companies prior to move-in to start service. Refer to your Lease to see which utilities you are responsible for and which are included with rent. A list of utility companies is included in this Handbook.

Move-in inspection

A move-in inspection form is included with your Lease as Exhibit A. The purpose of the move-in inspection form is for you to document any damage to the property for which you do not wish to be held financially responsible after the move-out inspection. You have three business days from the Lease start date to return this form to APMG. If you do not return the filled-out and signed form to APMG within three business days, then the existing form in the Lease (i.e., the blank one, showing no damages) shall become binding.

The move-in inspection form is not a maintenance request. All maintenance requests need to be received through your Tenant Portal.

HOW TO PAY RENT

Rent is due on the first day of each month. **Rent is late if received on or after the fourth.** If we receive your rent payment on or after the fourth the day of the month, you must include a late fee equal to 10% of the rent. **It does not matter what date the check was mailed: rent is considered paid when we receive it, not when you mail it.**

APMG offers three ways to pay the rent:

1. Electronic payment via AppFolio
2. Payment by U.S. Postal Mail or other delivery service at our office address
3. Payment by hand delivery at our office address

Payment by electronic check

Atlanta Property Management Group uses a vendor, AppFolio, to process electronic rent payments. Prior to your first use of the AppFolio electronic payment system you must receive an email invitation from Atlanta Property Management Group which will prompt you to create your Tenant Portal. Please contact the APMG office if you have not received your email invitation or need us to re-send it. Electronic payment of rent is available by electronic check for free; credit and debit card payments are charged a convenience fee.

You may initiate payment on a one-time basis or you may configure automatic recurring rent payments for the duration of your lease.

Short payments are not accepted. For example, if your rent is \$1000 and you have accrued a late fee of \$100 and a dispossession fee of \$325, then your balance is \$1425. Short payments will be rejected if you attempt to make them via our electronic payment service. If short rent payments are physically received, we will mail them back to you by certified mail. A certified mail fee will then be added onto your account.

If your payment is rejected for "not sufficient funds" (NSF) or returned for any reason we will terminate your access to our electronic payment system for no less than 12 months. Once we have terminated your access to our electronic system, you must pay rent via certified funds (cashier's check or money order) until further notice.

Payment by U.S. Postal Mail

If you pay rent by U.S. Postal Mail, you must use the address below. Make your rent check payable to Atlanta Property Management Group. Write your name and the address of your residence clearly on the check or money order.

**Attn: Rent Payment
Atlanta Property Management Group, Inc.
88 N Avondale Rd., #346
Avondale Estates, GA 30002**

Payment by hand-delivery

If you wish to hand-deliver your rent check please take it to our Avondale Estates office in the Edwin office at 88 N Avondale Rd., #346, Avondale Estates, GA 30002. The Edwin Jarvis office has extended hours for rent drop-off: The hours are 9:00 am through 8:00 pm Monday through Friday, 11:00 am through 4:00 pm Saturdays, closed Sundays and holidays. APMG does not offer an overnight or after hours drop-box.

MAINTENANCE

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in case power goes out
- Gas shut off valve – turn off during emergencies for safety
- GFCI outlets – check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on
- Air filter locations and size

Tenant responsibilities for troubleshooting problems

If the air conditioner does not work, check ALL circuit breakers. Often during hot weather or if a circuit breaker overloads, it will trip off the circuit breaker. A tripped circuit breaker is often difficult to see, and it could appear that it is not tripped. Therefore, Tenant must turn the breaker all the way off and then turn the breaker all the way on. If circuit breaker is not turned all the way off, it does not reset itself to correct the problem.

If the electricity does not work in part of the house:

1. Check for Ground Fault Circuit Interrupt (GFCI) outlets, which are usually located in the garage, patio, kitchen, or the bathroom. Reset tripped GFCI outlets by pushing the small button in the middle of the outlet.
2. Check the circuit breakers to see if any have been tripped.

