



## Tenant Handbook

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### Prepared By

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Owner / Agent

**Note** The content of a manual does not constitute nor should it be construed as a promise of a lease, brokerage engagements and or as a contract between Score Property Management and any of its employees, tenants, applicants, owners, landlords or any other organization(s) or person(s).

Score Real Estate & Property Management LLC at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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## 1 INTRODUCTION

This document has been developed by an owner of **Score Real Estate & Property Management LLC** in order to familiarize tenants, applicants, owners or other organizations with **SRE** (which we will use to refer to the Score throughout this handbook and manuals) and provide information about policies, procedures & guidelines for SRE.

### 1.1 Welcome

We are happy to have you as a new member of our family!

The mission of Score Real Estate & Property Management LLC is to bring service back to our clients and keep them ahead of the real estate game.

### 1.2 Changes in Policy

While every effort is made to keep the contents of this handbook current, SRE reserves the right to modify, suspend, or terminate any of the policies, procedures, guidelines and/or benefits described in the handbook with or without prior notice to anyone.

### 1.3 Forms

For your convenience a variety of forms that you may need are provided on our website and listed at the end of this handbook.

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## 2. Applicants

### APPLICATIONS

Applications are available online at:

[WWW.SCOREPROPERTYMANAGEMENT.COM](http://WWW.SCOREPROPERTYMANAGEMENT.COM)

- **\$50.00 Non Refundable Application Fee per person 18 and Over**
- **Completed Application(s) for ALL persons 18 and over**
- **Signed Release forms for verifications and credit checks**
- **Copy of drivers license(s) Or state issued ID(s)**
- **Copy Of Social Security Card(s)**
- **Copy Of 2 Most Recent Pay Stubs/Last 2 years W2s for Self Employed/Employer Offer Letter On Employer Letterhead**
- **Copy Of Certified Funds if not submitting Online Payment(s)**
- **\$250 Non Refundable Administration Fee Upon Approval (Via Mail Certified Funds)**

**NOTE:** Applications(s) submitted without supporting documents, the application fee and/or incomplete cannot be processed and will be returned to applicant(s). Do not leave any space blank. If it does not apply to you please place an N/A in that space. The application fee is nonrefundable and will not be returned or refunded in cases of incomplete applications and or on applications that are not approved.

## Application Submission:

### You may submit your application(s) 3 ways:

- Online from our website: [www.scorepropertymanagement.com](http://www.scorepropertymanagement.com)
- Via E-mail with PDF attachments to:  
[apps@scorepropertymanagement.com](mailto:apps@scorepropertymanagement.com)
- Via Mail at: **Score Real Estate C/O Apps PO Box 1010  
Tucker, GA. 30085**

Applications submitted and paid online will be processed within 24 to 48 hrs, Mon-Fri 9:30a-5:30p. Mail methods of submitting could cause a delay in processing and may take from 7 to 10 Business Days after we receive your mailed application and fee.

For questions or assistance with applications please e-mail us at:  
[apps@scorepropertymanagement.com](mailto:apps@scorepropertymanagement.com)

Subject Line App Help

***NOTE:*** *Co-Signers will only be permitted on those applicants that do not meet the Income Requirements.*

### **FALSIFICATIONS:**

Applicants and or Co-Applicants who falsify any part of the application, submit false or coheres an Illegal verification or submit false documentation, such as but not limited to: False IDs, False Pay Stubs, False Employment Letters, False Socials, False W2s will be automatically denied. Should any Applicants application be approved and falsification is found on any one application you will be denied. If a Lease has been signed the Lease shall automatically become Null and Void and all funds paid become non-refundable as well as, early termination fees will apply. This includes but is not limited to any and all applications or leases in which one or more applicants are found to have falsified any portion of the application, verifications or any other false information provided during and after the application process and or on any portion of the lease. All funds paid become non-refundable!

