



Resident Handbook

HOW to LIVE IN and CARE FOR the HOME YOU are RENTING

Richard Albury Realty

Website Albury: <https://www.chuckalbury.realtor/>

Office Address: 7678 Albury Road, Young Harris, GA 30582

Mailing Address: P.O. Box 349, Young Harris, GA 30582

Office: 404-314-1415

Email: rar@ssg-i.com

Agent Contact Information: Chuck Albury

Website: <https://www.chuckalbury.realtor/>

Po Box 349, Young Harris, GA 30582

404-314-1415

Online Portal Web Address: <https://richardalburyrealty.managebuilding.com/Resident/public/home>

Maintenance Emergency After Hours ONLY: 706-379-2204

**Please make sure to leave a voicemail or text, if after hours and cannot wait until the next business day.
Someone will contact you.**

BUSINESS HOURS

MONDAY – FRIDAY 9AM. TO 5PM.

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OUR PERSONAL MESSAGE TO YOU AS ONE OF OUR NEW TENANTS,

Congratulations on the selection of your new home. Welcome to the North Georgia and North Carolina area and to your association with **MAJESTIC MOUNTAIN PROPERTIES**

We want to make your association with our firm a pleasant experience and hope you will look to us for all your real estate rental needs.

Should you decide to purchase a home and are unclear about how to proceed with your proposed purchase, please give us a call. Richard Albury Realty is your local Realtor with over 25+ years of experience and over 50+ years of local knowledge.

As professional property managers, we have obligations to both you as the tenant and to the property owner. This Handbook, **Which is part of your lease,** will outline our responsibilities to you and your responsibilities to our company the owner and the home. Please read each paragraph carefully. Our company would like to have the best relationship possible with our tenants.

Clear communication is the key to a successful Tenant relationship. We are always ready to answer questions or discuss problems.

Thank You From
Richard Albury Realty Team

I. GENERAL RULES AND REGULATIONS

A. Part of Your Lease – This Resident Handbook is part of your lease and is legally binding.

B. The Property – You have leased a home.... During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the property owner, and you are expected to care for and maintain the premise.

C. Rental Payments – All rents are due and payable, in advance, on the **First Business Day of the Month**.

The Tenant Portal address is : <https://richardalburyrealty.managebuilding.com/Resident/public/home>

Payments will be deducted from your account on or before the 3rd of each month, unless stated otherwise in your lease. If you have elected to pay the additional \$25 and not have automatic withdrawal you should have your payments in our office on the first of the month made payable to:

Richard Albury Realty

7678 Albury Road

PO Box 349

Young Harris, GA 30582

Please mail or deliver your payment to the above address. **WRITE YOUR ADDRESS** on your payment to assure proper credit. All accounting is done by the address of the property. To avoid any misunderstanding, please put your address on every correspondence with our office. Be sure to allow at least 3 days mailing time for delivery of the mail as payment must be received on or before the close of business on the 2nd. If you use internet banking, be sure to allow 5 days for delivery as these payments are sent third class mail.

Rents remaining unpaid after the 5th day of the month are delinquent and are subject to the Late Fee as well as Notice **Fee** stated in your lease agreement. **Only one check** in full payment of the rent will be accepted for each property, even though two or more persons may have signed the lease or occupy the property.

D. Returned Checks – The amount of any NSF checks or ACH payments, plus the returned check charge as provided for in your lease, must be paid in certified funds or a money order within 24 hours of notification, or legal action may be taken without further notice. After a personal check is returned for insufficient funds, you may be required to pay either with a money order or certified funds for the balance of your tenancy. If your NSF check makes your rent payment late, the Late/Notice Fee stated in your lease will also be due and payable in addition to any NSF fee.

E. Default of Rent Payment - If your rental payment is not paid in full by the 10th day of the month in which is due, be advised this is your notice that your lease and rental agreement may be canceled. You will be responsible for all attorney and legal fees as well as any court and collection fees incurred in our efforts to collect the rent monies due. Any and all charges unpaid by the end of the month in which they are charged may be added as additional rent. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped. If your

rental payments are late more than twice in a 12 month period, your lease agreement may not be renewed.

F. Contact Phone Numbers / E-Mail Address – All residents are required to have telephone accessibility and to provide our office with their home, work and cell phone numbers. Please be sure to notify us when you change these phone numbers. Even unlisted numbers must be provided. A contact e-mail address, either personal or business, must also be provided. You can provide this contact information with your first payment or you may send it to us via email at rar@ssg-i.com

G. Breaking Your Lease – By terms of your lease, you may not sublet or assign your rights under your lease. In order to replace you as the Tenant/Lessee for the property, **you may** advertise, show and refer the prospect to our website where the applications are filed out there.

