



RITAN  
property group, inc

**We specialize in managing single family homes**

# TENANT HANDBOOK

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# RITAN PROPERTY GROUP WELCOMES YOU

Ritan Property Group Inc welcomes you as a new resident. RPG is an abbreviation used in lieu of the full company name and is used throughout this Handbook.

To achieve a successful tenant/landlord relationship, we prepared the RPG *Tenant Handbook* to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

The owner of the property you have rented has retained RPG as their Property Management Company and representative to manage the property. Therefore, you need to contact RPG when you need assistance. See instructions for how to contact the RPG office on pages 4, 5, and 6.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. RPG is here to help you.

We wish you a successful and enjoyable tenancy in your new residence.

## RPG PERSONNEL

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Accountant / Property Manager	<b>Christen Faubel</b> <b><u><a href="mailto:Christen@RitanPropertyGroup.com">Christen@RitanPropertyGroup.com</a></u></b> <b>404.284.2589</b>
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# TENANT COMMUNICATION

## Telephone calls during office hours

During office hours, listed on page 6, staff are usually available to answer your call. Please state the reason for your call so that we can direct your call to the right person. If you get our voice mail system, leave a message with your name, phone number, and the property address. A staff member will return your call.

## After hours calls

The voice mail system will take all messages after hours (please refer to office hours on page 6). Messages will be returned the following business day.

## Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the RPG voice mail system during office hours, or after the office is closed, immediately choose the emergency option #5 and we will be paged.

## Change of information

It is important that you notify RPG of any changes in your telephone, fax, cell numbers, or email. An information change form may be downloaded from the RPG website on the Tenants page.

## Email

Email is a great way to communicate. Please contact us at [Info@RitanPropertyGroup.com](mailto:Info@RitanPropertyGroup.com).

## Website

The RPG website, [www.RitanPropertyGroup.com](http://www.RitanPropertyGroup.com), contains important information for tenants. You may submit maintenance requests from the home page of the RPG website. You pay your rent from the home page of the RPG website. You may download a copy of this *Tenant Handbook* as well as other forms that will be helpful to you. You may also send emails to RPG directly from the website on the Contact Us page.

## RPG Office

We have the use of an office at 300 North Highland Avenue, Suite B, Atlanta, GA 30307. We meet tenants and owners at the 300 North Highland location by appointment only. RPG staff work in a secure location in Decatur. If you visit the 300 North Highland office without an appointment, no RPG staff will be there. Please call us before attempting to meet us at the 300 North Highland location.

# GENERAL OFFICE INFORMATION

## Ritan Property Group General Information

### Address information

Mailing address P.O. Box 219  
Avondale Estates, GA 30002

Street address 300 North Highland Avenue NE, Suite B  
Atlanta, GA 30307

### Communication

Toll Free # 800.318.4029  
Business # 404.284.2589  
FAX # 800.385.4830  
Email [Info@RitanPropertyGroup.com](mailto:Info@RitanPropertyGroup.com)  
Website [www.RitanPropertyGroup.com](http://www.RitanPropertyGroup.com)

### Office hours

Monday – Friday 9:00 am -5:30 pm  
Saturday By appointment only  
Sunday Closed  
Holidays Closed

### Emergencies

Call 404.284.2589, choose emergency option #5

## MOVING IN

### Utility companies

It is your responsibility to have utilities turned on in your name on the first day of your Lease. RPG cancels the utilities in the owner's name on the first day of your Lease. To avoid discontinuation of service, contact the utility companies prior to move-in. Refer to your Lease to see which utilities you are responsible for and which are paid by the Landlord. A list of metro area utility providers is included below. There is also a link on the RPG website Tenants page that will help you identify service providers for the home you are leasing.