If the circuit breakers continually keep going off: Check to see if too many appliances running at the same time (irons, microware, toaster, curling iron, computers, printer, blow dryers, etc.) are causing an overload.

If the smoke alarm or carbon monoxide (CO) alarm does not work, check the following:

First, replace the batteries. Tenant is responsible for the replacement of batteries. If a new battery does not work, submit a maintenance request. It is important to replace batteries and NOT disconnect the smoke alarm or CO alarm. Normally the alarm will emit a beeping sound when the batteries are not working or losing their charge.

If the heat or stove is not working, or the water is cold: Please contact the gas utility company to verify that gas is on and connected at the property.

How to submit maintenance requests

Our sister company, **Church Street Home Repair**, handles all maintenance requests received by Atlanta Property Management Group tenants.

All maintenance requests must be in writing. Please use your Tenant Portal to log in all maintenance requests. This information is immediately sent to our maintenance department without any delay. You may also mail or FAX a maintenance request.

- Please specify if you wish to make an appointment with the vendor or you would like for APMG to give the vendor a key.

- If you choose to meet the vendor, it is your responsibility to accommodate the vendor's schedule not the vendor's responsibility to accommodate your schedule. In the event of any logistical difficulty in meeting the tenant, or at APMG's discretion, the vendor will enter with a key from the APMG office. If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee. Therefore, be certain to call the vendor with whom you made an appointment with as much notice as soon as possible if you are unable to keep an appointment.
- If you do not hear from a vendor or repair person within 5 – 7 business days, call the APMG office and inform us that a vendor has not contacted you.
- A APMG staff member will contact the vendor to find out the cause of the delay and then inform you when to expect the vendor to call.

APMG manages over 300 single-family homes spread out over a wide area. Our response time for repairs is very different than the response time a multi-family apartment complex might offer. An apartment complex has the advantage of an on-site maintenance crew that may be available for immediate service. All their air conditioners, furnaces, dishwashers and other appliances are probably the exact same model and they may well have spare parts stockpiled in an on-site warehouse. In contrast, APMG's managed homes are all over the metro area. A vendor or employee must drive over to the property by appointment to respond to each maintenance request. No two of our homes have the same appliances. If you report that your air conditioner has failed on the hottest day of the year every HVAC vendor in the city will be backed up and it may take several days for a technician to get to your home. Once on site, the technician will diagnose the problem and may need to order parts. These parts may take several more days to be delivered.

We do everything within our power to provide the quickest service and turnaround possible. We can encounter delays, especially with repairs that need property owner, insurance, HOA, or warranty company approval.

What is an emergency?

An emergency is a threat to life or such as a fire, flood, electrical problem, gas leak, break-in, major tree-fall on the property, etc.

- Emergencies causing immediate danger such as fire or a property break-in, call 911
- Emergencies involving natural gas, call the gas company at (770) 907-4231 or (877) 427-5463 and if necessary, 911
- Emergencies involving immediate electrical danger, call the utility service at (888) 891-0938 or 911
- After contacting one of the above, call the APMG office and report the problem.
- If the temperature is below 55 degrees and the heat is not working or if the temperature is above 85 degrees and the A/C is not working, please call the APMG office and report the problem. Current temperatures will be verified by weather.com and will be verified that it is forecasted to be below 55 degrees or above 85 degrees for the next 24 hours.

For emergencies such as backed up plumbing, flooding, tree damage, etc., call the APMG office number, (404) 284-2589. If you get voice mail, please select the emergency option; leave a message with your complete contact information, property address, and a description of the problem.

Tenant alterations are prohibited

Tenants are not permitted to make repairs, alterations, modifications or improvements, including painting and changing locks. Tenants may not improve, modify, alter, or repair the home without Landlord's prior written permission.