<https://richardalburyrealty.managebuilding.com/Resident/public/home>

We will then qualify the applicants, prepare the appropriate documents/new lease should they be approved. There is a \$350 fee for this lease documentation plus \$50 for advertising and you are responsible for the rent up to the time the new tenant lease takes effect. Your security deposit will then be reviewed by Richard Albury Realty Team and the Home Owner from the move out inspection, check list, proper notice was given. Your security deposit will be refunded-with less appropriate charges – and all parties have agreed to release it back to you.

H. Keys & Locks – Alterations or replacement of locks, installation of additional locks, door knockers, mirrors or other attachments to the interior or exterior of doors requires our prior approval. If you are locked out of your property have the locksmith make duplicate keys for the current lockset only. We must retain keys to each lock of the property. If we determine that you have changed the property locks, we may re-key these locks at any time in the event access is denied, and charge such costs to you. Copies of the new keys will be available at the office. All keys are to be returned to us upon vacating the premises. If you are locked out during our office hours, an authorized resident with proper ID may borrow a key from us – Monday- Friday 10:00am to 4:00pm. There will be a \$50 charge for any borrowed key that is not returned to our office within 24 hours or if we have to bring the keys to you.

I. Trash, Garbage & Recycling – All garbage, trash and recycling materials must be placed in appropriate containers. (Management does not provide these). All containers are to be discreetly stored. The residents are required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on trash pick-up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50 gallon trash bags of recyclable materials may be kept on the premises at one time.

J. Disturbances, Noise and Nuisance – All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This type of activity includes loud, lewd music, vulgar or profane language. If music or other sound can be heard outside the perimeter of the leased premises, it is considered too loud.

K. Move-In / Move-Out Checklists – Included in this move-in packet is a Rental property Move-In Checklist. Please sign your name, This same report will be used for the move-out condition comparison after vacating the premises. If this report is not returned as outlined, the leased property will be assumed to be in

acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made to this procedure. There will also be a \$50 fee for Move-In Checklists not returned within 15 days of beginning of lease.

THIS CHECKLIST SHOULD NOT BE USED AS A REQUEST FOR REPAIR WORK.

L. Periodic Property Inspections – As part of our agreement with the property owner, we will conduct routine inspections of the condition of the property. You will be notified of any problems, and given 7 days to remedy them.

M. Parking & Vehicles – A total of two operable and current-tagged, motorized vehicles may be parked on the property. All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. There should be no parking on lawns, sidewalks and other areas not specifically designated for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repairs (except minor repairs such as changing a tire) is allowed at any time. No oil fluid stains are allowed on the garage floor. Drive ways, walkways or any other area on the property.

N. Guests – Any person or persons staying more than three weeks each calendar quarter will be considered residents for the purposes under your lease agreement, and will have to go through the application process, unless prior written permission is obtained from us. Only those persons listed on the rental application have permission to occupy the premises. You will be responsible for the behavior of your guests and invitees. All portions of this handbook and your lease agreement also apply to your guests.

O. Emergency Maintenance/Repairs – An emergency is when danger is present to person or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls, please. To report an emergency, call **#706-379-9929**

Be sure to report the specific emergency and include your telephone number FIRST in your message. If the emergency involves a fire or similar emergency, notify the proper authorities at 911 before calling us

P. Insurance – Renter's insurance is Required. When you obtain your renter's insurance please provide management with a copy of the declarations page of your policy. Notify your insurance company that Richard Albury Realty, is the Lease manager/Lease owner's agent and must be notified of any change in your policy status.

Q. Pets – No pets, animals, snakes or birds, etc. of any kind are allowed on the premises unless you have prior written permission and have paid the required additional amount of pet fee. You will be charged for the spraying for fleas and/or repair of any damage caused by your pet(s). You are responsible for your pet(s) at ALL times.

HAVING A PET IN A RENTAL PROPERTY IS A PRIVILEGE AND MAY BE REVOKED AT ANY TIME WITHOUT TERMINATING YOUR LEASE AGREEMENT

R. Security/Alarm/Video/Television/Satellite Dish – Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installation at the property without our prior written permission. If you wish to make such an installation, please advise us and we will provide you with the necessary guidelines for such installation and our insurance requirements. Any necessary written authorization must be provided for the owner's signature by the resident with specific location of the installation and name of the service provider. The security/alarm code is to be provided to Agent within 48 hours of the activation of the system.

II. WHEN YOU FIRST MOVE IN

A. Get to Know Your Property – When you first move-in, locate the breaker box and note the ground fault circuit breaker (some of these are by the sinks or water and not at the breaker box), where the stove, Hot water heater and air conditioner breakers are located....find / locate the water shut off valve to the house as well as the gas shut off if the property is provided with gas service. The water shut off is usually in the front yard near the house, often close to a front spigot. The gas shut off is usually at the gas meter on the exterior of the house or in the basement. If the water shut off has been covered over, contact Management so they can be properly marked. Also locate the water shut off for the Hot water heater and under the sinks. Locating these items now may eliminate damage and inconvenience to you later.

