



Tenant Handbook



Putting the Pieces Together



Our Personal Message to You

Mega Agent Rental Management Georgia LLC welcomes you to the Greater Atlanta area and congratulates you on the selection of your new home.

This handbook is part of your rental agreement and as such, outlines responsibilities we have to you and which you have to the home and us. You have leased a home; think of it as your home. During the term of your lease, you are in possession of the house and the yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises. As property managers, we also have obligations and responsibilities to the owner, to care for and maintain the home you have selected to rent.

It is important that you read this handbook carefully, understanding each paragraph. A good relationship is possible when each party understands and fulfills their responsibilities and obligations. Understanding that the success of a landlord/tenant relationship is based on clear communication, we are always available to answer your questions and discuss problems you may have.

Our office hours are 9 a.m. – 5 p.m. Monday through Friday. Occasionally, the office will be closed to allow Mega Agent Rental Management Georgia LLC staff to visit properties. If you need to meet with a staff member, please call the office prior to your visit.

Please keep this handbook where it is readily available. Before calling the management office, see if the answer to your question is in this handbook. We love to hear from our tenants, but many times the answer to a question can be found in the handbook.

We look forward to a successful relationship with you and thank you for selecting Mega Agent Rental Management Georgia LLC.

All the best,

Drew Brown

Drew Brown
Owner



TENANT HANDBOOK

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TENANT HANDBOOK

1. GENERAL RULES AND REGULATIONS

A. Part of Your Rental Agreement

This Tenant Handbook is part of your rental agreement and is legally binding on both parties.

B. Rent Payments

Rent payments are due and payable to Mega Agent Rental Management Georgia LLC, in advance, on the first day of each month. Payment should be made by check, Electronic Bank Transfer, Money Order or Certified Funds. Rent payments can be mailed to Mega Agent Rental Management Georgia LLC, 3832 Wesley Chapel Road, Marietta, GA 30062. You may pay in person during office hours at 3832 Wesley Chapel Road, Marietta, GA 30062. Any rent payment received after the 5th day of the month is considered late, regardless of the postmark date. Rents remaining unpaid after the fifth (5th) day of the month are delinquent and subject to a late fee of \$50.

Rents remaining unpaid after the 5th day may cause legal action to collect rent. To ensure proper credit to your account, please write your address on each check and every written correspondence you have with the office.

Set-off of rent is prohibited: Tenant has no right to deduct the security deposit from the rental payment for the last month of any term of the lease.

C. Returned Checks

Any check returned for insufficient funds, a closed account or for any reason will be charged \$30 plus the amount of the check. All payments must be made with certified funds or a money order within 24 hours of notification, or legal action may be taken. If the returned check causes your rent payment to be late, a late fee of \$50 will be charged regardless of the reason. After a check has been returned for insufficient funds, you may be required to make all future payments with a money order or certified funds.

D. Default of Rental Payment

If the rent is not paid by the 5th of the month, this is notice that your lease and rental agreement may be terminated in accordance with the most current requirements under Applicable statutes in the Code of Georgia. All charges unpaid by the end of the month in which they are charged are added as additional rent. All remedies and charges for collecting rent may be used to collect unpaid charges. If rent is paid while a legal action is in process, acceptance of a rent payment will not stop legal action that has begun. A separate agreement must be reached if legal action is to be stopped. Additionally, we may report your delinquency to the national credit bureaus.

E. Telephone Number

All tenants are required to have telephone accessibility. Management is to be provided with home, mobile and work telephone numbers. Please notify Management when you change your home, mobile or work number. Unlisted numbers must be provided to Management. An e-mail address should be provided to Management, but not in lieu of a telephone number.

F. Keys and Locks

Two sets of keys are issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of a door requires the written approval of Management. Management must have keys to each lock on and in the house. Management may gain access and re-key locks if the tenant denies access at any time. Copies of new keys will be available at the office during office hours. All keys are to be returned to Management upon vacating the

premises. It is policy when Management or its designated service technicians complete service work to lock all doors used for entry when leaving. Please, keep keys to your locks in your possession or easily accessible at all times (see Lock Outs, paragraph G).

G. Lock Outs

A \$25 lock out fee is charged if you are locked out during business hours. You may borrow a key from the office, M-F, 9 a.m. - 5 p.m. There is a \$5 charge to obtain a duplicate key from the office during business hours. A \$50 fee is charged if you are locked out after office hours, weekends or holidays. A locksmith service call can be made at the option of Management.

