



# TENANT HANDBOOK

(Revised 11/2020)

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# Welcome Letter!

Dear New Residents(s)!

All 3 Realty, LLC would like to welcome you to your new home! We pride ourselves on providing excellent service & quick response time. We look forward to being of great service to you during your tenancy. We have prepared this Tenant Handbook to help guide you & assist you in answering basic questions that may arise.

Our goal is to be readily available to you at all times! Along with exceptional customer service, we also provide you with tools to make your life easier. This includes 24-hour access to our website to process rental payments & submit maintenance requests.

We hope that your living experience with us will be a pleasant, comfortable & a memorable one! Please feel free to contact us with any questions or concerns at ANY time!

We look forward to working with you.

Sincerely,

The Team @ All 3 Realty



## General Information:

-Contact Info-Physical Address-Company Website-

### All 3 Realty, LLC

Pamela Coley, Broker/Owner AL & GA - [Pam@all3realty.com](mailto:Pam@all3realty.com)

J Arthur Coley, Acquisitions Manager – [jcoley@all3realty.com](mailto:jcoley@all3realty.com)

Trent Ratliff, President of Management – [Trent@all3realty.com](mailto:Trent@all3realty.com)

Kayla Sharp, Property Manager/Realtor in GA & AL – [Kayla@all3realty.com](mailto:Kayla@all3realty.com)

Barb Dull, Accounting – [Barb@all3realty.com](mailto:Barb@all3realty.com)

Jake Schwab, Maintenance Manager – [Jake@all3realty.com](mailto:Jake@all3realty.com)

Anna-Katherine Schwab, Maintenance Coordinator – [Maintenance@all3realty.com](mailto:Maintenance@all3realty.com)

Nicole Batiste, Property Manager/Realtor – [Nicole@all3realty.com](mailto:Nicole@all3realty.com)

Robin Slicker, Director of Administrative Services – [Robin@all3realty.com](mailto:Robin@all3realty.com)

Adam Hamilton, Field Manager – [Adam@all3realty.com](mailto:Adam@all3realty.com)

Office: 678-782-7447

Fax: 404-596-8515

### Physical Address:

103 Hickory Ave

Fayetteville, GA 30215

### Website:

[www.all3realty.com](http://www.all3realty.com)

### Office Hours:

The office is open Monday- Thursday 9am-4pm and Friday from 9am-12pm EST. We are available 24/7 and can be contacted via email or by phone 678-782-7447. In case of an emergency, please call 911.



# Policy Information:

## -Important Policies-

- **Rental Agreement:** The duration of your rental agreement is fixed and specified in the document. An early termination or extension must be discussed with the Property Manager.
- **Security Deposits:** Your security deposit cannot be used to pay last month's rent or any other month's rent.
- **Pets:** Animals are only allowed with owner approval. We charge monthly pet rent which is determined by filling out a petscreening.com application. Unauthorized pets are a \$250 fine.
- **Keys:** If you lose your keys or lock yourself out of your home during business hours, you may contact the office to receive a copy of your key at no charge. If you call after 5:00pm on the weekdays or any time on the weekends, you will be responsible to pay a minimum of \$75.00 fee.
- **Yard & Grounds Maintenance:** If you are responsible for maintaining your yard, upkeep of flower beds and lawn care is expected. Please refer to your rental agreement for more details.
- **Trash :** Residents are responsible to obtain trash services
- **Homeowners Association-** If the premises are subject to a Homeowners Association (HOA). Any fines assessed against Landlord/Owner by HOA for rule violations or misconduct by Tenant shall be considered additional rent which tenant shall pay upon notice of Landlord. All 3 Realty charges \$25 per violation received in office (even if it is a WARNING). This cost is to cover the admin process in sharing this violation. The fine will be waived if resident can show that this was a violation in error.
- **Vehicle Parking:** Only approved and operational vehicles in designated areas are allowed. Commercial vehicles are not allowed on property.
- **Guests:** A guest(s) staying for more than 14 days will require approval by the management company. No person not listed on the Lease may reside inside the home. Consult your rental agreement for more information.
- **Noise:** You are subject to all laws pertaining to noise and your rental agreement

- Routine Maintenance: As you become more settled in your new home, it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:
  - Replacing light bulbs
  - Cleaning/Replacing of furnace filters (if applicable)
  - Regular yard & lawn maintenance (if applicable)
  - Replacement of batteries in smoke detectors and CO2 detectors



## Resident Benefit Package:

All leases require resident enrollment into the Resident Benefit Package. There will be a \$25.00 per month charge for this package. We will facilitate these programs with no action needed from our residents.

1. Renter's Insurance Policy: All 3 Realty has established an umbrella policy that will give all residents under this policy a \$100,000 liability and \$5000 in content coverage. This service alone is valued at around \$20 a month.