B. Put This Handbook Where You Can Find It –Before calling us, see if the answer to your question is in this handbook.

III. IN AND AROUND THE HOUSE

A. Country Living – We live in a beautiful area with a moist climate in the summer months and a dry climate in the winter. It is important to keep the vents in crawl spaces under the floors open, especially in wet weather. Closed vents may cause excessive damage to floor joists and other areas underneath a house. Watch for puddles of water that do not go away around the perimeter of the house. They are often a sign of a water problem underneath. For slab homes, be careful that the grass, dirt, flower bed or other covering do not go up the wall over the level of the slab. Keep the perimeter of the house clear of all matter. Stack wood away from the exterior walls and off of any wood porches.

B. Heat / AC Units & Smoke / CO Detectors – You are expected to change Heat/AC filters every month – unless the filter is a permanent one that just requires hosing off. Many homes have heat pumps for heating and air conditioning. The air coming from the vents will not be warm in the winter or cool in the summer. Heat pumps are designed for the temperature to be set and then to be left alone. Do not attempt to reset these controls or adjust them – just leave the control alone. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. During extreme hot or cold temperatures, the heat pump may not keep the house as comfortable as you desire. When the heat index is high, the heat pump may not

lower the inside temperature more than about 10 degrees below the extreme heat. You should close window coverings, keep doors closed, do not run hot appliances (oven, etc.) and take all other precautions given by public authorities. Do not set the thermostat at a low temperature when the outside temperature is over 95 degrees. If the equipment cools too dramatically, moisture will freeze on the exterior and the equipment will “freeze up” and not produce cool air. If water drips from the inside unit, it is usually due to a clogged condensation drain line. (Some drains are easy to clean with a vacuum cleaner used to blow out the line.) If the line becomes clogged or frozen, turn off the unit and clear the drain line or allow the equipment to defrost.

If you have a furnace that uses fuel oil or propane, Please make sure to keep tanks filled . By doing this, you will eliminate the discomfort of being without heat in winter months when supplies may be low and prices are high. Fuel tanks should not go below 25% to insure the best operation of the furnace. As a rule of thumb, these fuels are historically cheaper in the summer than in the winter when demand is greater.

Unless they are hard-wired, YOU will need to test the batteries for the smoke/CO detectors at least monthly. A good rule of thumb is to test your battery each month when you pay your bills, and to change the battery in your smoke detector twice each year when the time changes in the fall and spring. The Agent or property owner are NOT responsible for battery replacement or alarm operation.

C. Circuit Breakers / Fuses – Circuit breakers move slightly when triggered. It may appear to be ON when it is has “popped” OFF. To reset, turn the breaker in the OFF position, then back ON again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts the power during fluctuations. They are usually used for bathrooms, sink, exterior plugs, garages and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many homes have the circuits at the plug or outlet. When these “pop”, simply reset the breaker as outlined above, or per the instructions on the outlet cover. Older homes may have a fuse box – either in the basement or on the exterior. Be sure to have a flashlight near the fuse box and keep an extra supply of the appropriate size fuses near the box for replacement.

D. Extermination – Please report any pest problem within (5) days of possession. If not reported in writing, it is agreed that premises has no infestation of any kind. Any future infestation of any kind will be your responsibility. Ants may appear in extremely “dry” weather situations. You can place “ant stakes” around the perimeter of the property. Roaches and water bugs can be treated with container applications from the hardware or grocery store.

You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control, and we assume no responsibility for the control of roaches, mice, ants, fleas or other pests. Please notify us if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (i.e. ants and wasps building nests in the air conditioning unit as this can damage the unit.)

IV. MAINTENANCE, DAMAGE & REPAIRS

You are expected to maintain the home and keep it in as good a condition as when you took possession.

Only repairs required because of normal wear will be provided by us or the property owner. You will be charged for repairs caused by your misuse or neglect.

A. Report Maintenance Requests in the proper Manor – Your maintenance request must be sent through your portal. If you are not able to log into your portal we are more than happy to submit your request for a \$15.00 fee per request.

B. Who Does What - All "breakdowns", mechanical system failures and structural defects must be reported to us immediately. If an urgent repair is needed (i.e. **Hot** water heater leaking), **YOU** are responsible to stop further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker servicing that appliance or area until the repairman arrives. Once we have been notified, we will make any necessary repairs within a reasonable time.

You will not be reimbursed for any unauthorized repairs you make.