Plumbing problems

While Management is responsible to repair the plumbing systems when they wear out or break during normal use, Tenant is responsible for repairs that are caused by Tenant's negligence. The only items safe to put down the drains of the property are human waste and toilet paper. Tenant is prohibited from putting down the drains items including but not limited to baby wipes, sanitary wipes, disposable diaper components, paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing invoice shall be paid by Tenant as additional rent within fourteen (14) days of the receipt of an invoice from Management.

Garbage disposals

Please be careful with your garbage disposal. You will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: Bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, "twister" seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. If you can't chew it, don't put it in the garbage disposal

Tenant maintenance responsibilities

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. APMG has provided you with an easy-to-use maintenance request through your Tenant Portal. Paper maintenance request forms are available on request. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them here. Please refer to Exhibit B of your Lease, Maintenance Exhibit, for more details on the list below:

- Replacing smoke alarm batteries
- Replacing light bulbs
- Reporting non-functioning smoke alarms immediately if fresh batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Basic insect control
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Landscape watering unless watering is restricted by local or state ordinance.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of a home owners' association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace. Also check your lease to verify if it is a decorative only fireplace. If so, you are prohibited from starting any fires in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

Renters insurance

A burglary, fire, or flood can be devastating. It is your responsibility to purchase renters' insurance. Neither APMG nor the owner has responsibility for the loss of your possessions stored in the home due to theft, disaster or any other cause. If there is a burglary, fire, flood, or any other problem at

the property resulting in loss of or damage to your possessions, you must bear the cost of replacement yourself if you do not have renter's insurance. **To avoid a loss, acquire renter's insurance now.**

Maintenance reimbursement

Your lease prohibits you from altering, repairing, modifying, or improving the property in any way, including painting, without prior written authorization from APMG. Generally, APMG assigns a vendor to perform work you request in your residence. However, if you have contacted APMG and requested to perform the maintenance and APMG has agreed in writing to authorize the repair and reimburse you:

- Pay the bill and send the receipt to APMG. APMG will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

APMG will not reimburse any tenant repairs that are not authorized in advance in writing.

Vendor Trip Fees/Owner Maintenance Reimbursement

The property owner is responsible for keeping the property in habitable condition. Mistakes do happen, and tenant caused damage does occur or an appointment is missed. A tenant is responsible for reimbursing the property owner for any tenant caused damage or a missed appointment charge. Examples of maintenance charges to tenants:

- Appointment is scheduled between the tenant and the vendor. When the vendor arrives at the property, nobody is home to allow access to the property.
- Maintenance request is submitted because of no heat. When vendor arrives at the property it is discovered that the gas company has locked the meter due to non-payment. Furnace needs gas to heat the property.
- Tenant reports the toilet will not flush. Upon inspection, it is discovered that a child has placed a toy into the toilet. Toilet will be repaired by the vendor but the charge to reimburse the property owner for this repair will be placed on tenant's ledger.
- Tenant misplaces their keys. The property can be rekeyed, but this charge will be placed on the tenant's ledger to reimburse the property owner for this cost.

ANNUAL PROPERTY INSPECTION

Property owners are very concerned about the condition of the property you occupy. We document the property's exterior and the interior of each room several times over the course of lease using a video camera. We do a full video inspection prior to move in, after moving out, and at least once during each 12-month lease.

Video documentation gives us vital information for maintaining the properties we manage. We can establish a baseline of property condition prior to move-in, during the course of a tenancy, and after move-out. This video documentation protects both tenants and owners, since we are able to know the precise condition of the property before move-in and ensure we do not charge tenants for damage that pre-dates a tenant's lease.

YOUR LEASE RENEWS AUTOMATICALLY

Renewal: We are happy when tenants decide to renew their lease term. Standard Atlanta Property Management Group leases automatically renew each annual anniversary of the Lease Start Date. The rental amount will increase by 3% and will be rounded up to the nearest increment of \$5.

If your monthly rental amount is \$700/month and your lease started June 1st of this year, June 1st next year your rent will increase by 3%, or \$21, and then rounded up to the nearest increment of \$5. The monthly rental amount for the next 12 months would be \$725/month.