If you are locked out of your house after a service call it will be considered a lock out and all applicable lock out fees will be charged.

H. Trash, Garbage and Recycling

All refuse must be placed in appropriate containers, provided by Tenant, except in communities that offer dumpster pick-up. The Tenant is required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on collection days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50-gallon trash bags of recycling materials may be kept on the premises at one time.

I. Disturbances, Noise and Nuisance

All Tenants and tenant's guests are expected to conduct themselves in a way that will not offend or disturb neighbors or the passerby. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind is a violation of the lease terms and cause for eviction. This includes loud or lewd music, and vulgar or profane language. If music or other sounds can be heard outside the perimeter of the premises leased, it is considered loud.

J. Move-In/Move-out Condition Report

At move-in, you will receive a move-in condition report. It is your responsibility to review this report, noting any additional deficiencies, damage, or conditions that you do not wish to be responsible for at move-out. You will have three (3) business days to return a signed copy of the condition report to the office. The move-in report will be used to contrast conditions as charged damages at move-out.

K. Periodic Surveys

With reasonable notice to the Tenant, and at reasonable times, Management and/or their duly designated representative may enter the premises to inspect or make any necessary repairs, improvements or alterations. In all cases, you should receive at least 48 hours notice, unless the repair is an emergency.

L. Parking/Vehicles

All vehicles must be parked in assigned areas (*garages, parking lots, parking pads, etc*) or on the public street, where allowed. Parking on lawns, sidewalks or other areas not specifically designated for parking is prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repairs are allowed at anytime; expect minor repairs e.g. changing a tire. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area of the property. The Tenant shall properly and promptly remove all stains.

M. Guests

Any person(s) staying more than fourteen (14) calendar days consecutively, or twenty-one (21) calendar days in any calendar year, without prior written consent from Management, will constitute occupation of the premises on a regular basis; therefore, constituting a violation of the lease. Tenant is responsible for the behavior of guests and all portions of this agreement apply to guests.

N. Emergency Maintenance/Repairs

An emergency is when danger is present or property damage has occurred or is about to occur. You are expected to do everything an owner would do to protect the property from damage. The first priority is to stop additional damage. Read **Appendix 1.0 (Trouble Shooting Your Home)** and **Appendix 2.0 (Emergency Maintenance Services)** for procedures to enlist emergency maintenance service.

O. Renter's Insurance

It is strongly encouraged that Tenants obtain renter's insurance for the protection of personal property. Neither the Landlord nor Management shall be liable for any injury or damages to persons or property either caused by or resulting from falling plaster, dampness, overflow or leakage upon or into the premises of water, rain, snow, ice, steam, gas, or electricity or by breakage in or malfunction of pipes, plumbing fixtures, air conditioners, or appliances or leakage, breakage or obstruction of pipes.

P. Pets

No pets, animals, snakes or birds, etc. of any kind are permitted on the premises without written permission from Management. Tenant understands that the pet fee is paid per pet and is only for the privilege of having the pets at the premises. The pet fee does not cover damages to the premises. If a pet is permitted by signed agreement, a pet fee will be required at a fee determined by Management. The tenant assumes all liability and responsibility for any and all damage caused by said pet. Tenant agrees to have all carpeting cleaned by a professional carpet cleaner and to pay the cost for having the premises treated for fleas and ticks by a professional exterminator at the termination of occupancy. Paid receipts for such services shall be provided to management. There is a \$25 fine per incident where an unauthorized pet is found at the home. Please note that every violation is deemed a separate incident.

Q. Utilities

The Tenant shall order all utilities with advanced notice to give appropriate service providers time to process the request for service. Tenant shall pay any deposit required by the utility company for utility service not provided by the landlord. Tenant is responsible for the lighting of any pilot lights to any appliance that uses gas (*hot water heater, stove, furnace, etc.*) Turning on new service does not mean that pilot lights have been lit. Tenant shall make requests directly to the telephone company for non-functioning lines, jacks and for additional lines or jacks to be installed. If tenant wishes to install satellite television or if additional lines are required for cable television, or internet access, tenant agrees to provide Mega Agent Rental Management Georgia LLC a written request detailing installation procedure and placement of any lines or a satellite dish for authorization before installation can take place.