Some examples of maintenance you are expected to do at your own expense....replace light bulbs; replace torn or damaged screens; replace or repair cabinet catches; knobs or handles; re-light gas furnace or re-set Hot water heater reset button; treat for fire ants and other lawn pests; keep flower beds weeded, edged and fresh mulch once a year; keep all vents * stove, dryer, heating, air conditioning and refrigerator * clean and clear; replace batteries in smoke detectors twice annually. Notify us if the smoke detector does not work.

Examples of repairs management will make **at no expense to you** *Repairs to Heat/AC systems from normal use; replace heating units for hot water tanks from normal use; repair leaks in roof; replace or repair any part of plumbing which fails from normal use; remove broken electrical components; repair/paint rotted wood; treat for termites.

Examples of repairs for which **you will be held responsible** * Replace heating elements/hot water tanks if caused by empty tank; repairing burst water pipes when caused by freezing weather; any unusual damage or extraordinary wear on any of the appliances, floors, walls, ceilings; damage caused by pets, animals, children, guests by misuse, smoking or any unusual or unreasonable use; damage to fences, outside walls, shrubbery, trees or plantings. Damage to the roof if caused by not keeping the gutters free and clear from leaves, trash and debris.

C. Unauthorized Repairs – Please do not make any repairs or authorize any maintenance without our prior written permission. All repairs must be authorized by us or the property owner. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

D. Lawn & Grounds Maintenance – Unless service is provided by the HOA or Agent/Owner per your lease terms, you are expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession. This care includes regularly cutting the grass, fertilizing the lawn, trimming shrubs, cleaning

gutters, edging all walkways, curbs and driveways, treating fire ant beds, and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves and side of the house. You are required to report any condition which can cause damage, permanent or temporary, to the grounds and to treat for lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flower beds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover or mulch (pine straw, pine bark, etc.) must be kept up by the resident. Gutters must also be cleaned by the tenant.

DO NOT LEAVE HOSES CONNECTED TO EXTERIOR FAUCETS DURING WINTER MONTHS

E. Light Bulbs – At move-in, all light fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during your residency (including floodlights). Upon move out, all lights must be equipped with the Proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.

F. Plumbing / Septic Systems – You are responsible for keeping all sinks, lavatories and toilet lines open. Do not allow anyone to throw anything into the plumbing system or use it for any purpose other than for what it is designed. Do NOT use toilet cleaning equipment which indicates it can be flushed down the toilet after use. You will be responsible for any damage or stoppage after 5 days of occupancy unless it was caused by mechanical failure of the plumbing system. If your system becomes clogged after this date, you are responsible for calling a licensed plumber to clear or repair the toilet at your own expense. No reimbursement will be made for charges not pre-approved by us. Tenant must treat septic system once a month.

G. Window Coverings – Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred upon vacating. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted/vacuumed regularly and before vacating.

I. Vinyl Floor Coverings/Hardwood Floors – With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times per year. 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 floor. When waxing, use a water-emulsion, self-polishing types such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors, avoiding any solvent based waxes. You will be responsible for damage done by using improper cleaning methods such as broken tiles or torn floor covering.

J. Carpet Care - Have entry mats at all exterior entry doors. Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and 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 a beater type vacuum cleaner is required if the home you rent has carpet. It is **REQUIRED** to have the carpets professionally shampooed twice a year and a receipt turned into the office. I will send out a reminder email and you will have 15 days to have the service completed and the receipt in the office. If Richard Albury Realty has to

put in the work order to have this done when the vendor turns in the invoice to the company it will then be charged to the tenants account for payment with a \$30.00 charge for the company submitting the work order and making sure the cleaning was complete. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A copy of the cleaning company's bill is required at the time of check-out. Please check with us before move-out for a list of acceptable carpet cleaning companies.

*TO INSURE PROPER OPERATION OF APPLIANCES, CHECK THE MANUFACTURER'S WEBSITE(S) *
APPLIANCES AT THE PROPERTY ARE TO REMAIN IN PLACE IN THE PROPERTY. RESIDENTS' OWN
APPLIANCES MAY BE STORED APPROPRIATELY AT THE PROPERTY DURING THEIR TENANCY*

K. Stoves - If the oven or broiler will not turn on, check the timer on the stove. Generally, the knob will pop out if the timer is off. Turn the knob until it pops out. Instructions for other types are on the face of the stove. Be careful when cleaning the oven that oven cleaner does not drip onto the cabinets below or onto the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance by improper use, cleaning maintenance or lack of maintenance.

L. Dishwashers - Use at least once a week. The appliance seals may dry and the motor may be damaged by long periods of non-use. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check around the outer door for food items falling from the counter.

