

Extra Mile Property Management

"We go the distance!"

Nordia Lee
P.O. Box 1385
Mableton, GA 30126

Phone: 770-265-2205
www.ExtraMilePropertyManagement.com



TENANT HANDBOOK

Extra Mile Property Management Company (EMPM) welcomes you as a new resident. To achieve a successful tenant/landlord relationship, we prepared the 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 quickly and easily. The guide is designed to answer frequently asked questions and to minimize confusion related to caring for the property and interacting with the EMPM team.

The owner of the property you have rented has hired EMPM as their Property Management Company and representative to manage the property. Therefore, you should contact EMPM when you need assistance. We wish you a successful and enjoyable tenancy in your new home.

Extra Mile Property Management Contact Information

P.O. BOX 1385, MABLETON, GA, 30126

Office: 770.265.2204

Fax: 678.838.6522

Email: nlee@ExtramilePM.com

Website: www.ExtraMilePropertyManagement.com

TENANT CHANGE OF INFORMATION

It is important that you notify EMPM of any changes in your contact information (Home number, cell and email address.) Please feel free to provide us with your updates via email at NLee@ExtraMilePM.com

MAINTENANCE REQUEST

All Extra Mile Property Management residents are required to notify us immediately in the event of any damage, defect or destruction of the property. All maintenance requests must be in writing unless it is an emergency. Emergencies are defined as anything relating to the property under the lease that is threatening to life, health or the integrity of the property. Tenants who wish to report an emergency should call 770.265.2204. The easiest way to log a maintenance request is to use the online maintenance request form located on our website at: www.ExtraMilePropertyManagement.com.

You may also mail or fax a maintenance request to us. When making a request, be specific about the problem and where it is located. Remember to include your name, address and the best time and number(s) to reach you. Tenants must be prepared to schedule time and make themselves available during normal business hours so that vendors and or repairpersons may have access to the property. Otherwise, you must give permission for EMPM to provide a key for the vendor to enter during your absence. Please note that all vendors are licensed and insured, but are not affiliated with EMPM, as we do not have a maintenance staff. Tenants are responsible for securing any pets that the vendor may encounter. Failure to do so will result in the work request not completed and the Tenant charged for the service call.

TENANT COMMUNICATION

Effective communication is important to our success! Be sure to let EMPM know what you need. Use the telephone, email, the EMPM website email access, or written correspondence to contact us when you need assistance. Remember TEAM EMPM is here "to go the distance" for you!

UTILITY COMPANIES

It is your responsibility to have all utilities turned on in your name on the first day of your Lease. EMPM cancels the utilities in the owner's name on the first day of your Lease. To avoid discontinuation of service, contact the utility companies **prior to move-in**. Refer to your Lease to see which utilities you are responsible for and which are paid by the Landlord.

Lists of metro area utility providers are included below.

Electric Companies/Gas Companies		
Cobb County	Cobb EMC	(770) 429-2100
Atlanta Metro	GA Power	(888) 660-5890
Marietta	Marietta Power	(770) 794-5150
Atlanta Metro	GA Natural Gas	(770) 850-6200
Atlanta	Atlanta Gas Light	(404) 584-4000
Atlanta Metro	Scana Energy	(877) 467-2262
Water Companies		
Fulton (outside 285)	Fulton Water Company	(770) 640-3040
Fulton	Fulton Water Company	(404) 730-6830
DeKalb	DeKalb Water	(404) 378-4475
Garbage/Refuse Service		
Decatur	Decatur City Public Works	(404) 377-5571
Atlanta	City of Atlanta Public Works	(404) 330-6240
Cable Companies		
Atlanta Metro	AT&T	(888) 824-8101
Atlanta Metro	Comcast	(800) COMCAST

MOVE-IN INSPECTION

A move-in inspection form (Exhibit A) is included with your Lease. The purpose of the move-in inspection form is to document any damage to the property for which you do not wish to be held financially responsible at move-out. You have **three** business days from the date the Lease begins to return this form to EMPM. If you do not return the filled-out and signed form to EMPM within **three** business days, then the existing form in the Lease (i.e., the blank one, showing no damages) shall become binding. You may fax the form to 678.838.6522 or mail it to P.O. Box 1385 Mableton, Georgia 30126.

