



**3380 Trickum Rd. Blg 1300 Suite 100
Woodstock, GA 30188
770-726-1454 • NWAtlantaPM@gmail.com**

Thank you for renting from Northwest Atlanta Property Management. We hope your new home is everything you hoped it would be. The property owner has hired us as their agent to represent them in handling and protecting this investment for them. While your rental agreement and the Landlord-Tenant Code are fairly complete we feel it is important to further outline and clarify rights and responsibilities of both you as a resident and as landlord.

We consider you a resident who deserves a quality of lifestyle as if you owned this home. I want to keep this home in *as good or better* condition as on the day of your move in. It is your responsibility to inform me of any breakdowns, leaks, malfunctions or other problems that can arise in any home. I assure you that I will handle any concerns of yours in a timely and professional manner.

Please read the following few pages thoroughly as we have found that doing so prevents many future misunderstandings. If you have any questions or suggestions please do not hesitate to call Jon, Property Manager at 770-845-4149 or Mike Stott, Consultant at 678-232-0927.

Welcome again,

Jon Burke & Donna Stott
Property Managers
Mike Stott, Owner / Consultant

Revised 6/2021

General Items

Payment of Rent must be made to our office **on or before your due date** as written in your Rental Agreement. The rent is late on the 2nd of the month however most contracts don't charge a late fee until the 4th or 5th of the month. To be clear, your rent IS late if it's paid after the 1st so please make arrangements to have it to us BEFORE or ON the due date. Make checks payable to NW Atlanta PM or Northwest Atlanta Property Management, and please write down the address of your home on the check in the notes field. You may also arrange your bank to AutoPay NW Atlanta PM for the amount of the rent delivered by the 1st of each month to 3380 Trickum Rd. #1300/100 Woodstock, GA 30188. Your "account number" is your property address. We do NOT accept cash but will accept cashiers checks, money orders, and after month 1, we will accept personal checks (providing there have been no "bad or bounced checks.") If you have a problem paying your rent on time please call us and discuss the circumstances BEFORE the due date. Open lines of communication are essential resolving any differences. Failure to pay the rent or returned checks/insufficient funds will result in additional late and/or legal fees charged to you.

If you plan to pay in person or stop by at our Woodstock office, please call ahead to make sure someone will be available to help you.

If your check is returned by your bank, you will be charged \$80 and Northwest Atlanta Property Management will not accept personal checks from you in the future; after any "bad or bounced check" you must pay with a money order or cashiers check.

Your Security Deposit is held in an escrow account at Bank of America. **The security deposit may not be used to pay rent under any circumstances!** When your lease is terminated, your move-out forms are completed, and all keys/openers have been returned, your deposit will be returned to you less any charges against it (within thirty (30) days. It may **not** be used as your last months' rent.

The Move-in/Move-Out Form is very important, as it will be used in checking you out of this property. Any damaged or broken items not listed on the form at move-in will be assumed to have been caused by you and you will be responsible for the repair/replacement of such items. Normal wear and tear are **not** your responsibility. You have ten (10) days from the date of occupancy to change or amend your inventory and condition form. If you find any problems in your home please let us know within the ten-day period.

Insurance for your personal belongings is strongly encouraged. Owner's insurance does NOT cover any of your personal property under any circumstance. A *Renters' Insurance* Policy is easily and inexpensively obtained and will protect you from loss. If you have a waterbed it is required that you obtain waterbed insurance (approximately \$100 per year) to protect yourself from liability should your waterbed rupture. We would also like to have information on your Auto insurance on file in case your vehicle should cause damage to the property.

Periodic Inspections will be made approximately every three to six months to protect your and the owners' interests. This inspection should take between 5-15 minutes. This is normally coordinated around the lease renewal as well as in-between. A video or photos may be taken at this time.

Guests are allowed but any guest who stays overnight 14 days within a 3 month period is considered a tenant and must be approved by the Landlord. Such approval will include a credit/background report (\$50 per adult) and the owner's approval.

Pets are only allowed as per contract and the separate pet exhibit. Which details types of pet and any required additional non-refundable pet fees. A \$500 a day penalty may be imposed.

Smoking is generally not allowed in units we manage. The cost to clean a home after smoking has occurred in it can be very expensive including special cleaning and deodorizing curtains, carpets, etc.