M. Garbage Disposals - Garbage disposals are not for bones, greasy items, meat or any other course, fibrous material. If the motor buzzes, turn switch off. Un-jam the disposal by turning the blade backwards with a broom handle or an Allen wrench. Reset the circuit breaker on the bottom or the side of the disposal - usually a small red or yellow button. If the unit turns easily by hand but not with power, call for service. Almost all disposal jams can be avoided by using strainers and keeping inappropriate items out of the appliance. It will be the tenants responsibility for repairs or replace the garbage disposal if it is damaged do to in-proper items placed in the system.

N. Washer / Dryer Hookups - When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. This is especially important in country properties as a **burst pipe can run a well dry in a very short time. Keep dryer vent clear of lint or other build up as this can cause a fire in the venting. Also owners will no longer make repairs on washers & dryers it will be up to the tenant to repair the units, or replace with there own.**

V. CLEANING AND HOW-TO'S

We work hard to deliver to you a clean, well-maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable for you and residents who take occupancy after you leave. The key to proper cleaning is to do it often and regularly. Set

up a schedule where each family member is responsible for specific tasks. Monitor the work and see that cleaning is performed as often as needed.

A. Minimum Cleaning Standards

- a. Keep windows and storm doors clean, inside and outside. Interior cleaning at least once a month. exterior every six months. Wash between windows and screens quarterly.
- b. Wash interior doors, doorways and walls in heavily traffic areas every 1-2 months.
- c. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly. Most drip pans and hood filters can be cleaned in the dishwasher.
- d. Mop and wax vinyl floors biweekly.
- e. Dust base boards, windows sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of room monthly.
- f. Clean AC/Heat air return grille often. It helps the mechanical operation of the equipment.
- g. Clean and sweep out fireplace. Clean fireplace grate, screen and glass, if provided.
- h. Curtains and blinds, if provided, should be cleaned or washed semiannually. Decorator drapes should be dry-cleaned every year.
- i. Bathrooms should be scrubbed to include toilet bowls and base, sink, mirror, floor, bathtub and shower. Bathrooms should be scrubbed to include toilet bowls and base, sink, mirror, floor, bathtub and shower cabinets.
- j. Caulk tub as necessary.
- k. Sweep out garage as needed.

B. Counter Tops & Cabinets – Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops. All unpainted cabinets need to 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 must be cleaned regularly. In particular, the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Upon move-out all drip pans must be new. Please clean under and behind the refrigerator. If you do not clean all these items regularly, it can cause excessive wear and tear, for which you will be responsible to repair and or replace.

D. Fireplaces – If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc.

Prior to utilizing your fireplace each year, burn a CSL (Chimney Sweeping Log) according to box instructions. Do not use CSL with BBQ, gas log, electrical log, oil stove or pellet stove.

VI. MOVING OUT

You will need to verify your move-out date at least 60 days before your stated lease expiration date. Your lease automatically renews unless you have given us a 60 written notice through your portal.

A. The Move-Out/Check Out List – You are not allowed to be present at the check-out inspection. Inspections are done within 3 Business days after keys are turned in, or 3 Business days from end of lease.

1. Inspections are made ONLY after you have completely vacated and the premises are cleaned, carpet are professionally cleaned and dry (receipt required, chemical dry cleaning is unacceptable), yard is mowed, edged, all trash hauled off shrubs trimmed, flower beds have fresh bedding, and you have returned the properly keys to our office.
2. A room by room check will be made, including interior, exterior, yard, out-buildings, appliances, windows, curtains, blinds, etc.
3. The Check-out Cleaning Checklist is a cleaning guideline. You may use copy attached for guidelines. Most tenants who use these guidelines will receive their entire security deposit back.

B. Return of Your Security Deposit – **THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!!!** Your security deposit will be refunded within 30 days from the date you return the property keys. Following are the requirements for a full refund of your deposit:

- a. You have left the premises clean and undamaged and followed the check-out procedures.
- b. All walls are clean and unmarred. (Homes are *NOT* painted between tenancies)
- c. Have paid all charges and rents due.
- d. Have removed all debris, rubbish, and discarded all items from the premises.
- e. Have provided a forwarding residence address and telephone number. No work addresses or post office boxes will be accepted. Please provide this on a #10 business size envelope.
- f. Have an acceptable move-out/check-out inspection report.
- g. All keys must be returned.
- h. Please remember if you paid a pet fee at time of move in or with in your lease at any time, you're pet fee is a non refundable fee. It will not be used for repairs or carpet cleaning. It is a convenience fee from the owner

allowing you to have a pet on the property, and by law the pet fee will be issued to the owner.

Richard Albury Realty is required to have any cleaning or repairs done after your move-out inspection, the bills will be totaled including a 20% service charge, with that total being deducted from the security deposit with the balance Returned to the designated TENANT

VII. EMERGENCY/DISASTER PROCEDURES

Appendices A, B & C are the procedures, plans and responsibilities for emergency/disaster related situations. Please read over them regularly, especially during the winter months. Since the area is prone to flooding in the spring and snow and ice in the winter, preparedness planning is imperative. Special emphasis has been placed on snow and ice and please be aware that strong winds and tornados are also a possibility.