Atlanta Property Management Group does not offer a month-to-month lease option.

GIVING NOTICE TO VACATE

Notice to Vacate: You must give written notice to vacate and you must use Exhibit C of your lease to give written notice to vacate. You may non-renew your lease at the end of the initial term or at the end of any subsequent term by giving at least 30 days written notice as of the lease term's end date, using Exhibit C of your lease. Again, if your lease started June 1st of this year and it ends on May 31st of next year, the latest that we will be able to accept a notice to vacate without any penalties will be May 1st. This notice must be in writing, dated and signed, specify the Move-Out Date, and be submitted on Exhibit C of the lease.

Verbal notices are not effective. APMG employees are not authorized to accept a verbal notice of non-renewal or termination from a Tenant. Written notice to vacate not submitted on Exhibit C of your lease is not effective.

Early Lease Termination: At APMG we understand that urgent things come up in life and you may need to break the lease. We do give you an option to early terminate the lease and move-out of the property. If you wish to early terminate and move, the following criteria must be met:

1. Give a minimum of 60 days notice in writing using Exhibit C of the lease.
2. Pay all rent due through the notice period.
3. Pay an additional two month's rent as an early termination fee.
4. Move out and remove all possession and occupants from the property by the Move-Out Date.
5. Physically hand keys over to Management's representative on or before the Move-Out Date.

MOVE-OUT PROCESS

Setting up your move-out appointment

- Contact the APMG office to schedule a move-out appointment.
- APMG only performs move out appointments during weekdays, **9 am to 5 pm**.
- Remember to supply a forwarding address and telephone number for your security deposit refund.

Showings to prospective tenants during the notice period

APMG may show the property to prospective tenants after notice has been received. During the notice period APMG will place a yard sign in the lawn and a lock-box on the door. The property may be shown by APMG staff or by licensed Georgia real estate agents. When either a APMG staff member or a real estate agent has a prospective tenant who wants to see the property, we will give you a courtesy call prior to showing the property. If we do not get a reply to our courtesy call message, we will show the property at the time noted in the message we left.

Cleaning guide for tenant move-out

A cleaning guide during tenancy and for move-out can be found at the end of this Tenant Handbook.

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. APMG remits security deposits refunds within 30 days in accordance with Georgia landlord/tenant law.

Security deposit refunds in Georgia landlord-tenant law

APMG complies 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").
- Management 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.
- Management shall provide Tenant with a Move-Out 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 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.
- 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.

FREQUENTLY ASKED QUESTIONS

What will happen if I do not pay the rent?

When rent is not paid, here are the steps APMG will take:

1. On the third to fifth business day of the month APMG sends a letter by first class mail and email attachment to all tenants whose rent has not been received. This letter notifies the tenant that rent has not been received and that a 10% late fee is due with the rent for that month. The letter requests the tenant to either pay the money owed or move out. The letter also states that APMG will file a dispossessory warrant at the county courthouse if rent is not received within three business days. This is called a "demand letter" and is the first step in the eviction process.
2. Three business days later, if the rent has not been received, APMG will file a dispossessory warrant at the county courthouse. At this point, in accordance with the terms of the lease, a \$325 fee is added to the rent. This fee is required to be paid to stop the dispossessory warrant. A few days after we file the county Marshal will visit the property and serve the

dispossessory warrant. If the tenant is not at home the Marshal will serve the warrant by “tack and mail” (the warrant will be attached to the door and a copy placed in first class mail).

3. After a dispossessory has been filed, in most cases the tenant may get current by paying the rent plus a 10% late fee plus the \$325 dispossessory fee in certified funds (plus any other court costs or fees that may have accrued) and APMG will simply have the dispossessory dismissed. If APMG does not receive these funds, however, then a court date will follow, and the eviction process will proceed.

APMG takes no pleasure in evicting any tenant. It is a fundamental truth, however, that you really do have to “pay to stay.”