2. WHEN YOU FIRST MOVE IN

A. Get to know your property

When you first move in, locate the electric breaker panel or fuse box. Note any ground fault circuit interceptors or breakers (GFCI) you may have. GFCI's are located by bathroom and kitchen sinks or in the electric panel box. Study the electric panel box noting which breaker or fuse operates the stove, hot water heater, heat pump, and water pump if the house is on a well water system and air conditioning unit(s). **LOCATE THE MAIN WATER SHUT OFF VALUE FOR THE HOUSE**, for outside hose bibs, for the hot water heater and sinks/tubs. The main house shut off can usually be found in two places. The first is inside the house close to the main water line entry most likely along the front basement wall. The second is usually located in the front yard along a property line under a small lid accessed with a special key by the utility service provider. For a water main break emergency call your water provider. Locate the furnace filter and filter size for replacements.

B. Circuit Breakers

Circuit breakers move slightly when triggered. A breaker may appear to be ON when it has "popped off". To reset, turn the breaker to the OFF position, then to the ON position. A ground fault circuit interceptor

or breaker (GFCI) detects slight changes in voltage near a water source (*bathrooms, sinks, garages, etc.*). In some of the older houses the GFCI is located in the electric panel box. If you lose power to a GFCI electrical outlet, you will need to reset the GFCI. To reset, push the RED button on the outlet.

C. Humid Living

Our summers can be quite hot and humid. It is important to keep vents on crawl spaces open in the summer, and closed in the winter. Closed vents in the summer can cause excessive damage to floor joists and other areas underneath the house. Watch for puddles of water around the perimeter of the house that do not go away. Standing water is often a sign of problems under the house. Always keep the perimeter of the house clear of all matter (*trees, bushes, flowers, and vegetation*). Report to management any suspected water problems or overgrown plant life, even if yard care is included in the rent.

D. Heating and Air Conditioning Units

Many homes have heat pumps for heating and air conditioning. Heat pumps are very efficient. By design, heat pumps work best when the thermostat is set and then left alone. Air that comes through the vents will not feel cool or hot to the touch. The air that is circulated runs over a heating/cooling element gradually warming or cooling to the desired temperature. During extreme temperatures, both hot and cold, the heat pump may not keep the house as comfortable as you desire. During extreme heat close window coverings, keep doors closed and avoid running hot appliances (*oven, etc.*). Do not set the thermostat at a low temperature during extreme hot days, when the outside temperature is above 95 degrees. Poor cooling may be the result of a clogged or dirty filter. All heat and A/C filters should be changed once a month. As a good rule of thumb, change your HVAC filter when you pay the electric bill. If water drips from the inside HVAC unit, it is typically caused by a clogged condensation drain line. If the line becomes clogged, turn the unit off and call Mega Agent Rental Management Georgia LLC.

3. MAINTENANCE, DAMAGE AND REPAIR

A. Maintenance Requests

All maintenance requests, except immediate emergencies must be put in writing or filed through management's website. Please be specific when requesting maintenance work. Provide all information you can as to the nature or cause of the problem. You may mail, fax or email your request to us.

Remember that renting a house is not like renting an apartment. Mega Agent Rentals does not have a handy man living in your neighborhood to fix things immediately. Please reference Appendix 1.1 which should be a visual representation of which maintenance responsibility is on the landlord and which is the responsibility of the tenant.

B. Unauthorized Repairs

If you call a repair company without authorization of management, you will be charged for any work done. Work not authorized by management cannot be guaranteed and will not be reimbursed.

C. Lawn and Ground Maintenance

Tenant is responsible for maintaining the lawn and shall keep it mowed, edged and free of weeds and fire ants. Fall leaf removal should be completed prior to December 1. The trimming of bushes and weed control are to be completed on a timely basis as needed. No new planting or garden spots are allowed without written permission from Management. Seasonal small flowers and bulbs may be planted in landscape beds that already exist.

D. Light Bulbs

All lighting fixtures and bulbs are checked prior to move in for proper operation. Tenants are responsible for changing all bulbs during tenancy and at move-out. Most florescent bulbs or tubes will begin to flicker just before shorting out. Twist the bulb or tube away from you to remove, noting the size and wattage

printed on the bulb or tube. Most bulbs and tubes can be purchased locally. In the event you have installed new florescent tubes and they still do not work, let us know the ballast because may need to be replaced.

E. Plumbing

It is your responsibility to keep your drains free of grease, hair, lint or food, or solid objects that can clog the pipes. **No feminine products of any kind are to be flushed into the plumbing system.** You will be charged for unclogging blocked pipes if these products are the cause of any stoppage. **Bleach tablets or self-cleaning tablets are not to be placed in toilets or the water closet.** The owner will ONLY pay for stoppages that are caused by faulty construction or mechanical failures not caused by Tenant, pipe breakage due to age of system or clogged pipes from tree roots. Owner will not be responsible for Tenant's personal property damaged by an overflow or leakage of any kind. Tenant should have Renters Insurance for protection of any personal possessions.