A. Winter Weather – Because this area does get winter weather – snow and ice – be sure to listen to the radio or television and be prepared. If you live in the country on a gravel road, park your car near a state road that will be plowed and walk to your residence. Allow extra time in driving as the roads are usually slippery even if there is a coating of snow.

Be sure to stock an emergency supply of water & non-perishable foods; keep an adequate supply of fuel in an appropriate container; be sure you have oil in your fuel tank; keep a flashlight, a battery powered radio, extra batteries, a first-aid kit and extra prescription medications on hand; have kitty litter and snow shovel on hand and emergency supplies in your car. Be aware that Towns, Clay, Cherokee, Fannin and Union counties are responsible for clearing the roads in the county.

B. Flooding – There is little or no warning for rising water. Country roads bordering streams or deep roadway ditches can flood and become impassible. Be careful when crossing low lying roadways and watch vehicles in front of you to determine if you should attempt to drive through a flooded area. When in doubt don't go through running water as it is difficult to determine what is underneath the water.

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. Don't rely solely on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family and the home you are renting.

Welcome to our area....please take advantage of the many opportunities to areas.

APPENDIX A

URGENT BUT NON-DISASTER EMERGENCY

Kitchen fire, leaking water heater, burst water pipe, tree on house, etc.

Upon first occurrence or discovery of problem, secure the property from further damage immediately. The following is a summary of what to expect. Please post this notice in a visible place. If any of these actions do not occur, notify us immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Resident Responsibility

1. Secure from additional damage immediately.
2. Turn off source of water or electricity or gas, as the situation demands.
3. Notify Richard Albury Realty – if after hours use office voicemail.
4. Makes claim on Resident's insurance.
5. Notifies Richard Albury Realty of Resident's insurance coverage.
6. Provides emergency (police, fire, etc.) report to Richard Albury Realty Inc. within 5 days.
7. Provides access for insurance, repair people, etc. to assess and repair damage.
8. Notify Richard Albury Realty of delays, "no show" appointments, problems.

Management Responsibility

1. Notifies the Owner, insurance company and repair companies.
2. Takes pictures of damage for owner report.
3. Inspects and takes pictures of finished work.
4. Handles complaints/conflicts between Resident and repair company.

You should be contacted within 48 hours by the insurance company. They will assess the You

should be contacted within 48 hours by the insurance company. They will assess the Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. If necessary, we will provide repair personnel with a key to the property to expedite the necessary repairs.

After the repairs are complete, we will set up a time to inspect the completed work. If there is a After the repairs are complete, we will set up a time to inspect the completed work. If there is a inspection. Your help is vital to this process.

You are responsible for any loss to the owner due to resident negligence. If the damage was caused by a current resident or a guest, please be aware all charges not covered by insurance will be billed to you.

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APPENDIX B DISASTER PLAN

1. Have an emergency preparedness plan, a checklist and a storm kit.
2. Upon first notification, complete the Disaster Plan- Tenant Form in the back of this handbook.
3. Email or deliver the Tenant Form to the office of Richard Albury Realty immediately
4. Stay tuned to the local news media and follow all recommended precautions and instructions.
5. During the storm or before leaving the property, please be sure to:
 1. Turn off main electrical breaker to house @ meter box
 2. Turn off main gas line to house.
 3. Turn off main water supply to house.
 4. Take all recommended precautions by the local news media and storm bulletins publications.
 5. Secure your pets, inside. If it not safe for you outside, it is not safe for your pets either!
 6. Secure all outside items - bring in swings sets, play houses, small planters, anything that could turn into a flying object during high winds.
 7. Secure house against damage. Put masking tape on windows and secure screen/storm doors.
 8. Make sure we have a key for your house.
 9. If you are leaving town, call our office before leaving and before returning to verify the

house is safe to return to.

***YOU ARE RESPONSIBLE FOR SECURING THE PROPERTY AGAINST
POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, YOU ARE
EXPECTED TO DO***

**APPENDIX C
DISASTER PLAN – TENANT FORM**

ADDRESS OF PROPERTY:

TENANT NAME: _____

HOME PHONE # _____ WORK PHONE #

EMERGENCY # _____ CELLULAR #

ARE YOU LEAVING TOWN? _____
WHEN? _____

IF SO, HOW CAN WE REACH YOU?

WHO IS YOUR INSURANCE CARRIER?

WHO IS YOUR AGENT? _____

BE SURE THAT YOU HAVE-TURNED OFF

ELECTRICITY AT MAIN BREAKER? SHUT OFF GAS? SHUT OFF MAIN WATER
SUPPLY TO HOUSE? TAKEN YOUR PETS WITH YOU OR TO A PET SHELTER?