## Moving In:

1. **Move-ins** are scheduled and conducted Monday – Friday during normal business hours ONLY
2. **Lease signings** are completed prior to move in Monday – Friday ONLY. Should you move in on a weekend you will have a scheduled lease signing on the Friday prior, at which time you must have all Rents, Deposits and Fees in the form of a Cashier's Check or US Postal Money Order. All parties must be present to sign the lease and move in paperwork at the same time.
3. **Keys** are only available the same day as your move in date as per your lease agreement. SRE does not release keys on a Friday if you are scheduled to move in on a Saturday or Sunday. If you would like keys released prior to a Saturday or Sunday you must pay a rent proration amount for the additional day or days in which you would like access.
4. **Move in Inspections** are completed by an SRE Agent or contractor prior to occupancy. Move in inspections are to only note the condition of the property not for repair items. Move in inspection forms are attached to your lease and must be signed prior to move in. Should SRE have missed an item you may contact us in writing within 2 days of move in via e-mail at: [manage@scorepropertymanagement.com](mailto:manage@scorepropertymanagement.com) e-mail Subject Line must read: MOVE IN INSPECTION, notate the missed item and attach a JPG picture, these items will be added your lease file. You are accepting "as is" inspection terms should you not e-mail within 2 days of move in or notify SRE with the proper subject heading.
5. **Pro rated rents** are made on the second month of your lease. All initial leases are required to pay the full amount.

*Example:*

*Your rent is \$1000.00 and your lease date is October 15<sup>th</sup>, you would pay your full 1<sup>st</sup> month's rent of \$1000.00 on October 15<sup>th</sup>. On September 1<sup>st</sup> you will pay the prorated portion of your rent for 17days of \$548.38 instead of \$1000.00.*

**NOTE:** *Proration rates are based on the number of days in the actual month.*

## **WERE AND HOW TO PAY RENT:**

Please send checks or money orders only, we do not accept cash.

Make checks or money orders payable to:

**Score Real Estate & Property Management.**

**A. Mail:** PO BOX 1010 Tucker Ga. 30085 we ask that you please send your rent payment postmarked at least 3 days before the due date to avoid paying late charges to the business address above.

**We do not pick up rent checks in person.**

**B. Post Office Drop:** If you prefer to deliver your rent check by hand, you must use the U.S. Post Office located in Tucker, GA. You will need to go inside the post office and to the service desk, purchase an envelope with a first class stamp and ask the postal employee to put the check in **P.O. Box 1010**.

**Tucker US Post Office Address is:**

**4325 1st Ave**

**Tucker, GA 30084**

**(770) 934-2768**

Hours of Operation are Mon-Fri 8:30AM - 5PM, Sat 8:30AM - 12PM,  
and Sun Closed

**C. Online ACH:** ACH will be available via our website at; [WWW.SCOREPROPERTYMANAGEMENT.COM](http://WWW.SCOREPROPERTYMANAGEMENT.COM) on the tenants page of the site. Should you use ACH please be aware that the process will not be set up the same day therefore, **your first Rental Payment to Score Real Estate Should be via Mail or Post Office Drop ONLY**. Please note if you have had a returned check or late payments ACH will be suspended for the term of the lease and you may only pay by Money Order. Partial payments are not accepted and will be rejected by the ACH account.

**NOTE:** *If you are a brand new tenant you must pay all initial fees by cashier's check or money order only. ACH is unavailable your 1<sup>st</sup> month as a tenant.*

## Standard Rental Payment Policies:

**On-Time Rental Payments:** Payments are due by the 1st of each month late after 5pm on the 1<sup>st</sup>.

**Late Fee:** \$75.00 Assessed on the 2<sup>nd</sup> of each month

**Late Notices:** We will begin legal proceeding on the 5th of the month, if we still have not received payment, a fee of \$250 will be assessed in addition to the late fee. No partial payments will be accepted and will be returned.

**NSF Charge:** Should a rental check be returned for NSF you will be charge an insufficient funds fee of \$50.00 plus a late fee of \$75.00. Your ACH will be suspended and you are required to submit your rental payment in the form of a US Postal Money Order for the remaining term of your lease.

