



# TENANT HANDBOOK

(Revised 08/2021)

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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. **This handbook is provided as part of your lease agreement and outlines your responsibilities to us and the property you have decided to lease. Please read each section carefully and contact us with any questions.**

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, Alabama Broker - Pam@all3realty.com

J Arthur Coley, Acquisitions Manager– jcoley@all3realty.com

Trent Ratliff, Georgia Broker, President of Management – Trent@all3realty.com

Kayla Sharp, Senior Property Manager/Realtor in GA & AL–Kayla@all3realty.com

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Jake Schwab, Maintenance Manager – Jake@all3realty.com

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Nicole Batiste, Property Manager/Realtor AL & GA – Nicole@all3realty.com

Morgan Rector, Property Manager/Realtor Alabama – Morgan@all3realty.com

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Adam Hamilton, Field Manager – Adam@all3realty.com

Greg Parker, Acquisitions Manager Alabama – Greg@all3realty.com

Brad Dull, Realtor Georgia – Brad@All3realty.com

Office: 678-782-7447

Fax: 404-596-8515

### Georgia Address:

103 Hickory Ave

Fayetteville, GA 30215

### Alabama Address:

2740 Central Parkway, Suite 6

Fayetteville, GA 30215

**DUE TO THE ONGOING PANDEMIC, ALL OFFICE LOCATIONS ARE CLOSED TO THE PUBLIC UNTIL FURTHER NOTICE.**

## Website:

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

## Virtual Office Hours:

Monday-Thursday from 9am-4pm.

Friday from 9am-12pm

We are available via email and phone during our office hours at 678-782-7447.

We have an after-hours emergency maintenance line at 678-782-7447.

## 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.
- All residents are required to have telephone & email accessibility. You are required to notify us of a change in contact information.
- A minimum 30 day notice is **REQUIRED if you intend to vacate at the end of the lease term**. You can submit this at [www.all3realty.com/noticetovacate](http://www.all3realty.com/noticetovacate)
- **Breaking Your Lease:** If you intend to terminate an active lease agreement you will be required to give 60 day notice, forfeit the right to the security deposit and pay a 1.5 x termination fee.
- **Pets:** Animals are only allowed with owner approval. We charge monthly pet rent which is determined by filling out a [petscreening.com](http://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 there is no set of keys in office, it is your responsibility to pay for a lock smith. 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, trimming hedges, upkeep of flower beds and lawn care is expected. Please refer to your rental agreement for more details.
- There shall be NO large above ground swimming pools or trampolines allowed on the premises.
- **Trash, Garbage & Recycling-** All garbage must be placed in appropriate containers and discretely stored out of view of the street. Trash cans must be removed from the street within 12 hours of pick up. All 3 Realty does not provide containers. You are required to contact the local trash company to start service. Containers need to be kept in good working order.
- **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.
- **Vehicle Parking:** Only approved and operational vehicles in designated areas are allowed. Please refer to your rental agreement for more details. Under no circumstance is an occupant to park on the grass.
- **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. If any music or other sounds can be heard outside of the perimeter of the premises leased, it is considered too loud.
- **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

## 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>, dispossession 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.

## 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 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/>.



## 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.

## Getting To Know Your New Home:

When you first move-in, locate the breaker box and note the ground fault circuit breaker (some of these are located by the sinks and not near the breaker box) and where the stove, hot water heater and air conditioning breakers area. Also, look for the water shut off which can typically be found in the front yard near the house close to a front spigot. Locating these items now has potential to eliminate damage later. Because we live in a warm, moist climate, it is important to keep the vents on the crawl space open. Closed vents may cause excessive damage to floor joists and other areas underneath the home. Keep in mind that puddles of water around the perimeter of the home are often a sign of water damage. For slab homes, be careful that grass, dirt, flower beds and other coverings do not grow over slab. Please keep the perimeter of the house clear of all

matter. Stack wood away from the exterior walls and off any wooden deck or flooring and remember to immediately report any suspected water problems to All 3 Realty.