<b>Electric Companies/Gas Companies</b>		
<b>Cobb County</b>	<b>Cobb EMC</b>	<b>(770) 429-2100</b>
<b>Atlanta Metro</b>	<b>GA Power</b>	<b>(888) 660-5890</b>
<b>Marietta</b>	<b>Marietta Power</b>	<b>(770) 794-5150</b>
<b>Atlanta Metro</b>	<b>GA Natural Gas</b>	<b>(770) 850-6200</b>
<b>Atlanta</b>	<b>Atlanta Gas Light</b>	<b>(404) 584-4000</b>
<b>Atlanta Metro</b>	<b>Scana Energy</b>	<b>(877) 467-2262</b>
<b>Water Companies</b>		
<b>Fulton (outside 285)</b>	<b>Fulton Water Company</b>	<b>(770) 640-3040</b>

<b>Fulton</b>	<b>Fulton Water Company</b>	<b>(404) 730-6830</b>
<b>DeKalb</b>	<b>DeKalb Water</b>	<b>(404) 378-4475</b>
<b>Garbage/Refuse Service</b>		
<b>Decatur</b>	<b>Decatur City Public Works</b>	<b>(404) 377-5571</b>
<b>Atlanta</b>	<b>City of Atlanta Public Works</b>	<b>(404) 330-6240</b>
<b>Cable Companies</b>		
<b>Atlanta Metro</b>	<b>AT&amp;T</b>	<b>(888) 824-8101</b>
<b>Atlanta Metro</b>	<b>Comcast</b>	<b>(800) COMCAST</b>

### Move-in inspection

A move-in inspection form is included with your Lease as Exhibit A. A copy of the move-in inspection form is also available for download on the Tenants page on the RPG website. The purpose of the move-in inspection form is for you to document any damage to the property for which you do not wish to be held financially responsible at move-out. According to your Lease, you have three business days from date the Lease begins to return this form to RPG. If you do not return the filled-out and signed form to RPG within three business days, then the existing form in the Lease (i.e., the blank one, showing no damages) shall become binding.

## HOW TO PAY RENT

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

### Rent is due on the first, late on the second

Rent is due on the first day of each month. **Rent is late if received on or after the second.** If we receive your rent payment after the first day of the month, you must include a late fee equal to 10% of the rent. **Please note that it does not matter what date the check was mailed; rent is considered paid when we receive it, not when you mail it.** We suggest mailing your check several business days in advance to ensure that we receive it on time.

RPG offers three ways to pay the rent: payment by the U.S. Postal Mail; payment by electronic check; and payment by hand-delivery.

### Payment by U.S. Postal Mail

If you pay rent by U.S. Postal Mail, you must use our P.O. Box below. **Mail sent to any other address may be considered late even if received on the first day of the month.** Make your rent check payable to Ritan Property Group. Write your name and the address of your residence clearly on the check or money order.

Attn: Rent Payment  
Ritan Property Group, Inc.  
P.O. Box 219  
Avondale Estates, GA 30002

## Payment by electronic check

Ritan Property Group uses a vendor, AppFolio, to process electronic rent payments. Prior to your first use of the AppFolio electronic payment system you must receive an email invitation from Ritan Property Group which will prompt you to create a secure password. Please contact the RPG office if you have not received your email invitation or need us to re-send it. Electronic payment of rent is available by electronic check only; we do not support payment of rent by credit card.

When you click the "Make a Payment" link above and log on to your account with your secure password, you will be able to see all current charges for your account. You may initiate payment on a one-time basis or you may configure automatic recurring rent payments for the duration of your lease.

Note that short payment is not accepted. For example, if your rent is \$1000 and you have accrued a late fee of \$100 and a dispossessory fee of \$250, then your balance is \$1350. Short payments will be rejected if you attempt to make them via our electronic payment service. If short rent checks are mailed to our P.O. box we will mail them back to you rather than deposit them. Please contact the RPG office if you have questions about your account.

If you attempt to send us short rent using electronic payment or if your payment is rejected for "not sufficient funds" (NSF) we will terminate your access to our electronic payment system for the duration of your lease. Once we have terminated your access to our electronic system, you must pay rent via a paper check through the U.S. Post Office using certified funds only.

## Payment by hand-delivery

If you prefer to deliver your rent check by hand, you must use the U.S. Post Office in Avondale Estates, GA. You will need to approach the service desk and purchase an envelope with a first class stamp. Ask the postal employee to put the check in P.O. Box 219.

The address of the Avondale Estates Post Office is:

15 Franklin Street  
Avondale Estates, GA 30002

The Avondale Estates Post Office is open Monday through Friday from 8:30 am to 5:00 pm. It is closed Saturdays, Sundays, and legal holidays.