***Note:*** *If the 1<sup>st</sup> falls on a Sunday or Holiday or any other Due Date falls on a Sunday or a Holiday the following business day at 9:00 am all actions will be processed and fees assessed. SRE's Management Software automatically assesses All late fees, rents and or other charges the following business day at 9 am following a Holiday or Sunday. Please see our monthly due date calendar located on the tenant's page at [www.scorepropertymanagement.com](http://www.scorepropertymanagement.com) on the Tenant Monthly Calendar Link. SRE encourages Tenants to use the Automatic Payment Option available to them in order to avoid charges, late fees and or eviction proceedings.*

## Non Payment of Rent Eviction Process:

Your responsibility as a Tenant with SRE is to make timely rental payments. Should your rental payment not be made in full including late fees the following are steps we will take:

A. **“Demand letter”** is sent on the 2<sup>nd</sup> of the month by first class mail and as an email attachment. The “demand letter” notifies you that rent has not been received and a \$75.00 late fee has been assessed. The “demand letter” also requests the tenant to either pay the money owed or move out. The “demand letter” also states that SRE will file a dispossessory warrant at the county courthouse if rent is not received within 3 days. A “demand letter” is the first step taken in the eviction process.

B. **Dispossessory warrant** will be filed on the 5<sup>th</sup> day at the county courthouse, if the rent & late fee has still not been received. In addition and in accordance with the terms of the Lease, a \$250 fee is added to the rent & late fee, which covers our expense for filing at the courthouse.

C. **Being Served** The county Marshall will visit the property and serve the dispossessory warrant a few days after SRE files for the dispossessory warrant. If the tenant is not at home the Marshall will serve the warrant by “tack and mail” which is the warrant attached to the door and a copy placed in first class mail.

D. **Opportunity to Get Current** after a dispossessory has been filed, by paying the rent, a \$75.00 late fee, plus the \$250 dispossessory fee in certified funds, in addition to any court costs or fees that may have accrued. The dispossessory will be dismissed by SRE should tenant pay all Past Due Rent, Late Fees, Dispossessory Fees and Any court cost & accrued fees.

E. **Non Payment after Dispossessory** warrant is served. A court date will be set should the tenant not “Get Current” and the eviction process will proceed.

**NOTE:** *Once a dispossessory warrant has been filed, SRE cannot stop the county Marshal from serving it. If you have brought your account current we will cancel the dispossessory warrant, but the Marshal will still serve it. ONLY if you have brought your account current & you have a written receipt of such you may disregard the Marshal’s warrant.*

## Getting to Know Your New Place:

When you moving into a property, it is helpful to know where important items are located. The following are a list of items SRE recommends you locate the day of move in:

1. Main circuit breaker for power failures
2. Gas shut off valves
3. Electric and/or gas meters
4. The main water shutoff valve
5. Water shutoff valves below the sinks and behind toilets
6. Oven type-self clean or not so you use the right cleaning products
7. Time bake knobs on the oven
8. Water Heater & the temperature adjustment knob
9. Pilot lights if gas
10. Check Keys to all doors
11. Check Access Codes and Openers
12. Reset buttons on outlets
13. HVAC Filter Location & Size

## Painting Your New Place:

Tenants are prohibited from altering, repairing, modifying, or improving the property in any way, including painting, without prior written authorization from SRE as per your lease agreement. Should you receive permission in writing SRE will assign a paint vendor to perform the work.

1. Must submit a request in writing with color samples to:  
Score Real Estate & Property Management  
C/O Paint  
PO Box 1010  
Tucker, Ga. 30085

You will find the request form on the tenants' page of:

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

2. Tenants will be required to pay for vendor paint services and must agree to pay vendor at move out to return color to original state.
3. Any variance from this policy must be in writing.

## Cleaning Tips:

Cleaning is easier when you use a preventive approach:

1. Do not allow grease to build up in kitchens clean your stove & counter after each use and tops of appliances and cabinets.
2. Avoid cooking on high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
3. Avoid mildew by venting rooms and bathrooms properly, particularly during baths and showers.
4. Clean bathrooms tile & other surfaces regularly to prevent the buildup of grime.
5. Clean toilets 2xs a week to avoid build up of grime, rings, and mildew.
6. Do not use wax on linoleum or tile.
7. Vacuum all flooring regularly. This will save in carpet cleaning bills.

**Note:** *You are required to maintain and keep your residence clean*

## Maintenance Requests:

All maintenance requests must be in writing. SRE requests that you use our Online Maintenance Request Service to ensure proper documentation.