SECURED ALL OUTSIDE ITEMS? HAVE A BATTERY OPERATED RADIO?
NOTIFIED MANAGEMENT YOU ARE LEAVING and HOW TO CONTACT YOU?

Email to: rar@ssg-i.com

RICHARD ALBURY REALTY @ 404-314-1415

MAIL TO:

Richard Albury Realty

P.O. BOX 349

Young Harris, GA 30582

Power Companies

(For The Mountains) BRMEMC # 706-379-3121

(For The Mountains) Tri State # 706-632-9666

(Cartersville) Cartersville Power # 770-382-5330

(Adairsville) GA Power # 770-382-9365

(Cedartown) GA Power # 770-748-6170

(Rockmart) GA Power # 888-655-5888

(Rockmart) Carroll EMC # 770-832-3552

(Douglasville) Grey Stone Power # 770-942-6576

(Resaca) GA Power # 706-629-3160

Water Companies

(NC Mountains) Appalachian Water # 706-745-2033

(NC Mountains) Clay County Water # 828-389-1361

(GA Mountains) Hiawassee Water # 706-896-2202

(GA Mountains) Nolta Water # 706-745-4548

(GA Mountains) Towns County Water # 706-896-4372

(GA Mountains) Young Harris Water # 706-379-3171

(GA Mountains) City Of Blueridge Water # 706-632-2091

Gas Companies

(Mountains) Heritage # 706-745-2181

(Mountains) Proflame Gas # 706-745-5538

(Mountains) Budget Propane # 706-747-5337

(Mountains) Folgers Propane # 706-632-7606

(Mountains) Freeman Gas # 706-632-1951

(Mountains) Ferrell Gas # 706-632-5754

(Mountains) Thompson Gas # 706-632-2881

(Mountains) Amerigas # 706-745-6645

CABLE, INTERNET & TELEVISION SERVICE

(Mountains) Windstream Cable # 800-251-6412

(Mountains) Comcast Cable # 855-360-3741

(Mountains) Direct TV # 877-991-2094

(Mountains) TDS # 877-321-4837

(Mountains) ETC # 706-632-3083

(Mountains) Radio Shack Dish & Direct # 706-896-1900

(Mountains) Webworkz # 828-837-6120

(Mountains) DNET # 877-601-3638

(Mountains) BRMEMC # 706-379-4832 or 800-251-6456

TRASH SERVICES

(Mountains) North GA Waste # 706-900-1010

(Mountains) Advance Disposal # 706-632-4673

(Mountains) Benny's Sanitation # 706-896-2573

(Mountains) Holbrooks Garbage # 706-745-8823

(Mountains) Warmans Garbage # 828-644-5171

(Mountains) Arrowhead # 828-389-3262

(Mountains) Big Blue Disposal # 706-455-2455

Check out Cleaning Check List

In order to refund your Security Deposit, the unit must be left clean. The following is a guide of the type of cleaning we expect to be done. In preparing to move, be sure to allow enough time to do a thorough cleaning job.

GENERAL CLEANING

WALLS AND CEILINGS: Remove all nails, hooks and tacks. Patch holes *NEATLY*. Repair any damage. Smudges can often be washed off walls. TSP is an excellent cleaning agent for painted walls.

CARPETS: Allow enough time for the carpets to dry thoroughly. Turn on AC or fan to facilitate circulation. **According to the lease the carpets must be cleaned by a professional carpet cleaning company and the receipt must be submitted. If we don't receive the receipt, we will have the carpets cleaned by a professional carpet cleaning company and the fee will be taken out of the Security Deposit. Please Remember that your pet fee was a convenience fee for the owners allowing you to have a pet. That pet fee goes to the owners and is not used for carpet cleaning nor any repairs.**

FLEAS:

_____ If there have been animals at the property, treat for fleas. Bomb/spray AS

THE LAST THING YOU DO.

WINDOWS:

_____ Windows should be washed inside and out, if they can be reached safely.

SCREENS:

_____ Screens are to be replaced on appropriate windows after cleaning.

FURNACE:

_____ Furnace closet should be cleaned and furnace filter changed. Clean return air grille.

FIREPLACE:

_____ Clean fireplace, leave any equipment provided with the property. Remove all firewood and kindling.

FIXTURES:

_____ Vacuum and wipe all wall fixtures, windowsills and drapery rods. Wash all light fixtures and leave working light bulbs.