**Do not hand-deliver rent checks to our office at 300 North Highland Avenue. Checks delivered to that location may be considered late even if received on the first.**

## What will happen if you do not pay the rent

At RPG, we take our responsibilities seriously and expect our tenants to do the same. RPG's job is to ensure that our tenants get what they pay for, namely a well-maintained property. The tenant's job is to live in the property peacefully, care for it properly, and pay the rent when it is due.

When rent is not paid, here are the steps RPG will take:

1. On the second day of the month RPG sends letter by first class mail and email attachment to all tenants whose rent has not been received. This letter notifies the tenant that rent has not been received and that a 10% late fee is due with the rent for that month. The letter requests the tenant to either pay the money owed or move out. The letter also states that RPG will file a dispossessory warrant at the county courthouse if rent is not received within

three business days. This is technically called a “demand letter” and is the first step in the eviction process.

2. Three business days later, if the rent has not been received, RPG will file a dispossessory warrant at the county courthouse. At this point, in accordance with the terms of the Lease, a \$150 fee is added to the rent, which covers our expense for filing at the courthouse. A few days after we file, the county Marshall will visit the property and serve the dispossessory warrant. If the tenant is not at home the Marshall will serve the warrant by “tack and mail” (the warrant will be attached to the door and a copy placed in first class mail).
3. After a dispossessory has been filed, in most cases the tenant may get current by paying the rent plus a 10% late fee plus the \$250 dispossessory fee in certified funds (plus any other court costs or fees that may have accrued) and RPG will simply have the dispossessory dismissed. If RPG does not receive these funds, however, then a court date will follow and the eviction process will proceed.

RPG takes no pleasure in evicting any tenant. It is a fundamental truth, however, that you really do have to “pay to stay.”

Please note that once a dispossessory warrant has been filed, RPG cannot stop the county Marshal from serving it. For example, if RPG files a dispossessory warrant on the 5<sup>th</sup> day of the month and we receive rent on the 6<sup>th</sup> day of the month, we will cancel the dispossessory warrant, but the Marshal will still serve it. If you have brought your account current you may disregard the Marshal’s warrant but RPG cannot prevent the Marshal from serving it.

## Maintenance reimbursement

Your lease prohibits you from altering, repairing, modifying, or improving the property in any way, including painting, without prior written authorization from RPG. Generally, RPG assigns a vendor to perform work you request in your residence. However, if you have contacted RPG and requested to perform the maintenance yourself and RPG has agreed in writing to authorize the repair and reimburse you:

- § Pay the bill and send the receipt to RPG. RPG will reimburse the amount due to you.
- § Do NOT deduct the amount from your rent.

**RPG will not reimburse any tenant repairs that are not authorized in advance in writing.**

# CARE OF THE PROPERTY

## Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in case power goes out
- Gas shut off valve – turn off during emergencies for safety
- GFCI outlets – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on

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

# MAINTENANCE

## How to submit maintenance requests

All maintenance requests must be in writing. The easiest way to log a maintenance request is to use the online maintenance request form at the RPG website, [www.RitanPropertyGroup.com](http://www.RitanPropertyGroup.com). There is a link to the maintenance request form on the home page. You may also mail or FAX a maintenance request to us. A PDF form for this purpose may be downloaded from the RPG website on the Tenants page.

- In the RPG maintenance request form we ask you to specify whether you want the vendor to contact you for an appointment or for the RPG office to give a key to your unit to the vendor.
- If you choose to meet the vendor, it is your responsibility to accommodate the vendor's schedule. If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee. Therefore, be certain to call the vendor with whom you made the appointment with as much notice as soon as possible if you are unable to keep an appointment.
- If you do not hear from a vendor or repair person within 5 – 7 business days, call the RPG office and inform us that a vendor has not contacted you.
- A RPG staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.