1. **Online Maintenance:** You will find a link to the maintenance request form on the tenant's page at: [www.scorepropertymanagement.com](http://www.scorepropertymanagement.com) Each tenant will have a tenant portal with a username and password assigned, which will be available from the tenant's page of our website in order to submit maintenance requests. Should you not have access to a tenant portal you must submit in writing to e-mail address: [maintenance@scorepropertymanagement.com](mailto:maintenance@scorepropertymanagement.com) subject line must read MAINTENANCE REQUEST your name and address with an attachment of the maintenance request form provided on our site.

2. **Mail or Fax:** You will find a PDF maintenance request form to print also on the Tenants page.

**Mail To:**

Score Real Estate & Property Management

C/O Maintenance

PO Box 1010

Tucker, GA. 30085

Or

**Fax To:**

Attention: Maintenance

1-928-438-9879

**NOTE:** *Not all owners use SRE or our vendors for their maintenance however, you must still send a maintenance request to add to your file for accurate and proper documentation. Never will you be allowed to deduct maintenance expenses from your rent without proper written authorization from SRE or Owner.*

## **Tenant Maintenance Reimbursement:**

You are prohibited from altering, repairing, modifying, or improving the property in any way, including painting, without prior written authorization from SRE as per your lease agreement.

SRE assigns vendors to perform work or maintenance you request at & in your residence. Should on a very rare occasion your request to provide service is approved in writing by SRE, to allow you to hire a vendor, you must do the following:

1. Receive written and signed authorization from SRE or Owner
2. Pay the repair Bill at the time of service
3. Send a copy of the Repair Bill & Payment Receipt (cancelled check only) to: [manage@scorepropertymanagement.com](mailto:manage@scorepropertymanagement.com) subject line must read Tenant Authorized Repair
4. DO NOT DEDUCT REPAIRS FROM RENTS OR OTHER FEES!

**NOTE:** *SRE will not reimburse any tenant repairs or service that is not authorized in advance in writing.*

## **SECURITY DEPOSIT IMPORTANT INFO:**

***NOTE: SRE WILL NOT DISBURSE OR USE TENANT SECURITY DEPOSITS FOR MONIES OWED OR FOR REPAIRS DURING YOUR LEASE! Security deposits will not and cannot, by law, be used for repairs, late rent or any other fees or payments DURING your lease term. If your rent is late and or if it is your last month, you must pay all your rents, fees and or any other amount due. Deposits are forfeited and non refundable should you default on your lease, abandon the property or leave property in less than normal wear and tear condition. Please see your lease or ask your agent about Security Deposit terms.***

## **Maintenance Time Lines:**

Unlike apartment communities SRE has many properties all over the city and does not have dedicated onsite staff of Maintenance workers with a repair shop stocked with replacement parts, items or appliances, therefore we ask that you make your repairs request as soon as possible in order for SRE to expedite services and vendors. Please be aware that due to vendor schedules they may not make it out to your property the same day as your request and if they do make same day service they may not have the part which is needed for repair. We ask that you please be patient and know we are working to ensure the work is completed as soon as possible and in a timely manner. This can take 7 – 10 Business days to complete.

***NOTE: Maintenance repairs are scheduled with our vendors: Monday – Friday 9:30 am – 5:30 pm Weekend & Night repair service is unavailable with exception of emergencies which, is explained in a later section of this handbook.***

## **Maintenance Service Tenant's Responsibility:**

The following are a list of your responsibilities when a request for repairs is made:

1. You as the tenant must submit your maintenance request in writing.
2. When a vendor calls you to schedule an appointment you must be available to meet with that vendor for service for entry into your residence.
3. You are responsible for any vendor trip fees and any other fees charged should you miss your scheduled appointment for repair or turn that scheduled vendor away when you have a scheduled appointment.
4. Should you need to reschedule an appointment call the vendor with whom you have the appointment, no later than 24 hrs prior to your scheduled appointment. Missed appointments & missed appointment fees are the responsibility of the tenant.
5. Tenants will be required to pay for services scheduled without written authorization from SRE or the owner, to include service outside of normal business hours. Vendors have their own schedules for normal business hours. Make sure you ask when scheduling your appointment what the normal business hours are so as to not incur additional fees for after hours' services, as you will be responsible for those fees. SRE schedules appt. Monday – Friday 9:30am–5:30pm.
6. An adult 18 or over must be present during vendor service. Our vendors WILL NOT perform service with only minors home. This will be considered a missed appointment should this happen.
7. Once a request is made for service we will contact our vendor who in turn shall contact you to set your appointment. **YOU MUST BE HOME FOR SERVICE SRE WILL NOT MEET SOMEONE AT YOUR PROPERTY** (with exception of an emergency however, you still must be present).
8. Should the vendor report that a repair is or has been caused by the tenant, occupants or guests you will be responsible for those repairs and service fees for repairs.