F. Outside Water Faucets

All water hoses for outside use must be disconnected from the outside faucet in the late Fall, before the first freeze and should remain off until Spring. If the water can be shut off from an inside valve on the supply line this should also be done. Failure to do this can cause ice to build in the line causing the pipe to split and could cause interior and exterior damage. If the hose is used when weather permits during the winter, the hose must be disconnected after use.

G. Waterbeds

Waterbeds are **only permitted with prior written consent of Management.** If permitted, you should have an insurance policy in place to cover any damage done by your bed due to leakage or excessive weight on the structure of the home. The tenant will be held responsible for any and all damage caused by the waterbed. Be careful in the placement of the bed, making sure it is not too heavy for the desired location. *(See manufacturer's directions for proper set up)*

H. Walls and Ceilings

Please keep the walls and ceilings of the home clean and unmarred. Do not paint or wallpaper any walls without prior approval of the management. You are welcome to hang pictures on the walls as long as the walls are cleaned and unmarred upon vacating. Be careful to use proper hangers on plaster walls that are usually found in older homes. When vacating, **DO NOT SPACKLE THE WALLS**, a few small holes are acceptable as normal wear and tear. Walls covered with a spackle product will force us to paint and you will be charged for this unnecessary work. All ceilings, and air vents should be dusted/vacuumed regularly and before vacating.

I. Vinyl Floor Coverings / Hardwood Floors

With normal household use, vinyl floors may be washed with a solution of warm soapy water. Stay away from harsh abrasive cleaners such as Ajax powders. A thorough cleaning is necessary three or four times per year. Most supermarket products work well, but special cleaner/strippers and wax products can be purchased at flooring stores. Hardwood floors should be swept often, and cleaned with a mild wood care product such as Murphy's or Johnson's paste wax. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floors. When waxing, use a water-emulsion, self polishing type such as Johnson's, avoid any solvent based waxes. You will be responsible for damage done by a lack of proper cleaning, broken tiles, torn floor covering or improper cleaning procedures.

J. Carpet Care

Routine carpet care requires a thorough **vacuuming at least once a week to remove the soil** from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. A motor driven brush and beater type vacuum cleaner is recommended if the home you rent is carpeted. **They must have the carpets professionally cleaned**

upon vacating. A copy of the cleaning company's bill must be provided when you vacate.

K. Stoves

If the oven or broiler will not turn on, check the timer on the stove. A self-cleaning type stove, may have been left on a cleaning cycle. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. *Do Not Use Oven Cleaner On Self-Cleaning or Continuous Cleaning Ovens.* Be careful when cleaning the oven that the oven cleaner does not drip onto the cabinets or onto the floor. You will be charged for damage to an appliance for improper use, cleaning maintenance or lack of proper maintenance. If you smell gas in the kitchen, check the stove's pilot lights for each of the burners and oven. The pilot light can be lit with a match. For the oven, a long match will be necessary to reach the pilot. Before lighting, be sure there is no standing gas in the air. If the pilot lights are not working, call the gas company.

L. Dishwashers

Use this appliance at least once a week. Seals may dry and the motor may be damaged by long inactive periods. Clean around the inside lip of the door and check the bottom of the dishwasher for fallen food or items that may block the drain. Some dishwashers have electrical switches on the nearby wall to turn the power on. Be sure to run the garbage disposal before turning the dishwasher on.

M. Garbage Disposals

Garbage disposals are not to be used for bones, potato peelings, greasy items, and large pieces of any meat or any other like materials. If the motor hums while in use, but does not spin, turn the switch off. Un-jam the disposal by first removing the food debris inside, then turn the blade counterclockwise with the wrench, which is usually attached to the disposal itself underneath the sink. A broom handle applied with steady pressure can also be used if no wrench is provided. Reset the disposal breaker by pushing the small red (*or yellow*) button located on the side or bottom of the disposal. Never reach into the disposal until the electric power is OFF.

N. Mini-blinds or blinds

If provided, mini-blinds or blinds are for the purpose of allowing/preventing light to enter the unit and providing privacy. You will be charged for any mini-blinds or blinds that are broken or damaged during your residency. To prevent damaging the mini-blinds or blinds, leave the blinds in the down position and open/close them with the turning wand. DUST/CLEAN BLINDS REGULARLY to prevent build up and to make them easier for you to clean at move-out.