Emergency Procedures

Occasionally an emergency will occur. A prompt and proper response by you will save you, the owner, and Northwest Atlanta Property Management time, money and frustration.

Water cut off valves are located under each sink, by each toilet, and by the washer if a particular leak occurs. For a burst pipe there is generally a water shut off valve outside the house/unit. Please become familiar with the location and operation of these shut offs and use them immediately if there is a water leak. Then call us.

The Circuit Breaker or fuse box is used for shutting down electrical power. Become familiar with the location and switches. Then call us.

If there is a fire use a fire extinguisher or call the fire department immediately. Then call Northwest Atlanta Property Management at 770-726-1454; 678-232-0927; or 770-845-4149

For Freezing Weather Leave inside fixtures on with a slow drip, open cabinets so warm air can flow to pipes, cover up outside spigots, drain external pipes, and call us with any problems.

If an appliance breaks it is generally NOT an emergency. Emergencies are burst pipes, a burst water heater, and/or a fire.

For faulty appliances or other problems Northwest Atlanta Property Management at 770-726-1454; 678-232-0927; or 770-845-4149. If there is an emergency and you can't reach us please use common sense in handling it. Examples: Call a local plumber after trying to reach us if there is running water. Common sense would also mean to do what you can to stop the water using cut off valves, so that more damage is prevented. If there's a fire call 911 immediately.

Type Of "Emergency"	Real Emergency?	Solution
Burst Water Pipe	Yes	Call Plumber, Call NWATLPM
Broken Refrigerator	No	Buy coolers, rent refig, borrow from Neighbors
H2O Heater Ruptured	Yes	Call Plumber, Call NWATLPM
Broken Disposal	No	Don't use until fixed, CALL NWATLPM
Clogged toilet	No	Don't use until fixed, CALL NWATLPM
Roof Leaks	Depends	Plumbing – call Plumber, Rain – move valuables, put out a bucket, call NWATLPM
Noisy Neighbors, Dogs Barking	No	Call the Police & File complaint
Fire	Yes	Call 911

Please use "common sense" when any problem occurs feel free to call us Monday through Friday 8:00 until 5:00 p.m. if you have any questions and after hours for emergencies.

General Questions and Answers

1) Something breaks what do I do?

Call us during normal business hours and discuss the problem with us. General maintenance and wear/tear items (light bulbs, stovetop drip pans, window cleaning, yard watering) are the tenant's responsibility. Big items are generally the owners' responsibility. In many cases clogs and disposal jams are tenant caused and therefore your responsibility. If there is an item needing replacing (a toilet seat or a screen) we can often times have the owner pay for the materials if you'll provide the labor. Please do not take any out-of-pocket funds for repairs from the rent. If a reimbursement is in order, you will be given a check.

2) NWATLPM is sending out a repair person - are you going to let them into my home?

In most cases we won't be going out unless the repair/improvement is a big job. On minor repairs the repair person will schedule with you directly.

3) We want to renew our lease what do we need to do?

Call us, and assuming it fits the owner's plans and you have proven to be a reliable tenant we'll coordinate the new lease.

4) We want to end our lease early what are the penalties?

You are responsible for the terms of your lease. If you are on a fixed lease you may be liable for the full rent owed. We try to work with you in finding a replacement tenant but there will be advertising and vacancy costs. On a month-to-month lease you need to give

us 30 days written notice prior to vacating. If you are in the military and you get orders to move you must give us 28 days written notice and a copy of your orders.

5) We have lots of bugs - what do we do?

If you've just moved in call us and we'll discuss remedies. If you've been in the unit for awhile it is your responsibility to care for. We suggest the roach motels, bait traps, and the fumigators available at local stores.

6) We're going out of town for a few weeks, do we need to notify you?

Yes, Please notify us in writing for any absence longer than 5 days. This is so we can be aware of the vacancy in case of emergencies.

7) We're getting ready to check out - do we need to do anything special?

Our move-out inspection procedures are fairly extensive. If requested we will send you a "Suggested Checklist for Vacating Tenants" form. You must clean the unit thoroughly including all windows, screens, appliances (inside and out), and ceiling fans.

8) I'm responsible for yard care - what does that mean?