PAYING RENT - PROTECT YOUR RENTAL AND CREDIT HISTORY

It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. It is important that you avoid late rent payments, care for the property and move out properly. This will give EMPM the opportunity to provide a good reference for you when you vacate the property.

Rent is due on the first and late on the sixth day of each month.

If we receive your rent payment after the fifth day of the month, you must include a **\$100.00** late fee.

RENT PAYMENT BY U.S. POSTAL SERVICE

If you pay rent by U.S. Postal Service, you must use the EMPM P.O. Box below. Make your rent check payable to Extra Mile Property Management.

Write your name and the address of your residence clearly on the check or money order and mail to:

Extra Mile Property Management

Attn: Rent Payment Dept

P.O. Box 1385

Mableton, GA 30126

RENT PAYMENT BY DIRECT DEPOSIT

If you pay your rent by Direct Deposit, the banking information will be included in your lease agreement.

WHAT HAPPENS IF YOU DO NOT PAY YOUR RENT

At EMPM, we take our property management responsibilities seriously and expect our tenants to do the same. EMPM's job is to ensure that our tenants get what they pay for, namely a well-maintained property. The tenant's job is to live in the property peacefully, care for it properly, and pay the rent when it is due. When rent is not paid, here are the steps EMPM will take:

(1) On the sixth day of the month EMPM sends a certified letter to all tenants whose rent has not been received. This letter notifies the tenant that rent has not been received and that a \$100.00 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 EMPM will file a dispossessory warrant at the county courthouse if rent is not received within three business days. This is technically 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, EMPM will file a dispossessory warrant at the county courthouse. At this point, in accordance with the terms of the Lease, a \$150 fee is added to the rent, which covers our expense for filing at the courthouse. A few days after we file, the county Marshall will visit the property and serve the dispossessory warrant. If the tenant is not at home the Marshall 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, the tenant may get current by paying the rent plus a \$100.00 late fee plus the \$150 dispossessory fee in certified funds (plus any other court costs or fees that may have accrued) and EMPM will simply have the dispossessory dismissed. If EMPM does not receive these funds, then a court date will follow and the eviction process will proceed.

EMPM takes no pleasure in evicting any tenant. It is our promise to be prompt and precise with your maintenance and repairs issues with the expectation that you will do the same when paying your RENT.

CARE OF THE PROPERTY

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 (So you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work)
- ✓ Electric and/or 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

If you are uncertain about any of the above items, contact EMPM for help.

MAINTENANCE

When you rented the property, your Lease contained detailed maintenance instructions. Please review them before requesting a maintenance request.

TENANT ALTERATION

It is the EMPM policy that tenants do not make repairs or alterations. You agreed to this in the EMPM Lease. If you do want to make a special request for renovation or repair to the property you must submit your request in writing **before** making any changes. Do not proceed with any work until you are notified of the owner's approval by EMPM. EMPM will consult the owners to see if the request is acceptable to them.

If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:

- (1) Leave the alterations if this is part of the owner's condition to accept the alteration/repair
- (2) Return the property to its original state if this is part of the owner's condition to not accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
- (3) Sign an EMPM agreement regarding the alteration/repair

TENANT MAINTENANCE RESPONSIBILITIES & HELPFUL HINTS

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. EMPM has provided you with an easy-to-use maintenance request feature on the EMPM website.

A LIST OF TENANT'S RESPONSIBILITIES:

- ✓ Replacing smoke alarm batteries
- ✓ Replacing light bulbs with the correct size
- ✓ 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
- ✓ Basic rodent control, such as mice
- ✓ Landscape cleanup if a service is not provided
- ✓ Reporting lack of landscape cleanup if such 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 Homeowners 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.
- ✓ Check to see if damper is open before starting a fire in the fireplace

PLUMBING

The Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, Tenant is responsible for repairs caused by Tenant's negligence. If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, Tenant will be responsible for paying the plumbing bill.

AIR CONDITIONING AND HEATING UNITS

All Tenants are responsible for cleaning and replacing the air condition filter. Problems caused from the failure to clean/replace the filter may be the tenant's responsibility.

- (1) Dust can accumulate at room vents as well as the return vent. A small broom brushed against the vent openings will clear away and dust to help the unit work more efficiently.
- (2) Do not place furnishings or anything against the return vent that will block airflow
- (3) Make sure outside unit is clear and unobstructed. Placing objects upon or against Unit will cause it to burn up the motor.

