

## **RESIDENT INFORMATION AND INSTRUCTIONS**

Welcome to Homemart Realty Group, Inc. (HRG). We hope that you will enjoy your new home. To help you in getting settled, we want to take this opportunity to explain some of our services, policies, procedures, and rules.

We can best serve Owner's interests by offering complete, courteous, and prompt service to you, their tenant. Both parties to any lease or rental transaction have certain obligations and responsibilities. These obligations do not lie solely with the Owner or the Property Manager. Please be sure to read and become familiar with your Lease Agreement, House Rules and any other addendum's to your Lease Agreement, which you have signed or will sign with us. It is a legal document, binding on all signing parties. We, as the Property Manager, have no authority to deviate from this contract.

### **SENDING CORRESPONDENCE TO HRG:**

When sending us correspondence please mail directly to our main office at 284 Hurricane Shoals Rd, Lawrenceville, GA 30046 Or you may email us, check our website at [www.homemartrealtygroup.com](http://www.homemartrealtygroup.com) for a list of all emails for the company. Our fax number is 770-682-9390.

### **PAYMENT OF RENT:**

1. Your rent, which is due and payable in advance on the first day of the month, becomes delinquent if not received at our corporate office on the due date as specified in your lease. We do not accept cash.
2. Payments not received on time are subject to a late charge as stated in your lease agreement.
3. If your check is returned by the bank for any reason, rent will be considered late, and in addition to the Fifty Dollars (\$50.00) dishonored check fee, a late fee as stated in your lease agreement shall be due and payable.
4. If a demand notice is placed on your door, an additional \$50.00 demand notice fee shall be due and payable. Payments must be made in the form of a cashiers check or money order.
5. Dispossessory warrants are taken no later than the 9<sup>th</sup> of the month. We do not make exceptions to this policy, please don't ask. If a dispossessory warrant is taken, the charge for the dispossessory warrant and the dispossessory warrant processing fee shall be due and payable.
6. If you fail to pay your rent and a dispossessory warrant is taken, you will owe: rent, late fee, demand letter delivery fee, dispossessory warrant fee, and dispossessory warrant processing fee.
7. All payments will be first credited to any previous rent due or all other charges assessed against you before any credit will apply to the current rent due. Charges include, without limitation, late fees, dispossessory notice fees, dispossessory warrant fees, dishonored check fees and charges for tenant-caused maintenance and damage to the property and any unpaid utility bills.

### **ACCESS FOR INSPECTION AND EMERGENCY:**

We have the right to enter your home with proper notice for a variety of reasons (please refer to your lease Agreement). Unless there is an emergency you will receive advance notice when we will enter your home. In order to facilitate HRG's right of access, you agree not to alter or re-key any locks to the premises. If you need to have your locks re-keyed or wish to install an alarm system, please contact HRG. If the inspector cannot access the property or a portion of the property due to a lock change by the tenant, a locksmith may be called and the tenant billed for these costs.

### **MAINTENANCE:**

You are responsible for the routine upkeep of the premises and for maintaining all the equipment and appliances in good working order. The Owner is responsible for maintenance due to normal wear and tear. To request service for maintenance or repairs, please provide your request in writing by mail, email, or fax. Repair or damage caused by your negligence or misuse is your responsibility. In such cases, repairs will be made, but you will be charged for the cost of labor and materials. ***Damages or plumbing stoppages caused by your negligence or misuse will be paid for by you.***

Most of our repairmen are independent contractors and make their own appointments. They will try, as much as possible, to set the appointment at a convenient time for you. The repairman, generally, do not work in the evening or on the weekend. If you cannot keep the appointment with the repairman, you must let them know immediately. If the repairman arrives and you are not at home they will charge a service call for the appointment you did not keep. ***This service charge will be passed along to you.***

### **WHAT IS AN EMERGENCY?**

An emergency call for maintenance includes anything that threatens the safety, health or life of the tenant or may cause permanent damage to the property. This includes fire, flood (broken water pipe, etc.) or gas fumes. *A non-emergency would include an air conditioner or heater that does not work in extreme temperatures, sink or bathtub not draining, etc.* Emergencies should be called into the HRG office immediately.

During normal business hours, dial 770-682-9170 and maintenance department will handle your call.