## Heating and C/C Systems:

Heating and A/C Systems All heat and A/C filters should be changed at least once every 90 days, and batteries for smoke detectors at least twice a year. All 3 Realty recommends that you test all your batteries and all devices in the premises which rely on batteries for power (whether directly or as back-up power) when you change your air filter. A great way to remember to do so is upon paying your electric bill. You are responsible for maintaining charged batteries in all such devices during your lease. For homes that have heat pumps for heating and air conditioning, know that the air coming from the vents will not be warm in the winter or cool in the summer. Heat pumps are designed for a set temperature. The air runs over the heating or cooling element and then gradually warms or cools to the desired temperature. During extreme periods, the heat pump may not keep the house as comfortable as you desire. For instance, when the heat index is high, the heat pump may not lower the inside temperature more than ten degrees below the outside. In these cases, All 3 Realty recommends you close the windows and doors, avoid running hot appliances and take all other precautions given by the public authorities. Please do not set the thermostat at a low temperature when the outside temperature is above 95 degrees. Poor cooling and heating can often be the result of a clogged filter which is why we recommend replacement ever 90 days. If you have a clogged filter, water will typically drip from inside the air-handler unit. To fix this it depends on the line, but you can either pour bleach down the drain line (located in the drip-pan at the bottom of the air-handler unit) or attempt to clean out the drain line with a wet/dry vacuum where the drain line empties on the outside of the premises, but please remember to turn off the unit before clearing the line. If you do not know how to do either, call a heating and air conditioning repair company for instructions.

## Circuit Breakers:

Circuit breakers move slightly when triggered. It may appear to be on when in fact it has “tripped.” To reset, turn the break to the off position and then back to the on. The ground fault circuit breaker detects even the slightest voltage change and will cut the power during such fluctuations. Most ground fault circuits are located the breaker box and are marked with a yellow button. Many homes have ground fault circuits at the plug in outlet; when these trip, simply reset the breaker as outlined above or per the instructions on the outlet cover.

## Extermination :

Please report any pest problem within three days of possession. If not reported in writing, it is agreed that the premises has no infestation of any kind. Any future infestation of any kind, except termites, shall be your responsibility. All 3 Realty assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Suspected termite infestation should be reported as soon as possible. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and further damaging the unit).

## Paint and Wallpaper:

If you wish to change the house in any way, please put your proposal in writing and submit to All 3 Realty along with a sample of the desired paint, wall paper or rendering (e.g. adding a fence to the property). If approved, you will receive written confirmation. Please be aware that all tasks must be done in a workmanlike manner, and must be inspected and approved by All 3 Realty after completion. Any agreed upon reimbursements will occur after final approval.

## Periodic Inspections:

As part of our agreement with the Owner of the property, All 3 Realty will be required to conduct periodical inspection. This can be in person or requested via a DIY inspection report for you, the resident to complete. Failure to comply with the request of the DIY report or in person inspection will be addressed according to the Georgia Tenant/Landlord Act. You will be notified of any problems found and given 7 days to remedy them.

## 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

## MAINTENANCE, DAMAGE & REPAIR:

Throughout your lease, you are expected to maintain the home and keep it within the same condition as when you took possession. Only normal wear and tear repairs will be made by All 3 Realty. You will be held accountable by misuse or neglect.

### 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.

**A maintenance emergency exists when danger is present or property damage has occurred is about to occur. Please do not abuse the after hours emergency system with unrelate calls.**

**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.

## Who Does What?

All breakdowns, system failures and structural defects to the property must be reported to All 3 Realty immediately. If an urgent repair is needed, you are responsible for stopping further damage for occurring if possible and safe to do so. (Example: if there is a leak, you are responsible for water shut off and soaking up any excess water until All 3 Realty can make the repair).

EXAMPLES OF MAINTENANCE YOU ARE EXPECTED TO DO AT YOUR OWN EXPENSE:	EXAMPLS OF REPAIRS MANAGMENT WILL MAKE AT NO EXPENSE TO YOU:	EXAMPLES OF REPAIRS FOR WHICH YOU WILL BE HELD RESPONSIBLE:
<ul style="list-style-type: none"> <li>• Replace lightbulbs</li> <li>• Torn or Damaged screens</li> <li>• Repair or replace cabinet knobs or handles</li> <li>• Treat for ants and other general pests</li> <li>• Keep flower beds free of weeds and fresh with mulch or pine straw</li> <li>• Trimming of hedges or bushes to maintain overgrowth</li> <li>• Replace batteries in smoke detectors</li> <li>• Phone Jacks and cable outlets</li> <li>• Replacement of HVAC filters every 90 days (also notifying All3 if you are on the RBP and have not received filters</li> <li>• Spot cleaning and steam cleaning carpets while living in the home</li> <li>• Disposing of authorized pet dropping and treating lawn where feces may have affected lawn</li> </ul>	<ul style="list-style-type: none"> <li>• Repairs to heat and A/C systems for normal use</li> <li>• Replace heating units or hot water tanks for normal use</li> <li>• Repair leaks in the roof</li> <li>• Replace any part of plumbing which fails from normal use</li> <li>• Remove broken electrical components</li> <li>• Repair/repaint rotted wood</li> <li>• Treat for termites</li> <li>• Pressure wash exterior of home</li> <li>• Trim any large trees that may be touching exterior of the home</li> </ul>	<ul style="list-style-type: none"> <li>• Replace heating elements/hot water tanks if caused by empty tank (example: if water was shut off due to non payment)</li> <li>• Repairing bust water pipes when caused by freezing weather</li> <li>• Any unusual damage on any of the floors, walls, ceilings, caused by pets, animals, occupants, guests, smoking or any unreasonable use</li> <li>• Damaged caused to fences, outside walls, garages, trees or plantings</li> <li>• Damaged caused by your failure to notify us promptly of any repair needed, where prompt notice could prevent further damage</li> </ul>