- (4) In the event the air conditioning is not functioning, make sure the circuit breaker is not tripped. If you detect water around the unit; it generally is because the drain line is clogged. This is usually a result of not changing the filter regularly. A drain line can be unclogged by sucking it out with a wet vac. Pouring vinegar periodically will also keep the line free of buildup.

DRAINS AND TOILETS

- (1) Avoid letting food, hair, grease and too much paper get down the drain.
- (2) Clogged drains caused by food, hair, grease and excessive paper are the tenant's responsibility. Some dishwashers will clog from food left on dishes when put in the machine. Always rinse dishes prior to loading dishwasher.
- (3) After bathing remove excess hair left at drain catcher to avoid clogs.
- (4) Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Never put sanitary napkins, diaper or handy wipes, napkins or paper towels down the toilet.

GARBAGE DISPOSALS

- (1) Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- (2) Disposals are designed to grind up organic materials only. Exceptions include banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grinds, bones or any item that is particularly tough. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal.
- (3) If the unit is not operating check the reset button. Make sure everything is cleared from the unit and nothing is jamming it. Problems caused by users are the tenant's responsibility.

POWER OUTAGES

- (1) If the power goes out in your home, check to see if the whole area is without power. If it is out in the entire area, chances are the provider is already aware, but you can try to call and report it.
- (2) If the power is only out in your home/unit, check the circuit breaker box. One or more circuits may be tripped and you may see them in the off position. If no switch is off turn each switch off then on to reset the circuits. If this doesn't solve the problem call your energy provider and report it. If they inform you that it is a problem with your individual unit, then call EMPM.

REFRIGERATOR COILS/CATCH PANS

- (1) Keep coils on refrigerators free of dust.
- (2) Most refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. It is normal for the drip pan to accumulate water. Please take a moment to get acquainted with your appliances.
- (3) Refrigerators need to have a normal amount of contents in order to stabilize its temperature. Make sure you give your unit enough time to get properly cold.

OVEN RACKS AND PANS

The easiest way to clean oven racks and pans is to put them in a heavy-duty Garbage bag (do this outside), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks and pans and the grease will wipe off with very little effort.

MILDEW

Bleach is the best product for removing mildew that forms around the edges of showers, tubs, tile on the walls, around metal windows and anywhere there is moisture. The easiest way to remove mildew is to cut paper towels in half and fold them in one-inch strips. Dip each strip into the bleach bottle. Lay the bleach soaked strips directly on the affected area and leave it there for several hours. It works great! Remember to wear rubber gloves and have proper ventilation.

HOUSE PLANTS

Be sure that drip pans are kept under all plants. Water run-off will stain or damage most surfaces especially hard wood floors.

KITCHEN COUNTERS

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

WOOD DECKS AND PORCHES

Potted plants and flowers add beauty and appeal to a property. If you have Planters or pots, please put "feet" under them so that they are raised up off the deck a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the deck.

LAWN AND SHRUBBERY MAINTENANCE

- (1) Lawns are to be kept mowed and in a neat fashion at all times. Bushes should be trimmed, so as not to grow unruly.
- (2) Sprinkler timers should never be turned off. Hand watering is encouraged, but should observe any local watering restrictions. Brown spots from lack of water and any loss of lawn (due to bugs not reported) will become the tenant's responsibility.

WHAT IS CONSIDERED AN EMERGENCY?

An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, gas leak, etc.

Emergency Guidelines:

- ✓ Emergencies causing immediate danger such as fire, 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 EMPM office and report the problem.
- ✓ An emergency is NOT a malfunctioning furnace, but EMPM recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- ✓ An emergency is NOT the air conditioning not working or a non-working dishwasher or sprinklers system.
- ✓ For emergencies such as backed up plumbing, flooding, tree damage, etc., call the EMPM office
If you get voice mail please leave a message with your complete contact information, property address and a description of the problem.

SMOKE DETECTORS

Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing the batteries at the beginning and end of daylight savings time.

RENTERS INSURANCE

Tenant is required to maintain comprehensive property insurance to cover any losses sustained to your personal property or vehicle. Coverage should include personal property damage or loss caused by fire, theft, rain, water overflow/leakage, acts of GOD, and/or any other causes. The Landlord is not responsible for damage to or loss of the Tenant's personal property or the personal property of others located on the premises, unless such damage is due to the Landlord's gross negligence or intentional misconduct. Contact an insurance agent if you do not have renter's insurance.