2. HVAC Filters: When renting a home, the resident is expected to maintain the filters during the lease term. (This is required in your current lease). This means the resident has to know the size and remember to purchase the filter at the store. NOT ANYMORE! All 3 Realty has worked out a plan with a third party company that will deliver time stamped filters to your home when it's time for them to be changed. It is only your responsibility to switch them out when they show up at your doorstep. This is a valued at over \$10 a month.

3. Claim Assistance: The deductible for a Renter's policy is \$500 for a claim. All 3 Realty will split this deductible with the resident should the resident need to file an insurance claim. (Flood, Fire, etc)

4. Tenant Portal/ Payment Processing: Online payment processing and rent reminders. Valued at \$5 a month

5. Texting Capabilities: All 3 Realty has invested in software that will allow the resident to get immediate responses through texting our office number. (678-7827447) We realize that many residents prefer to text and not email, so we added a service called Podium to allow you to communicate with our office in your preferred way. This includes being able to create maintenance work orders and upload photos!

6. Waive of 1 Late Fee: All 3 Realty realizes that over the course of a year lease that a resident might require a couple of extra days to pay their rent. Because of this, All 3 Realty will waive one late fee per contract year if the funds are paid before the 10th of the month. Valued at \$100.

7. Rental Karma: Do you want to have your rent payments reported to the credit bureau? You can now use Rental Karma to record your rental payments and raise your credit score. Our discount rate is 30% off with Rental Karma. As part of the Resident Benefit Package, we will provide you with the discount code for All 3 Realty residents.

8. Utility Concierge: At the time of move in, we have a relationship with Citizen Home Solutions who provides free help with the utility setup process.



9. WE ALLOW PETS: We have partnered with a company called Pet Screeners. This company applies the pet's and the owner's information to generate their "FIDO" score and rates the risk involved. Based on the risk factors, the resident will pay a monthly pet admin fee. Your pet will need to go through the pet screening process at <https://a3r.petscreening.com/>.

## Submitting Maintenance Requests:

- If a maintenance issue should arise, please complete a maintenance request by submitting a service request online at [www.all3realty.com/maintenance](http://www.all3realty.com/maintenance).
- Please submit maintenance requests online so that you can be as specific as possible about the problem. If you are unable to submit the request online, you may call us at 678-782-7447 and we will submit one for you.
- Tenants are responsible for securing any pets that may be encountered on the visit to the property.
- If a technician is unable to gain access to the property after coordinating a time and date with you, a trip fee will be charged to you of \$75.00
- Lockboxes assign to the individual property for property access will need to remain on the premises. Occupants will be responsible for ensuring keys are placed in them for maintenance appointments, move outs, periodicals, etc. All appointments will be schedule with property notice to occupants per the terms of the lease



## Moving Into Your New Home:

### Utilities:

Prior to commencement of the lease term, you are required to transfer the utilities to your name for the property AND provide the account numbers to your leasing specialist. If utilities are not transferred within 3 business days of move-in this will result in a \$50.00 additional rent on the 4<sup>th</sup> day plus any incurred charges.

### Move-In Inspection:

Your leasing agent will conduct the move in inspection PRIOR to your move in. This inspection will be shared with you on your online tenant portal before move in date. It is your responsibility to add any additional items onto the inspection within 48 hours of your lease start date. The purpose of the Move in Inspection is to document the condition of the premises before tenant takes possession, not to create a punch list of repairs to be completed. Landlord will not repair any cosmetic or non-functional items such as carpet blemishes, chipped sinks, etc. nor do any interior or exterior painting or any other repairs unless specifically agreed to by the Landlord in writing prior to move-in. Tenant may not rely on any verbal statement made by a management representative that such repairs will be made. Tenant taking possession of the premises shall be evidence that the premises is accepted "AS-IS" by the tenant.





## Paying Rent:

### When is rent due?

Rent is due on the 1<sup>st</sup> of each month & is considered late on the 5<sup>th</sup>. If you pay your rent after the 5<sup>th</sup>@ 12:00 a.m. you will be issued a \$100.00 late fee. . If rent is not paid in full by the 15<sup>th</sup>, dispossessory action will be filed against you.

### How to pay rent:

Rent can be paid online at [www.all3realty.com](http://www.all3realty.com). If you do not have access to the internet, you may mail your payment by money order or certified check to:

103 Hickory Ave  
Fayetteville, GA 30215

If paying by mail, the payment must be received by the 5<sup>th</sup> of each month or it will be considered late & late fees will be charged.

### Important Considerations when paying rent:

Place your name & property address on the certified check or money order to ensure that you are properly credited with rental payment.

Review your certified check or money order & ensure that it has the name of the Payer & Payee.  
**DO NOT MAIL CASH UNDER ANY CIRCUMSTANCE.**

If a rent check is returned for insufficient funds (NSF), all charges include NSF and late fees will be charged directly to you.