Generally you have to keep the yard in as good or better condition than when you moved in. In Atlanta you have the four different seasons which require different amounts of time each week devoted to lawn care. In general you are responsible for any of the following not covered by any HOA: watering, mowing, trimming, haul away, fertilizing, putting in mulch and or pine straw etc. The owners are responsible for tree trimming and removal. If you are unable to do so we can help coordinate a service for you at your expense. They are surprisingly affordable.

9) What else do I need to know?

In general, regular household upkeep is your responsibility. You are renting the unit as a whole, including upkeep. Examples, not excluding other applicable items: If you use the fireplace, it is your job to maintain it including an annual cleaning. *The A/C system has filters that required replacing every 2-3 months.* Maintenance of items like smoke detector batteries; lightbulbs; drip pans on the stove; etc. are your responsibility to maintain and replace as needed. Unless the lease specifically says otherwise you are responsible for all yard care.

Tenant Move Out Information

When the home is completely vacated a complete move-out/inspection will be done. Please arrange the formal checkout after the home in good order and completely cleaned. If this is not done deductions from your security deposit will be made. Here are some sample deductions:

<u>Item</u>	<u>Approximate Deduction</u>
Complete interior Cleaning	\$550 to \$9000
Yard Cleaning	\$300 to \$900
Window Cleaning	\$20 per window
Dirty Stove	\$60
Dirty Refrigerator	\$60
Large (>1") Hole in Wall	\$75 per hole
Excessive Nail Holes	\$100 per wall
Trash/Debris Removal	\$225 per truckload
Lost Keys	\$60 per lock
Lost Pool/Security Key/Fobs	\$25 to \$250 perkey
Damages to Door/Trim	\$75 or per estimate
Repainting Required (no Permission)	\$350 per room
Floor Cleaning	\$75 per room
Broken Windows	As per bid • \$250/\$350 per
Damaged Screens	\$40 to \$50 per screen
Paint Chips on Appliances	\$50 per chip
Decals/Sticky Stars on Walls/Ceilings	\$15 per item
Missing or Burned out Bulbs	\$15 per bulb
Missing Smoke Detectors	\$40 per detector
Carpets not professionally cleaned	\$200 to \$700 – per bid
Fleas	\$350
Unpaid late fees/charges	Amount owed
Pool care	\$200 to \$1500 - per bid
Other Damage	Per Bid

If you have any legal questions, you can reference them by searching the Georgia Landlord Tenant Handbook online or look on our website at <http://www.northwestatlantapropertymanagement.com/client-forms/> for the latest version we have downloaded for you.

Other forms are also on this page for your use.

The most recent numbers we have for services to help you with questions are:

Tenant/Landlord Advice Line 404-463-1596
Legal Aid / Pro Bono 404-669-0233

Utilities

Are accounted for in your individual lease. If there is an omission of any utilities, you will be responsible for those so check the lease carefully.

You are responsible for turning them on upon move-in and leaving them connected until the move-out inspection is completed.

You can try AllConnect.com – it works for some places as an all-in-one utility transfer. Other information is here for your convenience, but does not include all options. We will provide you with the list of utilities for your home and how to contact them via email.

If you are moving into a Cobb county residence this site is helpful:

Cobb County: <http://communications.cobbcountyga.gov/newcomer.htm>

For Fulton County: <http://www.co.fulton.ga.us/>

Electricity

Georgia Power: 1-888-660-5890

Cobb EMC: 770-429-2100

Cable

Charter Communications (Roswell): 770-806-7070

Comcast: 678-545-2289

Telephone

AT&T: 404-780-2355

Comcast: 678-545-2289

MCI Worldcom: 1-888-624-5622

Water

Fulton County Water and Sewer: 404-730-6830

Alpharetta Water: 678-297-6060

Roswell Water: 770-641-3759

Natural Gas

Scana Energy: 1-800-348-6496

Energy America: 1-888-305-3828

GasKey: 1-877-427-1539

Georgia Natural Gas Services: 1-888-442-7489

Infinite Energy: 1-877-342-5434

Scana Energy Marketing: 1-877-467-2262

Shell Energy Services: 1-877-677-4355

Southern Company Gas: 1-866-762-6427

Trash

Alpharetta Sanitation: 678-297-6060

Roswell Sanitation: 770-641-3807

Note:

Several companies provide garbage pickup in north Fulton and Forsyth counties. See your local phone directory. 770-551-7766