SAFETY TIPS

The safety of you and your family is important to EMPM and many things can affect it.

Here are some tips to follow:

- ✓ Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- ✓ Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- ✓ Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- ✓ Never leave water running unattended in a plugged bathtub or when leaving the residence.
- ✓ If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to EMPM.
- ✓ Do not operate electrical appliances while standing or sitting in water.
- ✓ Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- ✓ If you have small children, use child protector plugs.
- ✓ Do not overload extension cords with too many appliances.
- ✓ Place lamps on level surfaces and use the correct size bulb.
- ✓ Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- ✓ If you suspect an electrical problem, report it to EMPM immediately.
- ✓ Tests smoke alarm(s) regularly and replace the batteries if they no longer operate the unit.
Notify EMPM immediately if any smoke alarm is inoperable even with new batteries. Never remove smoke alarms.
- ✓ Replace outside light bulbs so you can utilize lights properly when it is dark.
- ✓ Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- ✓ If you use a grill or never leave grills unattended.
- ✓ 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.
- ✓ Do not store fireplace wood against the wall of the residence.
- ✓ Always be certain the damper is open before starting a fire in the fireplace.
- ✓ Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

GIVING NOTICE TO VACATE

As a renter, unfortunately, the time will come for you to vacate the property. EMPM wants you to be prepared when this is necessary. EMPM tenants are required to give a minimum 30-day written notice as of the last day of a calendar month. According to your Lease this written notice must be made using the Notice to Vacate form located on EMPM's website on the Tenant's page. When you give notice, you will either complete the full term of the Lease or you will terminate early. If you complete the full term of the Lease, we consider your notice to vacate a non-renewal of the Lease. If you vacate prior to the full term of the Lease, we consider your notice to vacate an early termination of the Lease.

EARLY TERMINATION

If you choose early termination, in addition to the requirements of non-renewal above, you must also:

- (1) Forfeit the security deposit
- (2) Pay an additional one month's rent as liquidated damages.

BEFORE GIVING NOTICE

- (1) Refer to your Lease to determine whether your termination is a non-renewal or an early termination
- (2) **The day EMPM receives the notice is the date the notice begins.**
- (3) Notice must be in writing. Your Notice to Vacate must have your signature on it. You may send it by email as a scanned file, by fax, or by U.S. postal mail. Do not send notice by email if the email does not contain your signature.

NON-RENEWAL

If you complete the full term of your Lease, as part of the move-out process you must do all of the following:

- (1) Give a minimum 30-day notice the end of a calendar month.
- (2) Pay all rent due through the minimum 30-day notice period.
- (3) Move out and remove all possessions and occupants from the property by the move-out date.
- (4) Physically hand keys to an EMPM representative on or before the move-out date.

SETTING UP YOUR MOVE-OUT APPOINTMENT

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

SHOWINGS TO PROSPECTIVE TENANTS DURING THE NOTICE PERIOD

According to the Lease, EMPM may show the property to prospective tenants after either EMPM or the tenant has given notice to vacate. During the notice period EMPM will place a yard sign in the lawn and a lock-box on the door. The property may be shown by EMPM staff or by licensed Georgia real estate agents. When either an EMPM 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

When you are ready to move, if you have questions on how to prepare your residence, please call the EMPM office, and discuss your concerns with us. We want your move to be a pleasant and successful one. Below is our Cleaning Guide for Tenant Move-Out. This is also available on the EMPM website on the Tenants page. Please note that EMPM staff will use this same checklist in our move-out inspection of the property together with the move-in inspection form on file to calculate damages, if any, to withhold from your security deposit.

ALL ROOMS

- (1) Remove all nails, tacks, anchors and window-covering hangers.
- (2) Clean baseboards and corners being careful to remove all dust and cobwebs.
- (3) Clean floors and vacuum carpet.
- (4) Wash off shelves in closets and remove all hangers and shelf lining.
- (5) Clean light fixture coverings, around light switches and doorframes.
- (6) Clean out fireplace (if applicable).