Please note that once a dispossessory warrant has been filed APMG cannot stop the county Marshal from serving it. For example, if APMG files a dispossessory warrant on the 5th day of the month and we receive your rent on the 6th day of the month we will cancel the dispossessory warrant, but the Marshal will still serve it. If you have brought your account current you may disregard the Marshal’s warrant, but APMG cannot prevent the Marshal from serving it after it has been initiated.

Why did I receive a notice when I paid the rent on the 3rd of the month?

- As outlined in this Handbook before, the rent is due on the first and late on the second. Our notices/demand letters are generally sent out on the third day of the month. Occasionally a late tenant payment and our notices will pass each other in the mail. APMG serves notices based on Georgia landlord/tenant law requirements and our obligations to the owner of the property.

May I paint the walls a different color?

- Maybe. Please send a paint sample to the office with the color, finish, and room you wish to paint. This will be submitted to the property owner for approval. If approved, tenant is responsible for all cost of the paint and labor. We recommend hiring a professional painter. If the tenant-painted rooms are not returned to their prior color and condition before move-out, if the paint job is poor, or if clean-up is required, there may be a deduction from the security deposit.

May I repair or modify the property myself?

- No. Altering, improving, repairing or modifying the property is prohibited in your lease. Make a maintenance request if repairs are needed. If you wish to have the property modified or upgraded, submit a request in writing and APMG will request the permission of the owner.

May I install extra telephone lines/cable/satellite dish?

- Maybe. Please submit the Request to Install Cable/Satellite Dish/Other Date request form found in this Tenant Handbook to the office. If approved, you may install the requested item if you pay the expense of installation and disconnect them when you leave. You will be responsible for any repairs to the telephone lines/cable/satellite dish while you are in possession of the property.

I’ve locked myself out of my house. Can someone come let me into the property?

- Please contact the locksmith of your choice if you have locked yourself out of the property. If the locksmith must change a key, per the lease, a copy of this key must be immediately given to APMG.

I did not have a pet when I moved in; may I have a pet now?

- Notify the APMG office of your request for a pet. Do not move a pet into the property without permission. APMG will contact the owner and submit your request. If the owner does allow the pet, a pet fee and possible additional security deposit will be immediately due and a pet exhibit signed.

What happens if my pet dies or runs away, may I have my increased security deposit back?

- No, all security deposits remain in effect until after a move-out inspection.

My roommate wants to move, but I want to stay. What do I do now?

- Contact the APMG office. APMG will need documentation from you to show that you can support the property by yourself. If you are approved to remain in the property without the financial support of the departing roommate, APMG will draft an amendment that releases the departing roommate. APMG will not partially refund the security deposit to your roommate since it is a condition of your Lease. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

How do I add a roommate?

- The prospective roommate will have to apply, and APMG must approve the person PRIOR to them moving into the property. Have the roommate make complete application via the APMG website including payment of an application fee. If APMG denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign an APMG Roommate Change/Add form.

Why do the owners want to see the property?

- The owners may want to assess the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. When owners request a site visit, APMG will contact you to set a date and time.

CONCLUSION

We hope that you have found the *APMG Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. Please contact the APMG office if you have any questions on the enclosed information.



METRO ATLANTA UTILITY COMPANIES

Atlanta Property Management Group manages many properties in seven different counties in the Metro Atlanta area. The below list are common utility companies for the area. Please contact the utility company directly to confirm service for your individual property.

Electricity

Georgia Power	(888) 660-5890	georgiapower.com
Snapping Shoals	(770) 786-3484	ssemc.com
Cobb EMC	(770) 429-2100	cobbemc.com
GreyStone Power Corp	(770) 942-6576	greystonepower.com

Natural Gas

Georgia Natural Gas	(770) 850-6200	gng.com
Gas South	(877) 472-4932	gas-south.com
SCANA Energy	(877) 467-2262	scanaenergy.com
Commerce Energy	(877) 744-6129	commerceenergydeals.com
Infinite Energy	(877) 483-4684	infiniteenergy.com

