

TENANT HANDBOOK

UPDATED 2017



3355 Lenox Road Suite 750
Atlanta, GA 30326

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www.reignrealtygroup.com

The Reign Realty Team Welcomes you!

Reign Realty Group welcomes you as a new resident. To achieve a successful tenant/management relationship, we have prepared this Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can access and refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, tenant responsibilities and more.

The owner of the property has retained our firm as their property management agent and authorized representative to manage your home. Therefore, you need to contact us when you need assistance. Our contact information is listed below and on the next page.

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

MANAGEMENT STAFF

Donna BrazilOwner/Broker.....Extension 101
Dbrazil@reignrealtygroup.com

Kyle Jones.....Realtor®/Property Manager.....Extension 102
Kyle@reignrealtygroup.com

Pam Stanley.....Realtor.....Extension 103
Pam@reignrealtygroup.com

Brian Brazil.....Leasing Agent.....Extension 104
Brian@Reignrealtygroup.com

Stephen Tate.....Maintenance Agent,,,,,,,,,Extension 105
Steve@reignrealtygroup.com

OFFICE INFORMATION

Mailing Information: 3355 Lenox Road
Suite 750
Atlanta, GA 30326

Phone: (678) 369-0399
After Hours Phone: (678) 485-4243

Office Hours: MONDAY - FRIDAY 9:00 AM - 5:00 PM

Fax: (678) 369-0399

WEBSITE: WWW.REIGNREALTYGROUP.COM

MOVING CHECKLIST:

1. Notify Utility companies within 3 business days to avoid shut off of service
2. Contact moving company
3. Notify US Post Office – Forwarding Address
4. Notify Current & New School
5. Notify Magazine companies
6. Notify newspapers
7. Send Just Moved announcements
8. Notify Banks, Credit Union,
9. Notify Doctors/Dentist
10. Notify Current Electric Company
11. Notify Current Gas Company
12. Notify Current Water Company
13. Notify Garbage Company
14. Re-Register to Vote
15. Notify DMV – Address Change

TENANT COMMUNICATIONS

Telephone calls during office hours

During office hours, your call will be answered in person. If you get our voicemail, this means that we are on another line or you have called during our lunch hour. Our office is closed each day between 12 – 1pm for lunch.

Voice Mail

If during the day you reach our voice mail system, use the extension number for the party you are trying to reach. If you don't know who you need to speak to, leave your message in the general mailbox extension 101. Each management staff member checks their voicemail regularly throughout the day.

Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach the voice mail system during office hours or after the office is closed, immediately hang up and call the emergency number, (678) 485-4243.

Maintenance Requests

If you have a maintenance issue, you may log on and enter the request on the online tenant portal or send a written request by email to reignrealtyteam@gmail.com. You may also call our office at 678-369-0399. If you are leaving a message on a voicemail, please describe the issue in as much detail as possible. Also leave your property address and contact phone number for a staff member to call you back.

Email

This is the preferred method of communication to/from you. We send out notices, requests and general correspondence using this method of communication. If you not have email, we will send this information to you in the mail or leave a voice message.

Change in Contact Information

Please notify our office if you change your phone number or email address.

RENTERS INSURANCE

The property management company nor the owner shall be liable or responsible for loss or damages to articles of personal property belonging to the tenant. It is advised that the tenant maintain a renter's insurance policy for their personal property as well as liability insurance coverage. We are happy to refer you to an agent if you need one.

PAYING RENT

Rent is due on the 1st of each month. It is considered late when received after 5pm on the 5th day of each month.

Rent may be paid electronically via the tenant portal, personal or Cashier's check, money order or Credit/Debit Card,

Checks/Money orders should be made payable to Reign Realty Group and mailed or hand delivered between the hours of 9 am to 5 pm to our office at:

**3355 Lenox Rd.
Suite 750
Atlanta, GA 30326**

FEES

We want to highlight our fee structure with you. These fees amounts are written into your lease agreement

Late Fee	\$100.00 (charged when rent is received after 5pm on the 5th)
	All late fees are due in the month they are charged.
Return Check Fee	\$50.00 (Charged for a check returned by your bank for any reason.)
Lease Violation fee	\$75.00
Unauthorized Pet	\$500.00 per occurrence
Smoking	\$500.00 per occurrence
Denial of Access	\$150.00 per occurrence
Re-Key Charges	\$150.00
Lock-Out Service	\$50.00
After hours	\$100.00
Eviction	
Administrative	\$75.00
Halt dispossessory	\$350.00
Filing fee	\$90.00
Smoke detector Tampering fee	\$250.00
Utility Service fee	\$350.00

CHANGE IN TENANT(S)

Adding a new tenant: Before a new person moves into the property, they are required to complete an application and pay the \$50 application fee and be approved by our office. They will then sign the lease rental agreement.

Roommate moving out: If you have a roommate wanting to move out, a 30 day notice to vacate form must be submitted to our office. If a lease for a term is still in effect, he or she will be legally responsible for the unit until that term expires, Security Deposit will not be pro-rated.