O. Whirlpool and Jacuzzi Tubs

Operating the tub without water will damage the motor. Do not operate until your tub is full of water. Once the tub is full of water you may turn on the jets or jacuzzi. If the water level in the tub drops below the jets, shut off the jets and refill the tub.

P. Pest Control

You are responsible for general pest control in your rental home. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. We will be happy to refer you to some reputable pest control companies.

4. MILDEW AND MOLD

A. Prevention

Mildew and mold can become a problem when preventive steps are not followed or when early signs of mildew and mold are ignored. When proper steps are taken, and if recognized early, mildew and mold will not become an area of concern. Keeping damp areas well ventilated can prevent mildew and mold. Bathroom exhaust fans should always be operable and used. Grout in tile and tub enclosures should

always be clean. **Read Appendix 3.0.**

5. CLEANING AND HOW-TO'S

We work hard to deliver to you a clean, well-maintained and comfortable home with all mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable for you and future tenants. The key to proper cleaning is to do it regularly. A properly maintained home involves the Owner, who keeps structural and mechanical maintenance up to date, the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Management.

A. Minimum Cleaning Standards

- Keep windows and storm doors clean, inside and outside. Wash between windows and screens.
- Wash interior doors, doorways, and walls in heavily traveled areas.
- Clean dust, dirt and debris from the upper and lower sliding glass door tracks.
- Clean stove tops, drip pans, under drip pans, the oven, oven racks, storage drawer, broiler pan and the oven hood, filter and vent.
- All tile, vinyl and hardwood floors must be cleaned properly.
- Dust baseboards, windowsills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of room.
- Clean AC/Heat air return grate(s) and change filter(s) monthly.
- Clean and sweep the fireplace. Clean fireplace grate, screen and glass.
- Replace burned out light bulbs, as needed, and clean lighting fixtures including bulbs and globes.
- Curtains and blinds, if provided, should be dusted/washed regularly.
- Bathrooms should be scrubbed and cleaned on a weekly basis. Cleaning/scrubbing shall include toilet bowls and base, sinks, mirrors, floors, bathtubs, and showers (*including walls*). Wipe out medicine cabinet(s) and drawers.
- Sweep out the garage as needed.
- Clean kitchen appliances, cabinets, counters, shelf(s) and walls weekly.

B. Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting or placing hot items on the counter tops. Do not use abrasive cleaners on countertops, as they will scratch. All unpainted cabinets must be cleaned regularly with a wood cleaner (Such as *Murphy's Oil Soap*) and treated with a wood preserver (such as *Scott's Liquid Gold*). All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.

C. Kitchen Appliances

Each kitchen appliance (*including the washer and dryer*) must be cleaned regularly. In particular, the stove hood, the filter in the hood, the oven, under the burners on the stove and the drip pans. Please clean under the refrigerator and the washer and dryer. Not cleaning all these items regularly can cause excessive wear and tear, for which you will be responsible.

D. Fireplaces

If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This type of burning will cause a buildup of residue in the chimney and increases the possibility of fire. Before lighting the fire burn a piece of paper. By doing this, the air in the chimney will be heated preventing a back flow of smoke into the house when the fire is started. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, treated wood, etc.

6. NOT RENEWING / MOVING OUT

A. End of Rental Agreement

Your lease requires you to provide written notice of your intent to renew or vacate at least 30 days prior to your rental agreement's end date. We will remind you approximately two weeks prior to the 30 day notice deadline.

B. Voluntary Early Termination of Rental Agreement

If Tenant ever wishes to move out and terminate this Residential Rental Agreement before the ending date of the Residential Rental Agreement, Tenant and Landlord / Agent must agree, in writing, to the early termination and the Tenant shall remain responsible for all rents and unpaid back rent along with other damages as allowed by law. Additionally, Landlord / Agent will charge Tenant the monetary equivalent of 1 months rent as a non-refundable termination fee. Landlord will not seek rent beyond the day that the new tenant takes possession.