Water/Sewage

City of Atlanta	(404) 546-0311	atl311.com
Dekalb Watershed	(404) 378-4475	dekalbcountyga.gov
Cobb County Water	(770) 419-6200	cobbcounty.org
Fulton County Water	(404) 612-6830	fultoncountyga.gov
Gwinnett Dept. of Water	(678) 376-6700	gwinnettcounty.com
Clayton County Water Authority	(770) 960-5200	ccwa.us

Trash

City of Atlanta Solid Waste	(404) 330-6236	atlantaga.gov
Fulton County Solid Waste	(404) 612-8013	fultoncountyga.gov
Dekalb County Sanitation	(404) 294-2900	dekalbcountyga.gov
Gwinnett County Solid Waste	(770) 822-7141	gwinnettcounty.com

Cable/Internet

Contact APMG for property owner approval to install at property.		
AT&T	(800) 288-2020	att.com
Charter	(833) 694-9256	spectrum.com
Comcast	(800) 934-6489	xfinity.com
DirecTV	(800) 490-4388	directv.com
Dish Network	(855) 318-0572	dish.com



REQUEST TO INSTALL CABLE, SATELLITE DISH, OR OTHER DATA OR AUDIO/VIDEO CABLING AND EQUIPMENT

Date: _____

To: Atlanta Property Management Group Inc., Agent for Owner

Re: Request to install _____ at address

_____.

I (we) the tenants at the above referenced address, make a request to install the above equipment or cabling.

We understand the following if approved:

1. We are responsible for the cost of installation and this will not be reimbursed to us at any time
2. When the company completes the installation, there is to be no damage to the property. If there is damage, we are responsible for the cost of repairs and/or maintenance.
3. If the company installing our request requires written authorization, they are to submit their documentation to the Atlanta Property Management Group office, and Atlanta Property Management Group will complete the documentation.
4. When leaving property, it is our responsibility to disconnect the services, and pay all billings incurred by the tenants listed below.
5. Any damage incurred upon disconnection will be at our expense.
6. We understand all persons on the rental/lease agreement are required to sign below and all are jointly and severally liable.

Respectfully submitted by:

Tenant	Date	Tenant	Date
Tenant	Date	Tenant	Date

Request is: Approved Denied

Atlanta Property Management Group Inc	Date
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TENANT RESPONSIBILITIES FOR CLEANING THE PROPERTY

The below guideline is to be used as a recommendation during tenancy.

- 1) Kitchens
 - a) Keep food cleaned up always and clean oven/stove hood vents regularly.
 - b) Do not allow grease build-up- this can cause fires.
 - c) Continuous clean ovens: Clean regularly. If the oven is a continuous clean oven, do not use a commercial oven cleaner. Do not leave oven on and unattended if you leave the house.
 - d) Regular ovens that are not continuous or self-cleaning: Use a commercial oven clean and follow directions on the product. On self-cleaning ovens: Follow the cleaning directions usually located on the top of the stove/oven.
 - e) Only place lease authorized items into sink drain or garbage disposal.
- 2) Bathrooms
 - a) Prevent mildew and mold from accumulating by keeping bathrooms properly ventilated with the regular use of the exhaust fan or an open window while taking showers and for a reasonable time afterwards.
 - b) If mildew appears, use a household cleaning product to remove it immediately.
 - c) Only place lease authorized items into bathroom plumbing.
- 3) Carpets and flooring. Maintenance and cleanliness of carpets and flooring are the responsibility of the tenant during occupancy, when moving, and at their own expense.
 - a) Keep floors vacuumed. General rule: vacuum once per week per person and per pet. If there are two adults, two children, and two pets, this will then require vacuuming six times per week.
 - b) Immediately clean up spills to prevent stains and damage.
 - c) Only use carpet cleaner to clean stains on carpet. Do not use regular household cleaner or bleach.
 - d) Do not use wax on vinyl or tile.
 - e) Use only hardwood floor cleaners on hardwood floors.
- 4) Windows and window furnishings
 - a) Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy, when moving, and at their own expense.
 - b) Wipe all blinds with soft dry cloth or with products designed for blinds.
 - c) Close windows against the elements of weather, when appropriate, to avoid damage to interior.
 - d) Close doors and windows when leaving the residence.