9. SRE maintenance forms will ask you to provide 2 business days and a timeline you will be available for service. SRE will try and make the appointment as close to your requested time and date as possible but will require appt. to be made during normal business days and hours.

10. SRE will send a confirmation e-mail to the email provided when we receive a maintenance request and your appointment is scheduled

11. SRE will send an e-mail, to the email provided, a confirmation of completed repairs.

12. Should the Vendor require several trips for repair you will be notified as to the expected time period it will take to complete the repair. Should new and or replacement parts or items need to be ordered please allow time for delivery and installation.

13. Tenants may make arrangements with the vendor to pick up a key from SRE however you must submit the key release form with your maintenance request.

**Note:** *Pick up and drop off of a key from SRE could cause a vendor charge which you will be responsible for. You must inquire in your work order as to availability of key pick up service from SRE.*

14. To ensure proper service SRE suggests you always make arrangements to be present for service. Should you release a key or give a key to the vendor to enter your property without being present you are doing so at your own risk. SRE and Owners cannot & will not be held liable in any way for any item or items damaged, missing, dirty or any other service should a claim be made.

15. Tenants are responsible for personal items during repair service and or any other service where you will have people in your home. Place all valuables in a safe secure place. SRE & Owners are not responsible for your personal belongings including jewelry, money or any other items. You are required to obtain and maintain renters insurance.

16. When repairs are complete the Vendor or Vendors should leave a completed work order. If you do not receive this please contact SRE at [maintenance@scorepropertymanagement.com](mailto:maintenance@scorepropertymanagement.com) with subject line WORK ORDER COMPLETION FORM REQUEST. Make sure you provide your name, address and work order number which will be located on the confirmation e-mail for request of service SRE sent.

17. Not all Owners use SRE for maintenance or work order service however, you must still send in a maintenance request form. Should repairs not be completed within 7 days of you contacting the landlord please contact SRE at: [maintenance@scorepropertymanagement.com](mailto:maintenance@scorepropertymanagement.com) with subject line LANDLORD REPAIR NOT SERVICED. Include your name, address and work order request id number from the SRE work order receipt confirmation e-mail. SRE will make every effort to contact the Landlord and in some cases may schedule repair service to ensure compliance of repairs.

18. Please refer to your lease when there is a question as to maintenance and or repairs as it will state who will be responsible in making sure repairs are completed and what maintenance tenants are responsible for.

19. Always be respectful to SRE staff and vendor staff. Should tenants, guests, occupants or any other visitor to your property become abusive physically, verbally or nonverbal, harass in any way or threaten to harm a staff member, vendor, affiliate or owner this will effect service and could cause eviction proceeding to begin.

## Emergencies:

**Dial 911:** If the emergency is a threat to life or fire or flood

1. Fire / Danger to your life dial 911
2. Smell Gas: Atlanta Gas Light Report Leaks, Odors and Emergencies: Inside Metro Atlanta: 770-907-4231  
Outside Metro Atlanta: 1-877-427-4321 24 hours a day.
3. Immediate electrical danger such as "LIVE" power line down call 911.
4. To Report a Power Outage call 1-888-891-0938 24hrs/7 days
5. Storm Flooding Dial 911
6. Water & Sewer Service 24 Hour Emergency Contact Number  
DeKalb (770) 270-6243  
Fulton (770) 640-3066  
Gwinnett (678)376-7000

***Note: Only call SRE to report Life, Fire or Flooding after 911 emergency services have been called. If it is not a 911 emergency or a flood do not call SRE, instead report via e-mail.***

## **Maintenance Emergency & High Priority after Hours or Weekend:**

### **Emergency Maintenance Nights and Weekends Consist of:**

1. Backed up plumbing in the entire home first call the Water & Sewer emergency number above.
2. Major Flooding inside the home caused by Mother Nature, burst water heater, burst pipes. (Overflowing toilets are not an emergency)
3. Damage to roof with a leak caused by a tree or other act of nature
4. Fire in the home first dial 911.