***After hours call 770-682-9170 and follow the voice mail instructions.*** When leaving messages for the maintenance department, please be sure to leave your name, home address, phone number where you can be reached and a detailed description of the problem. Also, please be sure to speak slowly and clearly into the phone.

***The following are considered Emergencies and should be reported immediately regardless of day or hour:***

- Sewer and drain back-ups.
- Toilet not working, (only if you have one toilet do we consider this an emergency).
- Pipe burst and there is a flood inside or outside the house.
- Electrical problems that could cause a fire.
- Fire, call 911 and after everyone is safely out of the building, call HRG from another phone
- Broken windows, you will be billed for board up and replacement of windows. Call HRG to have window boarded up at nighttime. Next day, a glass company can be called to replace the window.
- Roof leaks- if it is major leak, move furniture out of way and place something underneath the leak to catch the water, then call HRG to tarp roof. Roof cannot be fixed while it is raining. If it is a minor leak, place something underneath the leak to catch the water and call HRG in the morning.
- Gas smell, call Atlanta Gas Light 770-994-1946 and let them determine if it is an emergency. If it is, they will turn off the gas and tell you to call us in the morning.
- Heating or air conditioning repairs, in extreme cold or heat.

Some urgent situations **CANNOT** be handled on the weekends and evenings. *Examples are:*

- Loss of keys. (call locksmith)
- Heating or air conditioning repairs
- Neighbor complaints (call police)
- Appliance repairs to refrigerators, dishwashers, stoves, and garbage disposals

**Break-ins** are a Police matter. If your residence is broken into call the police and get a police report filed. Call HRG and report any damage done to the residence.

### **LANDSCAPING:**

It is your responsibility to make sure that the landscaping is getting enough water. If you neglect to water the landscape areas or fail to report any sprinkler problems to HRG, you could be responsible for any costs associated with replacing the lawn or shrubs. During the warm summer months *if the property has built-in sprinklers, check the sprinkler heads to make sure they are unclogged and working properly. If there is an automatic timer on the sprinklers, make sure it is plugged in and working.*

Please be aware that weeds are unsightly and a true fire hazard. The fire district, homeowners association, or even the County could fine you regarding landscaping. Please make sure flowerbeds and backyards are kept free of weeds—your neighbors will appreciate it and so will HRG.

### **RENTERS INSURANCE:**

Owner's fire and extended coverage insurance policy ***does not cover any loss to your personal belongings (furnishings, clothing etc.)*** HRG advises you to consider purchasing a standard renter's insurance policy. Renter's insurance provides you with coverage for loss, damage, or destruction of your property. It also provides coverage for additional living expenses you may incur if the property becomes uninhabitable. Such insurance can also protect you from any liability claims resulting from your own activities. For example, if your negligence causes a fire, you may be held responsible for the damage of the property of others, including the Owner's property. Similarly, if a guest were to have an accident in your home, you could be personally responsible for the guest's injuries. HRG strongly encourages you to purchase this inexpensive form of protection. Generally the cost of renters insurance is inexpensive, a typical premium is only \$100 to \$250 a year. Consult with an insurance agent to review your personal needs.

### **SECURITY DEPOSITS:**

***A sixty day written notice is required by your lease*** if you intend to vacate the property at the end of your lease. Your security deposit will be returned to you provided you have complied with all provisions of the lease, including length of lease (when does your lease expire) and/or proper notice to vacate (60 days written notice). Your security deposit will be refunded to you within thirty days of your move-out and return of keys to us, providing there is: 1) no damage other than ordinary wear and tear, 2) property is left in the same condition as when you moved in (drapes, carpets cleaned, etc.), 3) all rent due and other charges have been paid, and 4) all utilities paid by you are current.

Your security deposit cannot be applied to the last months rent, please refer to your lease agreement.

If any personal property belonging to you is left in the unit or if the keys are not returned, you are deemed in control of the premises and, therefore responsible for rent until the keys are returned and the personal property removed. Please call HRG a couple of days before you move-out and make arrangements for us to meet you at the property on the day of move-out to accept the return of your keys and complete the move-out inspection.

### **PHONE NUMBER:**

All tenants are required to have telephone accessibility and to provide HRG with their home and work numbers. Please be sure to notify HRG when you change your work or home telephone number. Even unlisted numbers must be provided to HRG