TENANT RESPONSIBILITIES AT MOVE-OUT. Please use the following as a guide for cleaning your rental unit when you vacate. In general, the property is to be in the same condition at it was at move-in or better. At move-out you are not charged for normal wear and tear; however, APMG does not consider dirt in any form within the scope of normal wear and tear.

- 1) All Rooms
 - a) Remove all nails, tacks, anchors, and window coverings from walls. These areas will need to be spackled, sanded, and painted the same color and finish as the wall.
 - b) Clean baseboards and corners – remove all dust and cobwebs.
 - c) Clean floors and vacuum carpet.
 - d) Wash off shelves in closets and remove all hangers and shelf linings.
 - e) Clean light fixture coverings, around light switches, and door frames.
 - f) Clean out fireplace (if applicable).
- 2) Kitchen
 - a) Clean oven, oven walls, grills, broiler pan, proofing drawer, and storage
 - b) Clean vent and filter
 - c) Wipe kitchen cabinets (inside, outside, and on top). Remove all liners. Handle drawers in the same manner.
 - d) Clean refrigerator including crisper, walls, and doors. Defrost freezer and remove all water. Clean behind, on top, and underneath – where possible.
 - e) Clean sink and counter top.
 - f) Clean floor.
 - g) Clean light fixture coverings, around light switches, and door frames.
 - h) Remove all cleaning solution residue.
- 3) Bathroom
 - a) Clean all light fixture coverings, around light switches, and door frames.
 - b) Clean medicine cabinet and mirrors (free from streaks).
 - c) Sweep, mop, and clean all vinyl and tile flooring.
 - d) Thoroughly clean toilet, sinks, cabinet, and tub/shower.
 - e) Clean all wall/floor/tub/shower tile, grout, and caulk within appropriate cleaning solution.
 - f) All soap dishes, handles, rack, faucets, and wall should be free of dirt and water stains.
 - g) Remove all cleaning solution residue.
- 4) Exterior, basements, out-buildings, and yard (if you are responsible for yard maintenance in your lease)
 - a) Cut, rake, and remove trash and leaves from yard
 - b) Sweep off all porches and decks
 - c) Sweep out basement, carport, garage, and any out-buildings, leaving only those items which came with the property.
 - d) Remove all trash, garbage, and debris from the property. Any items left for trash pick-up at the time of the move-out inspection will be hauled off at your expense.
- 5) Return keys, access cards, remotes to APMG. Do not leave keys, access cards, and remotes inside the property without receive written authorization from property manager.

ATLANTA PROPERTY MANAGEMENT GROUP
MAINTENANCE/SERVICE REQUEST

Date: _____

To: Atlanta Property Management Group Inc., Agent for Owner

PROPERTY ADDRESS: _____

TENANT(S): _____

PERMISSION TO ENTER: YES NO

PETS: YES: _____ NO

MAINTENANCE/SERVICE REQUEST (location, description of issue)

FAX: (800) 385-4830

MAIL: 88 N Avondale Rd., #346, Avondale Estates, GA 30002

ATLANTA PROPERTY MANAGEMENT GROUP RECOMMENDS THAT ALL TENANTS SUBMIT THEIR MAINTENANCE/SERVICE REQUESTS IN WRITING THROUGH THEIR ONLINE TENANT PORTAL. REQUEST RECEIVED THROUGH A TENANT'S PORTAL IS IMMEDIATELY RECEIVED BY THE MAINTENANCE DEPARTMENT DURING REGULAR BUSINESS HOURS.

EMERGENCIES: CALL (404) 284-2589 AND SELECT THE EMERGENCY MAINTENANCE PROMPT