C. Marketing During the Notice to Vacate Period [Final 30 Days]

The house will be listed for lease or sale and ready for showing. The property must be available and in good showing condition during the marketing time. The most probable showing hours are between 9:00am and 5:00pm Monday through Saturday. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests and no one home are not acceptable reasons to reschedule. You will be called and/or emailed prior to all showings. If there is no answer or no answering system, the call is still considered notice. A call to your place of residence or primary contact number is the usual and customary practice and is hereby considered notice. Extra effort is expected in keeping the house and yard neat and clean during marketing. Remember, there is a \$100 fee for each showing denied by a tenant. The better a home shows, the more likely it will rent or sell quickly. The faster a new tenant is found, the less you will be bothered by showings. A home that shows well benefits everyone!

D. Minimum Showing Standards

- All beds made and rooms neat.
- Floors/carpet vacuumed, clutter free and no piles of dirty clothes.
- Kitchen and baths clean, kitchen sink empty of dirty dishes.
- Walls are clean and unmarred.
- Dogs are out of the way, litter boxes are clean and odor free.
- TV is off or volume turned low so as not to be intrusive.
- Yard is mowed, weeded, trimmed and in good condition.
- Blinds/curtains are open and home is well lit.

E. The Check Out Inspection

It is your responsibility to notify us in writing that you wish to schedule and be present for a check out inspection. Please schedule your check out as early as possible, especially if you are moving during the last week of the month. Management has the right to complete the inspection within seventy-two (72) hours of the termination of the tenancy. If we do not hear from you, the inspection will be completed without you being present. Inspections are done from 10:00am – 4:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays. Depending on the size of the home, inspections can take approximately 45-90 minutes. See Minimum Cleaning Standards for cleaning (Sec 5.A).

- ALL UTILITIES ARE TO BE ON FOR THE INSPECTION.
- Inspections are made only after you have completely vacated; the premises are cleaned, carpet professionally cleaned and dried (*receipt required*), yard mowed, all trash hauled off premises,

shrubs trimmed, flower beds weeded with fresh bedding, and you are ready to turn over the proper amount of keys to all locks.

- A room-by-room check will be made, including interior, appliances, windows, curtains, blinds, etc. The exterior of the house and grounds will also be inspected.
- A minimum of \$60 will be charged to the tenant for management company's supervision of all repairs that have to be performed post move-out by landlord/owner that were the responsibility of the tenant and the cost of said repairs withheld from tenant's security deposit.
- A re-inspection fee (*minimum, \$60.00*) will be charged for each return trip that is required after the first appointment. We encourage you to have the property in proper condition for the first appointment. If the Manager arrives for the appointment and the house is not ready and/or the utilities are not on, he/she will leave. You will be charged for all subsequent trips.

F. Guidelines for a Full Security Deposit Refund

- Proper written notice given prior to vacating.
- Home is in same condition as when property was delivered to the tenant.
- Premises left clean and undamaged and check out procedures followed.
- Ensure no damage to the property beyond *normal wear & tear*.
- All charges and rents due have been paid.
- All trash, debris and personal belongings have been removed from the premises.
- A forwarding address and telephone number have been provided.

G. Return Of The Security Deposit

THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT. The Security Deposit will be returned as stated in your Residential Rent Agreement and Applicable statutes in the Code of Georgia

7. EMERGENCY / DISASTER PROCEDURES

A. Make Your Emergency Plan Now

The key to safe and proper handling of any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Advanced planning allows for fewer mistakes and greater safety for you, your family and the home you are caring for. Take charge and plan now so you can be better prepared to take action when the time comes.

B. What To Do In an Emergency

Everything an Owner would do to protect the property and people living there, you are expected to do. The first priority is to stop additional damage. Our area is prone to strong thunder and lightning storms resulting in power surges and outages. An emergency can happen at any time, be prepared.

8. SUMMARY

A. This Handbook Is For You

In the excitement and confusion of moving, we often do not remember all the instructions and requirements of the Rental Agreement. This Handbook has been written as a reference guide to you. Place it where you can find it easily. Before calling the office, look to see if the answer you seek is in the handbook. If you find something you think would be helpful to others and is not included in the handbook, please notify Mega Agent Rental Management Georgia LLC. We are always looking for additional ways to serve you.