Please understand that RPG manages over 200 single-family homes spread out over a wide area. Our response time for repairs is very different than the response time a multi-family apartment complex might offer. An apartment complex has the advantage of an on-site maintenance crew that may be available for immediate service. All their air conditioners, furnaces, dishwashers and other appliances are probably the exact same model and they may well have spare parts stockpiled for them. In contrast, RPG's managed homes are all over the metro area. A vendor or employee has to drive over to the property by appointment to respond to each maintenance request. No two of our homes have the same appliances as any other. If you report that your air conditioner has failed on the hottest day of the year every HVAC vendor in the city will be backed up and it may take several days for a technician to get to your home. Once on site, the technician will diagnose the problem and may need to order parts. These parts may take several more days to be delivered. The total response time in such a case can be seven to ten days even for repairs which are expedited as much as possible.

## What is an emergency?

An emergency is a threat to life or such as a fire, flood, electrical problem, gas leak, major tree-fall on the property, etc.

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving natural gas, call the gas company at (770) 907-4231 or (877) 427-5463 and if necessary, 911
- Emergencies involving immediate electrical danger, call the utility service at (888) 891-0938 or 911
- After contacting one of the above, call the RPG office and report the problem.
- An emergency is NOT a malfunctioning furnace, but RPG recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is NOT air conditioning, non-working dishwasher, sprinklers, etc.

For emergencies such as backed up plumbing, flooding, tree damage, etc., call the RPG office number, (404) 284-2589. If you get voice mail, choose option #5, leave a message with your complete contact information, property address and a description of the problem, and we will be paged.

## Tenant alterations are prohibited

Tenants are not permitted to make repairs, alterations, modifications or improvements, including painting. If you wish to have the walls painted a different color, for example, submit a maintenance request. RPG will contact the owner and if the owner agrees we will hire professional painters to paint the unit and bill you for the work. You will also be responsible to pay for the walls to be painted their original color after you move out. For an upgrade, such as the installation of security lights, if we can obtain the owner's approval we will install the lights and bill you for the expense. Tenants may not improve, modify, alter, or repair the home without Landlord's prior written permission.

## Plumbing problems

The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. While Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, Tenant is responsible for repairs caused by Tenant's negligence. If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Landlord.

## Garbage disposals

Please be careful with your garbage disposal, if you have one. You will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: Bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, "twister" seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. If you can't chew it, don't put it in the garbage disposal

## Tenant maintenance responsibilities

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. RPG has provided you with an easy-to-use maintenance request feature on the RPG website. Paper maintenance request forms are available on request. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them here. Please refer to Exhibit B of your Lease, Maintenance Exhibit, for more details on the list below:

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Reporting non-functioning smoke alarms immediately if fresh batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Basic insect control
- Basic rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Landscape watering unless watering is stricted by local or state ordinance.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of a home owners association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service

- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

## Preventive cleaning tips

Cleaning tips were included in the maintenance exhibit with your Lease. Here are more tips:

Cleaning is easier when you use a preventive approach.

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and range.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

## Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to RPG as soon as possible
  - Report water dripping under sinks
  - Running toilets are big water wasters
  - Report malfunctioning sprinkler systems
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher only when it is fully loaded.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to high. This is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.

To lower air conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to keep cool air in, particularly when the air conditioner is running.
- Georgia Power recommends setting the thermostat at 78 degrees or higher.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air conditioner to run more efficiently.

- When leaving your residence, turn the air conditioner up a few degrees. A closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the RPG office.
- Use a reasonable level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill. Georgia Power recommends a temperature of 55 degrees at night and 68 degrees in the daytime.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but be sure to open the fireplace if you do start a fire.

## Renters insurance

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison shopping. **To avoid a loss, acquire renters insurance now.** If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to replace them. You will be surprised how the list can really add up.

## Safety tips

The safety of you and your family is important to RPG and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to RPG.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct size bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to RPG immediately.
- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit. Notify RPG immediately if any smoke alarm is inoperable even with new batteries. Never remove smoke alarms.
- Replace outside light bulbs so you can utilize lights properly when it is dark.

- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense; never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the a wall of the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

## Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify RPG how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence RPG will be able to reach you.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people that you are away.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

## FREQUENTLY ASKED QUESTIONS

*Why did I receive a notice when I paid the rent on the 2nd of the month?*

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

*Why may I not clean the carpet myself?*

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

*May I paint the walls a different color?*

- No. Painting the walls is prohibited in your lease. You may, however, request that the walls be painted a different color. RPG will then obtain the owner's permission. With the owner's approval, we will send a professional painter to paint the walls and bill you for the work. You must also agree to pay to have the walls returned to their original color after you vacate.