KITCHEN

- (1) Clean oven, oven walls and grills, broiler pan, and storage space.
- (2) Clean vent-hood
- (3) Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
- (4) Clean refrigerator including crisper, walls, containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
- (5) Clean sink and counter top.
- (6) Clean floor.
- (7) Clean light fixture coverings.
- (8) Remove all cleaning solution residue.

BATHROOMS

- (1) Clean all light fixtures and coverings.
- (2) Clean medicine cabinet and mirrors (should be free from streaks).
- (3) Sweep, mop, and clean all vinyl and tile flooring.
- (4) Thoroughly clean toilet, sink, cabinet, and tub or shower.
- (5) Clean all wall/floor/tub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
- (6) All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains.

EXTERIOR, BASEMENTS, OUTBUILDINGS AND YARD

(if you are responsible for yard maintenance in your Lease)

- (1) Cut, rake, and remove trash and leaves from yard.
- (2) Sweep off all porches and decks.
- (3) Sweep out basement, carport, garage and any outbuildings
- (4) Place all trash, garbage and debris where garbage company instructs for pickup, or remove from property.
If you leave items that the garbage company will not accept, have them hauled off at your expense.

RETURNING YOUR KEYS

In order to return possession of the unit to EMPM, you must physically hand the keys, access cards and remotes to an EMPM representative. You may do this at the move-out inspection. Do not leave the keys, access cards, and remotes in your unit. If you do not physically hand the keys to an EMPM representative, you may continue to incur charges pro-rated by the day according to your Lease. **You are still legally in possession until you deliver the keys to us.**

YOUR SECURITY DEPOSIT

When you follow the move-out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. EMPM remits security deposits refunds within 30 days in accordance with Georgia landlord/tenant law. Remember, EMPM wants your move out to be a pleasant and successful process. EMPM 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.

- (1) 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").
- (2) Landlord shall have the right to deduct from the Security Deposit: (A) 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; (B) unpaid rent, utility charges or pet fees; (C) cleaning costs if Premise is left unclean; (D) the cost to remove and dispose of any personal property; and/or (E) late fees and any other unpaid fees and charges.

MOVE-OUT STATEMENT

Landlord shall provide Tenant with a statement (Move-Out Statement) listing the exact reasons for the retention of the Security Deposit or for any deductions. If the reason for the retention is based upon damage to Premises, such damages shall be specifically listed in the Move-Out Statement. The Move-Out Statement shall be prepared within **three** business days after the termination of occupancy. If Tenant terminates occupancy without notifying the Landlord, Landlord may make a final inspection within a reasonable time after discovering the termination of occupancy. Tenant shall have the right to inspect Premises within five business days after the termination of occupancy in order to ascertain the accuracy of 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 within 3 (three) business days. For all purposes herein, a business day shall not include Saturday, Sunday or federal and state holidays.

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

Why Should I Buy Renters Insurance?

Rental Insurance is one of the last things most renters think about when faced with moving. However, it is extremely important and should be considered by all renters. Most renters do not realize that if there is a problem in their home, they are not covered by the landlord's insurance. Fire, theft, hurricanes, roof and plumbing leaks and many other occurrences can damage your personal property. Therefore, to protect yourself and your valuables, renters are encouraged to obtain renters insurance. Below we have outlined what you need to know before you get started.

What is Renter's Insurance?

Renters insurance is an insurance policy that protects your personal property. Most policies cover losses from the following:

- ✓ Windstorm or hail
- ✓ Fire or lightning
- ✓ Explosion
- ✓ Riot or civil commotion
- ✓ Aircraft
- ✓ Vehicles
- ✓ Smoke
- ✓ Vandalism or malicious mischief
- ✓ Theft
- ✓ Damage by glass or safety-glazing material that is part of a building
- ✓ Volcanic eruption
- ✓ Falling objects
- ✓ Weight of ice, snow, or sleet
- ✓ Water-related damage from home utilities
- ✓ Electrical surge damage

If you live in an area where flooding, hurricanes or earthquakes are a possibility you will probably need to purchase a separate policy or a rider in order to protect yourself against these threats.

What comes with my Renter's Insurance Policy?

To begin, you need to decide how much coverage you need. This varies and will depend on your location. Typically, you can purchase a policy that covers at least \$15,000 in personal belongings and several hundred thousand in liability for a couple hundred dollars a year.