### Unauthorized Repairs:

Please do not make any repairs or authorize any maintenance without written permission from All 3 Realty. All repairs must be authorized per the Georgia/Tenant Landlord Act. Rent cannot be withhold because of needed repairs nor can the cost of needed repairs be deducted from rent.

**Lawn and Grounds:**

You are expected to tend and care to the lawn and grounds. This includes regular mowing, fertilizing, trimming shrubs, edging all walkways, curbs & driveways, treating for basic pests. You are required to maintain fresh pine straw or mulch in garden beds. Exterior hoses are not to be left on under any circumstance.



## Waterbeds:

Water beds are not authorized for use on premises under any circumstance

## Walls and Ceilings:

Please keep the walls of the home clean & unmarred. Do not paint without approval. You are welcome to hang photos on the walls as long as hangings are removed and repaired upon move out. All walls, baseboards and trim must be shared before vacating. All ceilings and ceiling fans must be dusted before vacating. **SMOKING IS PROHIBITED IN THE PROPERTY, INCLUDING THE GARAGE.**

## Kitchen Appliances:

It is important not to neglect the cleaning of kitchen appliances including your stove, dishwasher, fridge & garbage disposal. You will be responsible for any damages due to lack of maintenance and cleaning of general appliances. Drip pans are to be replaced at the time of move-out. If a garbage disposal is deemed inoperable, the garbage disposal will be removed at the expense of the owner and will not be replaced. Broken drawers and shelves in a fridge will need to be replaced prior to move out.

## Washer & Dryer Hookups:

When you installed your Washer & Dryer YOU MUST ENSURE that there are no active leaks coming from the houses. You are responsible for any damage to the plumbing supply lines or fixtures arising from installation of your Washer & Dryer. It's important to be present for the first 2-3 cycles to ensure there are no issues. Management will not add adapters if your appliance does not match what is on site.

## 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.

## 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.

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.

## Move-Out Checklist:

It is highly recommended that you document your move out condition with photos

- A Re-Key Fee of \$75 is automatically deducted from the security deposit, Section 1.5 of Lease

- Utilities are required to be active for move out inspection and need to stay on 72 hours after move out, failure to have active utilities will result in \$150.00 fee, Section 1.5 (g) of Lease
- Remove any and all personal belongings (curtains, trash, boxes, cleaning supplies) There should not be anything of yours left behind, this will result in a removal fee 1.11 (d) of Lease
- Any rooms that have been painted, added decals to walls, wall papered WITHOUT owner consent, need to be returned to their original at the time of move in Section 1.23 of Lease
- 

## Cleaning:

- Carpets to be professionally cleaned per lease, failure to do so will result in \$250 deducted from deposit
- Floor to be swept, mopped & cleaned
- Grass to be cut
- Porches and patios to be swept & cleaned
- Close & Lock all windows
- Wash all mirrors
- Wash all windows & window seals
- Clean all toilets, showers, and tubs
- Patch holes in walls & use touch up paint (use correct sheen – eggshell ,matte, etc)
- Kitchen appliances to be cleaned (fridge, oven, vent hood, dishwasher)
- Kitchen counter to be wiped down
- All lightbulbs to be replaced if burnt out
- All broken blinds to be replaced, even if it's one single slat
- Door stops to be replaced if broken
- Remove all personal belongings
- Leave Garage Remotes, Mailbox Key, Amenity Key Cards on counter or in kitchen drawer
- Leave Keys in mounted lockbox

Move outs are completed within 48 hours of your ACTUAL move out date. A move out report will be provided within 5-7 days of Move out Inspection. Deposits are returned within 30 days. IF YOU DISAGREE WITH SOMETHING ON A MOVE OUT STATEMENT, YOU WILL NEED TO REPLY IN WRITING WITH YOUR DISCREPENCY. It is not uncommon for there to be a few discrepancies. Example: You moved in and there was never any garage remotes provided so you purchased your own.

This is something that we would have likely overlooked and charge you for. Don't be alarmed, just simply reply with your concerns

## 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