**TERMS IN YOUR WRITTEN RENTAL AGREEMENT
TAKE PRECEDENCE OVER THIS HANDBOOK.**

TROUBLESHOOTING AT HOME

CONCERN	THINGS TO CHECK BEFORE CALLING
Smoke detector will not work when tested with approved smoke detector smoke spray.	Notify management at once
Smoke detector beeps softly on and off.	Check batteries
No power to electric outlets or switches.	Check breaker panel or fuse box, turning off the indicated switch and then back ON. Check and reset GFCI and reset.
Garbage disposal does not work but buzzes.	Push reset button on disposal located on the bottom of the disposal. Un-jam by turning blade backwards with a broom handle or wrench if one is provided. Before removing jam, be sure the unit is OFF.
No hot water.	If gas appliance, have you called to have the pilot lit by City Gas? Check the breaker panel or fuses.
Hot water too hot.	Check thermostat on hot water tank and turn temperature down.
Faucet or toilet leaks.	Turn off water fixture at source and call management.
Toilet or sink blocked.	Try using a plunger to unblock.
No heat.	Check thermostat setting. If gas appliance, have you called City Gas to light pilot? Is the furnace switch ON? Have you ordered the utility on?
Dishwasher will not drain.	Clean food/debris out from bottom of dishwasher drain. Run disposal.
Refrigerator too warm or too cold.	Check thermostat, set correct humidity level and proper temperature for time of year.
During freezing weather.	Disconnect all outside lines and shut off water to outside faucets if possible. Close foundation vents. Leave cabinet doors under sinks open. Leave heat turn on and set to at least 60 degrees.
Frozen pipes.	Open faucet to allow water to drip, turn up the interior heat. Shut off main water supply to prevent pipes from bursting and flooding. NEVER USE AN OPEN FLAME TO HEAT PIPES!

LANDLORD VS. RESIDENT'S RESPONSIBILITIES

Item	Landlord	Resident
Water system breakdowns	X	
Clogged plumbing in house		X
Clogged plumbing between house & street	X	
Broken garbage disposals	X	
Reset garbage disposals		X
HVAC breakdowns	X	
Setting HVAC controls		X
Changing furnace/HVAC filters		X
Electrical system failures	X	
Resetting GFI switches		X
Replace all light bulbs		X
All utilities (unless provided by community)		X
Mandatory association dues	X	
Termite treatment and rodents	X	
Household pest control		X
Maintain yard fencing	X	
Lawn mowing & trimming		X
Lawn weed prevention		X
Shrubbery & pine islands maintenance		X
Security system repairs	X	
Security system monitoring		X
Microwave turntable		X
Smoke detector installation	X	
Smoke detector batteries		X
Exterior drain hose bibs (winterize)		X

EMERGENCY MAINTENANCE SERVICES

After Hour Emergencies:

If you have an after hour or weekend maintenance emergency please call (678) 549-4194. A response to a non-emergency will result in a \$75 service charge to the tenant.

- Fire – CALL 911 IMMEDIATELY
- Water entering the house (*shut off main supply before calling*).
- Damage or situations presenting a safety hazard.
- No heat when outside temperature is below 60 degrees in the winter
- No air conditioning when the outside temperature is 85 degrees or above in the summer.
- Open gas line (*call the gas company immediately*).
- Sewage back up from a sewer main line – **NOTE:** A slow drain or a clogged garbage disposal are not emergencies. A clogged toilet is not an emergency, if there is a second toilet in the house. Always have a plunger available and plunge the toilet before calling.
- Any breakdown or malfunctions in which life, health or property is threaten if corrective action is not taken immediately.

With each situation be sure to take appropriate steps to stop further damage by shutting off water supplies or electricity, discontinuing use of an appliance, or other steps you feel are necessary.

Situations that are not considered after hour emergencies:

- Lockouts when you have lost or misplaced keys (*You should call a locksmith*).
- Appliance repairs (*for refrigerators keep the door closed*).
- Roof leaks – use a bucket to catch water during a storm until a roofer can be arranged.
- Water heater outage.

When the situation can wait until the next business day, please call Mega Agent Rental Management Georgia LLC at (678) 549-4194. If you leave a message, provide your address, a contact telephone number and describe the problem, including as much detailed information as you can.

Utility Service Contacts – See attached utility guide.

MILDEW AND MOLD

There are conditions that can cause the growth of mildew and mold. Conditions that cause growth can be eliminated when tenants actively take the proper steps to prevent mildew and mold growth. Tenants must be proactive in recognizing and eliminating the causes of mildew and mold and reporting to Management problems that may cause mold and mildew. **The following steps are to be strictly followed:**