*May I repair or modify the property myself?*

- No. Altering, improving, repairing or modifying the property is prohibited in your lease. Make a maintenance request if repairs are needed. If you wish to have the property modified or upgraded, submit a request in writing and RPG will request the permission of the owner. If approved, RPG will complete the work with our vendors and bill you for the cost.

*May I install extra telephone lines?*

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

*May I have a satellite dish?*

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

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

- Notify the RPG office of your request for a pet. Do not move a pet into the property without permission. RPG will contact the owner and submit your request. If the owner does allow the pet, an increased security deposit will be required and a pet exhibit signed.

*What happens if my pet dies or runs away, may I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

*What happens if I want another pet?*

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

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

- Contact the RPG office. RPG will need documentation from you to show that you can support the property by yourself. If you are approved to remain in the property without the financial support of the departing roommate, RPG will draft an amendment that releases the departing roommate. RPG will not partially refund part of the security deposit to your roommate since it is a condition of your Lease. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

*How do I add or remove a roommate?*

- The prospective roommate will have to submit an application and RPG must approve the person PRIOR to them moving into the property. Have the roommate make complete application via the RPG website including payment of an application fee. If RPG denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign an RPG Roommate Change/Add form.

*Why do the owners want to see the property?*

- The owners may want to assess the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. When owners request a site visit, RPG will contact you to set a date and time.

# WHEN IT IS TIME TO MOVE

## Giving notice to vacate

Eventually, you will move, and we want you to be prepared when this is necessary. RPG tenants are required to give a minimum 30-day written notice as of the last day of a calendar month. According to your Lease this written notice must be made using the Notice to Vacate form that is included as Exhibit C in your Lease. This form may also be downloaded from the RPG website on the Tenants page.

When you give notice, you will either complete the full term of the Lease or you will terminate early. Before giving notice:

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

## Non-renewal

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

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

## Early termination

If you choose early termination, in addition to the requirements of non-renewal above, you must also pay an early termination fee equal to two (2) month's rent on or before the move-out date. If you choose early termination, comply with all the requirements for it, and move out of the property leaving a zero balance, RPG will give you a good tenant reference.

## Default – liquidated damages

If you move out of the property without complying with the requirements for non-renewal or early termination, then you have defaulted on your lease and Exhibit D, Liquidated Damages, will apply. In this case, you will owe rent through the notice period (30 days as of the last day of a calendar month) plus two month's rent in liquidated damages plus any other balance that may be owed on your move-out statement. If you do not timely pay this amount in full, you will be given a negative rental reference, your account will be placed with a collection agency and your credit will be marked.

## Setting up your move-out appointment

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

## Showings to prospective tenants during the notice period

According to the Lease, RPG may show the property to prospective tenants after either RPG or the tenant has given notice to vacate. During the notice period RPG will place a yard sign in the lawn and a lock-box on the door. The property may be shown by RPG staff or by licensed Georgia real estate agents. When either an RPG staff member or a real estate agent has a prospective tenant who wants to see the property, we will give you a courtesy call prior to showing the property. If we do not get a reply to our courtesy call message, we will show the property at the time noted in the message we left.

## Cleaning guide for tenant move-out

When you are ready to move, if you have questions on how to prepare your residence, please call the RPG office, and discuss your concerns with us. We want your move to be a pleasant and successful one.

Below is our Cleaning Guide for Tenant Move-Out. This is also available as a form on the RPG website on the Tenants page. We provide it for your convenience. Please note that RPG staff will use this same checklist in our move-out inspection of the property together with the move-in inspection form on file to calculate damages, if any, to withhold from your security deposit.