## Emergency Procedures:

In the case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you, please call 911.

**Maintenance Emergency Procedures:** If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night, it is very unlikely we will be able to dispatch a contractor to the property until the next morning.

- The specific definition of a maintenance emergency is:
  - An issue that is dangerous, hazardous or if not addressed immediately could cause damage to the property or your personal well-being (ex. Flooding, no heat in the winter or gas leak).
- An emergency is NOT:
  - Annoying sounds, appliance malfunction, A/C failure, drain stoppage, etc... While inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
  - Although an A/C issue is not technically defined as an emergency, we do understand how hot summers are here in Georgia and can sometimes be unbearable during the summer.
- If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office, then follow-up with a formal service request submitted online.
- If the situation occurs after business hours, please call our main office line at 678-782-7447. If you reach a recording, leave your name, phone number, address and the type of emergency.

## Check list for Emergency failure (prior to contacting the Property Manager):

### For Electric/Gas Heat:

- Check the thermostat to see that the controls are set properly
- Check all fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure it has been replaced in the last 6 months
- Test any other gas appliances to determine if service has been interrupted (if applicable)

### For Water Related Issues:

- If water is running onto floors from any appliances, fixture or piper, close the shut-off valve for the appliances/fixture or shut-off the main valve for the property.

## Tenant Responsibilities:

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

- Replacement of light bulbs with the correct wattage
- Replacement of cleaning of furnace and air conditioning filters every 3 months. In the event there is a HVAC malfunction due to clogged filters due not to changing the filters quarterly, the tenant will be charged.
- Replacement of smoke alarm batteries. The property must have working smoke alarms at all times.
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professionally steam cleaning and spot cleaning carpets while living in your home
- Normal insect control (bees, spiders, sugar or nuisance ants, etc.)
- Normal rodent control, such as mice.

- Keep property clean, inside & out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
- If you have a pet, all pet droppings need to be disposed of regularly.
- **SMOKING IS NOT PERMITTED INSIDE THE PREMISES.** If there are signs of smoking, the tenant will be liable for costs incurred to perform the following services: prime & paint walls, professional clean all floors & in some cases replace carpet.

## Moving Out:

### Move-Out Notice:

A written move out notice needs to be submitted to All 3 Realty, LLC 30 days prior to vacating the property **VIA OUR WEBSITE**. There is a link under the RESIDENTS tab that says Notice to Vacate.

**Tenants, who do not provide sufficient notice to vacate or deliberately break their lease, are responsible for the remaining rental period.** Please consult your lease agreement for additional information.

### Cleaning up & Clearing out:

We understand that moving can be an incredibly stressful time. However, there are some important items to consider when moving, which if done properly, will save you time & money in the long run. There is a level of cleaning that is required to return the home in the condition you received it.

- a) Leave tile, vinyl and concrete floors swept, mopped & cleaned
- b) Carpets must be professionally cleaned, **FAILURE TO CLEAN WILL RESULT IN \$250 FROM YOUR SECURITY DEPOSIT.**
- c) Leave porches and patios swept & cleaned. All belongings removed.
- d) Close & lock all windows, lock all outside doors and return all keys to management.
- e) Tenant to clean vent hood, top & interior of stove, oven, microwave, dishwasher & refrigerator.
- f) All bathrooms are to be cleaned. Clean out cabinets, scrub toilets, sinks & tubs.
- g) Wash all mirrors with glass cleaner
- h) Wash all windows & window seals
- i) Remove all belongings & trash

- j) Patch and holes made in the walls
- k) Report to management any problems you may have in the unit.

Any required work not completed by the tenant will be completed by All 3 Realty, LLC and deducted from the security deposit. Once you have removed all personal property and have completed the cleaning of the home, please contact us for a final move out inspection. Leave all door keys, storage unit keys or locks, garage door openers, pool keys/cards and mail box keys with All 3 Realty, LLC.

## Security Deposit Refund:

Once you have completed moving out, All 3 Realty, LLC will complete any repairs and cleaning not noted on your initial walk through and refund your remaining security deposit. ***WE CANNOT REFUND YOUR SECURITY DEPOSIT THE SAME DAY YOU MOVE OUT*** because we must ensure that all cleaning & repairs have been completed; utilities have been property transferred, etc. **Please make sure All 3 Realty, LLC has your forwarding address to send your security deposit refund to you. This refund will occur within 30 days.**

If the property was damaged or past due rent is owed in excess of your security deposit, we will contact you for the remaining payment. If you refuse to pay in full, we will take legal action and a judgment will be filed in court for the outstanding amount. Please consult your rental agreement for additional information.

## Thinking about buying a home?

If you are considering buying a home at the expiration of your lease, we can help you! We have an experienced team in providing excellent service in purchasing new or pre-owned homes!

Call us today to speak with a REALTOR!

(678) 782-7447