1. Tenant acknowledges that it is necessary for the Tenant to:
 - i. Provide appropriate climate control;
 - ii. Keep the house / apartment clean and;
 - iii. Take measures to impede and prevent mildew and mold from accumulating in the house.
2. Tenant agrees to clean and dust the house on a regular basis and to remove visible moisture accumulation on windows, walls and other surfaces as soon as reasonably possible.
3. Tenant agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the Unit.
4. Tenant agrees to keep any dehumidifier that has been provided in the on position and to empty the water pan when full, if the dehumidifier does not drain directly into a waste line.
5. Tenant agrees to immediately report to the management office:
 - i. Any evidence of a water leak or excessive moisture in the home/apartment, as well as in any storage room, garage or other common area;
 - ii. Any evidence of mildew and mold-like growth that cannot be removed by simply applying a common household cleaner and wiping the area;
 - iii. Any failure or malfunction in the heating, ventilation, air conditioning systems or laundry systems in the house/apartment and;
 - iv. Any inoperable door or windows.

Tenant further agrees that Tenant shall be responsible for damage to the Premises and Tenant's property as well as injury to Tenant and Occupants resulting from Tenant's failure to comply with the terms of this Paragraph.

SATELLITE DISHES, ANTENNA and CABLE TELEVISION

Installation of an individual satellite dish of 18” or less, stick-type antenna and cable television is permitted with restrictions.

All requests for installation of satellite dishes, antenna and cable television must be made in writing to Mega Agent Rental Management Georgia LLC and include necessary diagrams. Installation of equipment cannot begin until Mega Agent Rental Management Georgia LLC has provided tenant with written permission.

The following restrictions and conditions apply for all installations:

- The tenant will provide Mega Agent Rental Management Georgia LLC with detailed diagrams for all installations to include interior and exterior location for wiring, outlets, and equipment and the method for installation.
- No antenna or satellite dish may be installed on an exterior windowsill, on a railing for a walkway, balcony ,patio, or deck, on a roof or in trees.
- Exterior trees, bushes and plants may not be trimmed, cut, or removed to receive or to improve signal reception.
- Exterior wiring must be underground or attached to existing overhead wires.
- Holes may not be drilled through exterior fascia board, roof, concrete patios or deck boards.
- Holes may not be drilled in interior floors or finished walls and ceilings for wiring unless in closets.
- Wires may not be exposed, or surface-mounted unless no other option is available.
- All interior wiring will be considered a permanent fixture to the rental property and cannot be removed.

The total installation cost, connection fees, monthly charges for service and any other associated fees for satellite, antenna or cable television will be the sole responsibility of the tenant.

Mega Agent Rental Management Georgia LLC does not assume any responsibility for assuring signal reception, the repair of or the maintenance for any wiring or equipment.

Installations made without written approval from Mega Agent Rental Management Georgia LLC will be removed at the tenant’s expense.

The financial cost for removal of equipment and wiring and the cost for repairs to the property will be the responsibility of the tenant. If equipment is removed the property must be repaired to the original condition.

Renter's Insurance for Tenants

Renters insurance is designed specifically for people renting homes. A common mistake for renters is the assumption that they do not require homeowner's insurance because they do not own the home. A renter may experience losses that are not covered by the policy carried by the property owner. Please contact your insurance agent to discuss policies and options that best fit your needs. We will be happy to suggest some local insurance agents that carry renters insurance.

Personal Property

It is the responsibility of the individual tenant to obtain renters insurance to cover their personal possessions. The property owner's policy does not cover personal property belonging to the renter. The exclusion of your property includes, but is not limited to, such events as fire or theft.

Types of Losses

Renters insurance will cover your personal property, in addition to fire and theft, including a range of other losses or events. Damage caused by earthquake or flood must be purchased in addition with an endorsement to your policy or by purchasing an additional policy. Most policies provide coverage for damage due to windstorms, hail, vandalism, riots, civil disturbance, volcanoes and explosions. Please contact your insurance agent to discuss policies and options.

Category Limits

Renter's insurance sets limits of coverage of some categories of personal property such as jewelry, silverware and collectibles. Contact your insurance agent to confirm what categories may have limited coverage. Should the value of your property exceed standard limits, you may choose to increase the coverage of your renter's policy, or to insure items separately.

Liability

Owner's policies cover their liability only - they do not cover the renter's liability. Renter's insurance covers your liability, within limits, assuming the loss was not intentional. Liability coverage is not limited to damage to your property, or that belonging to others, if an event occurs at your residence. Legal defense expenses and your personal liability outside the home are also generally covered.

Savings

You may qualify for a multiple-policy discount if you purchase your renter's insurance from the same company carrying your automobile insurance. Other savings are available through some carriers if your residence is equipped with deadbolt locks, a fire extinguisher or a security alarm.