1. All rooms
  - a. Remove all nails, tacks, anchors and window covering hangers.
  - b. Clean baseboards and corners being careful to remove all dust and cobwebs.
  - c. Clean floors and vacuum carpet.
  - d. Wash off shelves in closets and remove all hangers and shelf lining.
  - e. Clean light fixture coverings, around light switches and door frames.
  - f. Clean out fireplace (if applicable).
2. Kitchen
  - a. Clean oven, oven walls and grills, broiler pan, and storage space.
  - b. Clean vent-a-hood (run through dishwasher if available).
  - c. Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
  - d. Clean refrigerator including crisper, walls, containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
  - e. Clean sink and counter top.
  - f. Clean floor.
  - g. Clean light fixture coverings.
  - h. Remove all cleaning solution residue.
3. Bathroom
  - a. Clean all light fixtures and coverings.
  - b. Clean medicine cabinet and mirrors (should be free from streaks).
  - c. Sweep, mop, and clean all vinyl and tile flooring.
  - d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
  - e. Clean all wall/floor/tub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
  - f. All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains.
4. Exterior, basements, out-buildings and yard (if you are responsible for yard maintenance in your Lease)
  - a. Cut, rake, and remove trash and leaves from yard.
  - b. Sweep off all porches and decks.
  - c. Sweep out basement, carport, garage and any outbuildings, leaving only those items which came with the property.

- d. Place all trash, garbage and debris where garbage company instructs for pickup, or remove from property. If you leave items which the garbage company will not accept, have them hauled off at your expense.

## Physically hand keys to a RPG representative

In order to return possession of the unit to RPG, you must physically hand the keys, access cards and remotes to a RPG representative. You may do this at the move-out inspection or you may drop off keys at the RPG office at 300 North Highland Avenue NE, Suite B, Atlanta, GA 30307 on business days between 9:00 am and 6:00 pm (Sanctuary Real Estate, where Ritan Property Group shares the receptionist). Do not leave the keys, access cards, and remotes in your unit. If you do not physically hand the keys to a RPG representative, you may continue to incur charges pro-rated by the day according to your Lease. You are still legally in possession until you deliver keys to us.

## Your security deposit refund

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

## Security deposit refunds in Georgia landlord-tenant law

RGP complies with Georgia landlord-tenant law in determining whether to withhold or refund tenant security deposits. Below is a summary of requirements for refunding security deposits under Georgia law.

- The Security Deposit shall be returned to Tenant by Landlord within 30 days after the termination of the Lease or the surrender of Premises by Tenant, whichever occurs last (hereinafter "Due Date").
- Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Property caused by the negligence, carelessness, accident or abuse of Tenant, Tenant's household or their invitees, licensees and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if Premises is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid fees and charges.
- **Move-Out Statement:** Landlord shall provide Tenant with a statement (Move-Out Statement) listing the exact reasons for the retention of the Security Deposit or for any deductions there from. If the reason for the retention is based upon damage to Premises, such damages shall be specifically listed in the Move-Out Statement. The Move-Out Statement shall be prepared within three business days after the termination of occupancy. If Tenant terminates occupancy without notifying the Landlord, Landlord may make a final inspection within a reasonable time after discovering the termination of occupancy. Tenant shall have the right to inspect Premises within five business days after the termination of occupancy in order to ascertain the accuracy of the Move-Out Statement. If Tenant agrees with the Move-Out Statement, Tenant shall sign the same. If Tenant refuses to sign the Move-Out Statement, Tenant shall specify in writing, the items on the Move-Out Statement with which Tenant disagrees within 3 (three) business days. For all purposes herein, a business day shall not include Saturday, Sunday or federal and state holidays.
- Landlord shall deliver the Move-Out Statement, along with balance, if any, of the Security Deposit, before the Due Date. The Move-Out Statement shall either be delivered personally to Tenant or mailed to the last known address of Tenant via first class mail. If the letter containing the payment is returned to Landlord undelivered and if Landlord is unable to locate Tenant after

a reasonable effort, the payment shall become the property of Landlord 90 days after the date the payment was mailed.

## RPG ADDITIONAL TENANT FORMS

We have created the following forms that could be useful to you in the future. All tenant forms may be downloaded from the RPG website on the Tenants page.

- Move-in checklist/utility numbers
- Move-in inspection form
- Cleaning guide for tenant move-out
- Maintenance request form
- Tenant information change form
- Cable/satellite/TV request
- Notice to vacate

## CONCLUSION

We hope that you have found the *RPG Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, Please contact the RPG office.

Have a successful residency!