The next major consideration is the type of policy you are being offered: ACV (actual cash value) or replacement cost. ACV coverage will only pay you for what your belongings were worth at the time they were stolen or damaged. If you purchased a new television when you moved in for \$1500 and it was stolen a year later, you would only receive what the television was worth when it was stolen, not the price you purchased it for. You will pay higher premiums with replacement cost coverage, however, if something happens, you will be paid the amount that it will actually cost to replace your items.

You'll also need to let your insurer know of any particularly valuable items you own, like a piece of jewelry or expensive electronic equipment. If you purchase a separate rider for these items, they will be covered individually. Most policies do include liability coverage that will cover the costs for any injury to yourself or visitors to your home. Policies can also include special provisions (i.e. waterbed liability that cover any water damage resulting from a broken bed). If you have something like this in your home, double check your policy to make sure it is detailed within.

If you or your homeowner has installed smoke detectors, fire extinguishers or burglar alarms, you may be eligible for a discount. If so, make sure to mention these when you are purchasing a policy.

Another important provision included in most policies is coverage for additional living expenses. This means that your insurer will cover your living expenses in another location, if your home becomes unlivable. The typical limit is 30 to 50 percent of the total value of the policy. You will be limited to what your company considers a reasonable length of time for rebuilding or relocating, often twelve months.

What do I need to do to protect myself?

After you move in, take inventory of all the items in your home. Insurers state that most people underestimate the value of their possessions and therefore don't have enough personal property coverage. You should also photograph or videotape each room and be sure all the items of value are clearly visible. If you make any major purchases, keep the receipts. Be sure to store all the documentation in a fireproof box, on a digital file with online access or in a bank safety deposit box so that your proof is not destroyed in the event of a fire or natural disaster. If you own a dog, be careful, insurers do often not cover some breeds.

Remember, that like other types of insurance, your premium depends on factors like where you live, your company, your deductible and any additional coverage you purchase. If you want to pay less for your policy, consider choosing a higher deductible. This is the amount you have to pay if you do have to use your policy. Renters insurance is one of the most overlooked types of policies. However, those who have had to use it know its value. Buying a policy insures not only your belongings, but also gives you peace of mind and that's something hard to put a premium on.

Why did I receive a notice when I paid the rent on the 6th of the month?

As outlined in this Tenant Handbook the rent is due on the first and late on the sixth. Our notices are generally sent out on the sixth day of the month. Occasionally a late tenant payment and our late notice will pass each other in the mail. EMPM serves notices based on Georgia landlord/tenant law requirements and our obligations to the owner of the property.

Why may I not clean the carpet myself?

We require professional carpet cleaning to preserve the life of the carpet and the floor beneath it. Home or rental machines do not handle the deep cleaning necessary.

May I install extra telephone lines?

You may install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify EMPM and obtain written permission to install the lines.

May I have a satellite dish?

Yes, you may have a satellite dish. However, you must submit a request to EMPM and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call the EMPM office for details.

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

Notify the EMPM office of your request for a pet. Do not move a pet into the property without permission. EMPM will contact the owner and submit your request. If the owner does allow the pet, an increased security deposit will be required and a Pet Agreement 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 all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

Notify the EMPM office. The Property Manager will contact the owner and submit your request. If the owner allows an additional pet, an increased security deposit will be required and a pet agreement must be signed.

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

Contact the EMPM office. EMPM 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, EMPM will draft an amendment that releases the departing roommate. EMPM will not partially refund part of 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 or remove a roommate?

The prospective roommate will have to submit an application and EMPM must approve the person PRIOR to them moving into the property. Have the roommate make complete application via the EMPM website. An application fee of \$50 will be required. If EMPM denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign an EMPM Roommate Change/Add form.

Why do the owners want to inspect the property on a regular basis?

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, EMPM will contact you to set a date and time.

EMPM TENANT REFERRAL PROGRAM

If you refer a qualified and approved tenant who signs a lease, you will receive a \$25.00 credit towards your next month's rent. Tenant prospect should list your name on the rental application form in order for you to qualify for this credit.

IN CONCLUSION

We hope that you have found the EMPM Tenant Handbook useful and informative. It is our goal to always **"go the distance"** in preparing you for a pleasant move-in and a successful tenancy. We promise to be responsive, driven and dedicated in providing you with superb service. By being selected for this property it is our hope that we are entering into a friendly and professional relationship.