TENANT RESPONSIBILITIES

The following items are the responsibility of the tenant at their expense while they are living at the property:

1. Replacement of light bulbs with correct wattage
2. Replacement or cleaning of furnace and air conditioning filters every 3 months
3. Replacement of smoke alarm batteries. The property must have working smoke alarms at all times.
4. Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
5. Reporting all necessary repairs
6. Professional steam cleaning and spot cleaning of carpets while living in the home.
7. Normal insect control (bees, ants, roaches etc.)
8. Normal rodent control such as mice
9. Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
10. If responsible for lawn maintenance, you need to mow, weed and dispose of all yard debris on a regular basis during growing season
11. No grease shall be poured down any drain at any time.
12. Stoppages and clogged drains
13. If property is serviced by Septic System, No grease shall be poured in any toilet or drains, nor feminine hygiene products, paper towels or any item not intended to be flushed should be flushed at any time. Tenant shall utilize septic system products, supplied by owner, on a monthly basis to avoid back-ups.
14. If pets are permitted, tenant shall pick up and dispose of pet droppings on a regular basis.

15. Exterior shall be free from cigarette butts and ashes. Butts and ashes should be placed in a receptacle and removed from the property on a regular basis

PETS

Pets are subject to prior approval of owner. Not all properties allow pets, If you wish to add a pet to your family, contact the office FIRST for prior approval. IF approved, you will be required to complete a Pet exhibit and agreement, provide a photo of the pet and pay a non-refundable pet fee of \$500 per animal.

CARE OF PROPERTY

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 the event power goes out

1. **Gas shut off valve** – turn off during emergencies/disasters for safety
2. **GFI plug(s)** – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work.
3. Electric and/or gas meters to check your utility bills
4. The main water valves below the sinks and behind the toilets in case of water leaks
5. Method of cleaning the oven so you use the right products
6. Time bake knobs on the oven – in the event the oven will not work, these may not be set properly.

MAINTENANCE

Tenant Renovations/Alterations

It is our policy that tenants do not do repairs or alterations. If you do want to make a special request for renovation or repair to the property”

Submit your request in writing before making any changes
Do not proceed with any work until you receive written authorization to do so

Your property manager will consult the owner to see if the request is acceptable to them we will then notify you in writing of their decision.

Maintenance Request

If you have a maintenance issue, submit in writing or email it to: reignrealtyteam@gmail.com or call (678)369-0399.

Emergencies include but are not limited to:

Fire – Call the fire department

Flood – shut the water off

Smelling gas – turn off gas & call Atlanta Gas light (877) 427-4321

IMMEDIATE – electrical danger – shut off main breaker in breaker box and call our office.

Baked up plumbing – stop using and call our office

NON-Emergency items include:

1. Heat
2. Air Conditioning
3. Appliance repair
4. Clogged Drains

With any of the following please notify us of the problem the next business day.

To prevent tub, sink or shower drains from clogging, do not pour cooking oil or any type of grease into drain at any time. If you notice standing water in your tub or sink draining slowly, you probably have a clogged drain. Fortunately if caught early you can clear a clogged drain using common household items; vinegar, baking soda and hot water and a plunger. Use ½ cup baking soda and ½ cup vinegar, cover drain and let sit for at least 30 minutes. Add hot water to drain and plunge. If the drain is clogged with hair, a wire hanger can be used to gently pull the clog out.

For kitchen and sink drains with garbage disposals please refer to What goes down the garbage disposal. Most maintenance calls can be avoided by having this knowledge. If the services of a professional are required, and it is determined that the problem is tenant caused or the result of tenant neglect or misuse, you will be charged for the service.

If the home is serviced by septic tank, it will be noted in your lease and specific preventative maintenance guidelines provided:

Grease, cooking oils, or other household chemicals and antibacterial soaps should be avoided. Bleach, disinfectants, drain and toilet bowl cleaners should be used in moderation. Plastics, paper towels, tampons/sanitary napkins, condoms, cigarette butts etc. or any other item not intended to flush should not be flushed down the toilet.

The only thing that should be flushed is waste water and toilet paper.

WHAT GOES DOWN A GARBAGE DISPOSAL

Only small amounts of leftover food from your plate

Small food bits

Lemon peelings

What Does NOT Go Down Disposal

Anything that is not biodegradable food

Anything combustible

Plastics and metal

Bones

Hamburger

Spaghetti

Bacon or other grease

Egg shells

Potato skins or large amounts of Potato

Corn cobs or husks, lettuce, asparagus, fibrous fruits and vegetables

Pasta and rice

Just remember, whatever you wash down the drain must make it to the road (City Pipes) or flow through the septic system. If it is doubtful that a piece of food will get that far without causing a back-up, don't wash it down your sink.

Anytime you put anything in your disposal make sure you run water for about 30 seconds. This will make sure you get the longest life possible out of your disposal.

Too much of anything is not good. For example, small amounts of potato peels might be okay, but if you put a lot, you are asking for a repair bill.

“When in doubt...Throw it out!!!”

Consider running ice cubes in the unit as a means of “cleaning” the unit. The hard ice chips help knock down the scum layers that build up below the seal and in the grinder wheel.