KITCHEN:

_____ All counter tops cleaned (washed and rinsed)

- _____ Walls cleaned of grease
- _____ Woodwork washed and rinsed (cleanser or detergent)
- _____ Stove top and burners cleaned of all grease, stains and food.
- _____ Replace drip pans if necessary.
- _____ Oven and broiler cleaned Range hood filter cleaned, top and underneath washed (use detergent or TSP)
- _____ Cabinet and drawer paper liner removed unless contact paper has been used.
- _____ Cabinets and drawers washed or swept out inside.
- _____ Cabinet and drawer exteriors washed and dried.
- _____ Floors mopped, wax removed, new wax applied.
- _____ Baseboards cleaned
- _____ Trash or garbage put in cans or hauled away.

DO NOT LEAVE TRASH/DEBRIS OUTSIDE or in WASTE BASKETS on the PREMISES. Clean out refrigerator.
Do NOT turn off interior control or unplug from electrical outlet UNLESS ALL DOORS ARE LEFT OPEN

LIVING ROOM:

- _____ Carpet edges next to baseboards swept out, carpets cleaned
- _____ Heater vents/return air grille cleaned of dust
- _____ Light switches and plug outlets washed with damp cloth
- _____ Woodwork washed and dried
- _____ Drapery rods washed/dusted. * SEE REVERSE SIDE FOR MINI-BLIND CLEANING INSTRUCTIONS
- _____ Clean out fireplace. Remove ashes, wood and clean grate/glass doors/protective screen

BEDROOMS and HALLS:

- _____ Carpet edges next to baseboards swept out, carpets cleaned
- _____ Closet doors and shelves washed and dried
- _____ Woodwork washed and dried
- _____ Drapery Rods washed/dusted
- _____ Remove all clothes and hangars from closets

_____ Remove all items from linen/storage closet

BATHROOMS:

_____ All fixtures cleaned

_____ Polish chrome with soft, dry cloth

_____ Tile around tub to be cleaned of dirt, soap residue, etc.

_____ Grout in the tile to be white

_____ Mirror washed and free of streaks

_____ Medicine cabinet cleaned out

_____ Shelves, walls, doors washed/wiped clean Floors mopped, wax removed, new was applied

_____ Clean shower/tub enclosure doors of soap residue. Clean out metal track.

PATIO, BALCONY. PORCH. FRONT DOOR and STEPS:

_____ Swept and clean. Free of debris/dead plants & trash

GARAGE, CARPORT and STORAGE AREA:

_____ Cleaned out, trash hauled away. Garage floor swept and degreased Storage area cleaned out entirely

YARD AREA: (IF APPLICABLE):

_____ Cut grass and remove trash or debris from the property. All container plants to be removed.

REMOVE ALL TRASH and DEBRIS FROM THE PROPERTY. DO NOT DEPEND ON THE GARBAGE SERVICE TO REMOVE ITEMS ONCE YOU HAVE LEFT THE PROPERTY. DO NOT LEAVE ITEMS FOR THE REMOVAL BY OTHERS.

KEYS:

_____ All keys to Property, Laundry Facility, Storage, Pool, Mail Box, etc. Return garage door opener with keys

NOTE: If your property has mini-blinds, to wash them, use a cloth, sponge or soft brush and a mild detergent. Use warm or cold water - NOT HOT WATER. Place toweling on floor or sill and wash the blind in sections. If blind is small, it can be washed in sink or tub, one end at a time. It can be hosed- washed if outdoor facilities are available. Rinse off suds thoroughly. Drain out head and bottom rail. Dry with towel to avoid water marks, or hang the blind upside down, separating and tilting the slats to allow it to drain and dry. Weight the cord or keep it taut to minimize kinks and shrinkage while drying.

THIS LIST IS INTENDED AS A GUIDE ONLY IN HELPING YOU DETERMINE WHAT TYPE OF CLEANING IS EXPECTED AND THIS MAY NOT BE A COMPLETE LIST FOR YOUR PARTICULAR PROPERTY

SIGNATURE PAGE OF TENANT HANDBOOK

**PLEASE SIGN THIS PAGE, THAT YOU HAVE READ/ UNDERSTAND THE TERMS AND EXCEPT THE TERMS OF
THE TENANT HANDBOOK THAT THIS IS PART OF YOUR LEASE.**

PROPERTY ADDRESS: _____

_____/_____
TENANT/SIGNATURE DATE

_____/_____
TENANT/PRINT DATE

_____/_____
TENANT/SIGNATURE DTAE

_____/_____
TENANT/PRINT DATE

Richard Albury Realty
COMPANY NAME

_____/_____
AGENT/SIGNATURE DATE

_____/_____
AGENT/PRINT DATE

PLEASE KEEP A COPY OF YOUR HANDBOOK WHERE YOU CAN FIND IT.

The tenant handbook has been updated, all existing & new tenants are required to follow the terms of the lease and handbook for the length of the leasing the property.

We are asking all tenants to sign the handbook since it has been updated. For our records, and that our tenants have read over and understand it.

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