The only things that should go into a garbage disposal are things

that are left over after you scrape your plate into the garbage can. The disposal will have a tough time with foods like pasta and rice. It will have a real tough time with slimy things like potato peels and won't do well at all with onion skins, sections of onion or stringy vegetables like asparagus. Best to toss in the garbage can!

We do make an exception to the rule of minimizing use of the garbage disposal, and that is to address the issue of garbage disposal smell. Over time, a film of scum can form down in the grinding chamber, and it may get smelly.

To combat the smell, try grinding the peels from a piece of citrus fruit like orange, grapefruit, lemon or lime once a week. The mechanical action of the rough peels getting ground up combined with the peels' citric acid, is a natural cleaning agent and gets things clean and fresh. Be sure to cut into at least small wedges before inserting.

PREVENTATIVE TIPS

Preventative Cleaning Tips

Here are some helpful cleaning tips for you:

Always put away food and wipe up food debris

Clean pet bowls regularly to avoid attracting ants and other insects

Do not allow grease to build up in kitchen; use a sponge and soapy water regularly on counter tops stovetops and hood filters

Avoid cooking with very high heat, this will add more grease build-up and cause damage to appliances, it can also be very dangerous.

Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers

Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.

Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills

Regularly pick up debris and pet feces in outside areas.

Safety Tips

The safety of you and your family is very important to our company and many things can affect it. Here are some tips to follow:

1. Window screens are not a safety device. **DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS.**
2. Unplug all heat-producing appliances like toasters, irons and coffee makers when not in use to prevent fire hazards.
3. Never leave heating pads or electric blankets on indefinitely. Turn them off when you leave the residence to prevent fire hazards.
4. Never leave water running unattended in a plugged bathtub or when leaving the residence.
5. If you have an upstairs bathroom and you see water in the ceiling below, particularly around in the light fixture, report the leak immediately to our office.
6. Do not operate electrical appliances while standing or sitting in water.
7. If you have small children, use child protector plugs when you are not using outlets.
8. Do not overload extension cords with too many appliances. Place lamps on level surfaces and use the correct wattage bulbs
9. Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
10. If you suspect an electrical problem, report it to our office immediately.
11. Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
12. Do not allow children to leave toys on walkways and sidewalks.
13. Replace outside light bulbs so you can utilize lights properly when it is dark
14. Report and exposed tree roots in our office
15. Keep a portable fire extinguisher in the kitchen and the garage; they are available in Walmart or any hardware supply stores.
16. If you use a barbeque grill, use common sense & never leave frills unattended. **DO not set grills up against the house.**
17. If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
18. Do not store fireplace wood against the house
19. Always be certain the damper is open before starting a fire in the fireplace.
20. Do not build "roaring" fires in the fireplace, build reasonable fires suited to the size of the fireplace.

PESTS

Pest control is provided at the onset of the lease. Ongoing pest control for sugar or “nuisance” ants, roaches, water bugs, etc. Will be at the tenant(s) expense. Keep all counters and floors free of water and food items.

Call our office if you see carpenter ants, termites or rodents.

60 DAY NOTICE TO VACATE

Eventually, you will move, and we want you to be prepared when this time comes. We require our tenants to give 60 day notice prior to moving.

You can log onto the tenant portal to enter your notice to vacate, or download the notice to vacate form from our website at:

www.reignrealtygroup.com, complete the form and fax to (678) 369-0399 or email to reignrealtyteam@gmail.com.

You may also mail the notice to our office at (3355 Lenox Road, Suite 750, Atlanta, GA 30326. The notice must be signed by all tenants living in the home. The 60 days begins on the day we receive it in our office.

It is the responsibility of the tenant to deliver all keys, garage door remotes, gate and/or amenity passes to our office or your property manager. You will still be considered in possession of the residence until all keys have been returned. The daily/“hold over” rate will be charged for each day.

Before You Vacate the Property

After you have given notice to vacate, please remember to do the following

Contact our office to schedule a final move-out inspection. Return all keys, fobs, gate/amenity passes and garage door openers to our office.

Do not schedule disconnection of utility service until after the final walk thru has been completed. Utilities must be on to conduct the

final move out inspection, if utilities are disconnected prematurely, a utility reconnection fee will be charged in accordance with the terms of the lease and deducted from security deposit funds.

Per the terms of the lease, carpets must be professionally cleaned and property left in the same move-in ready condition as at the time of move in. Failure will result in a cleaning fee being charged and deducted from the security deposit.

If you are responsible for yard care, please return the lawn to move in condition before you leave.

Remember to stop newspaper or magazine subscriptions. Notify office of forwarding address.

Your security deposit statement will be sent within 30 days of vacating. A deposit refund check will be payable to all persons on the lease agreement, unless written notification signed by all tenants on the lease is received in our office.

We will be marketing your home for re-rent and will notify you when we have an appointment to show it.

If you have any questions, or concerns, please contact your property manager directly, our office by phone at (678) 369-0399 or email at: reignrealtyteam@gmail.com.

On behalf of the Reign Management team...We welcome and wish you an enjoyable tenancy.