### **High Priority Weekend 9 am – 5pm:**

1. Malfunctioning Furnace for Heat (If Below 50 Degrees)
2. Malfunctioning Air Conditioning (If above 90 Degrees)
3. Homes with only 1 Bathroom (non operational toilet)
4. Hot Water Heater not functioning
5. Refrigerator not functioning (no power at all to it).

### **Before calling High Priority Weekend:**

1. Check your breakers to make sure all switches are in the on position.
2. Check the furnace pilot light to make sure is lit, if it is gas.
3. Check the hot water heater pilot light to see if it is lit.
4. Call the electric company to ensure your service has not been interrupted or service is being performed in the area.
5. Call the water company to ensure service has not been interrupted or service is being performed in the area.
6. Call the gas company to ensure service has not been interrupted or service is being performed in the area.
7. Call electric company to check for power failures in the area.
8. Use a plunger on the toilet or stopped up sink
9. Light your pilot lights
10. Check the temperature setting on your hot water heater and adjust to proper setting.
11. Check all appliances to make sure they are plugged in!
12. Should pipes burst or a large amount of water is coming in the home locate the main water source and turn the main water valve to the OFF position.

13. If it is a minor water leak you must turn the water off at each location such as under the sinks, at the toilet line etc.

Turn all water valve knobs to the off position!

14. Keep your refrigerator door closed if it is cooling, if no power; place all food items in an iced cooler in the interim of a service technician coming out.

15. If there is a minor leak or drip and you have the use of an additional bathroom or additional sinks you must turn off at the location of the leak or drip and report the following business day during normal business hours.

***NOTE: If you have not completed 1 – 15 above and place a call to the service at Night or High Priority Weekend Maintenance you will be charged the Trip Fee and any other After Hours Fees Charged by the Vendor and SRE should it not be a true emergency or high priority.***

## Rules and Regulations Tenant Maintenance & Care:

While the property owner has a duty to maintain your residence in compliance with the Uniform Housing Code, there are items that are the tenant's responsibility and duty. Please refer to your Lease for more details and requirements. SRE wants you as a tenant to be responsible and report maintenance items as necessary but also would like you as a tenant to also take responsibility of your residence as well.

### **Toilet Plumbing:**

The only items safe to put down the toilet are human waste and toilet paper. ALL other items are prohibited! Although the Landlord is responsible to repair the plumbing systems, if they wear out or break in the course of normal use, the tenant is responsible for repairs caused by tenants, occupants, guests, and visitor's negligence and or disregard. If anyone in the household puts any item down the toilet other than human waste and toilet paper which causes a plumbing blockage, the plumbing bill will be the responsibility of the Tenant in addition any other vendor trip fees.

Should additional plumbing services be required as a result of non toilet paper or human waste being flushed the Tenant shall also be responsible to pay the additional plumbing services bill and any other incurred cost. **Plunge the toilet prior to maintenance request!**

*Example: SRE schedules a plumber to come and fix toilet in the bathroom. During the service the Plumber sees that a toy is stuck in or was flushed down causing the blockage. The Plumber will advise SRE and the tenant shall be responsible for the trip fee and the service bill at the time of service.*

### **Shower and Bath Sinks and Drains:**

Regular cleaning is a must. Do not place anything down the sink or sinks drains (As outlined under Garbage Disposal and Drains). Hair and other items will clog your drains. If you notice standing water or slow drainage you must do the following:

1. Plunge the Drain

2. Use Liquid Plumber should plunging not work  
FOLLOW DIRECTIONS ON THE BOTTLE!
3. Place a maintenance request should the above items fail.

***NOTE: If you lose an item down the drain you will be required to pay for services to remove the item and repair the drain or pipes.***

### **Garbage Disposals and Sink Drains:**

A good rule of thumb when using your Garbage disposal is, if you can't chew it and it is not eatable don't place it in the garbage disposal. The following are a list of items if found, that you will be charged for repair should your disposal or drains require service:

- A. Any Oils and or Greases such as Crisco or Meat Fat Juices
- B. Bones
- C. Any Flours such as cornmeal, baking powder, flour, meals etc.
- D. Corn Husks
- E. Rubber Bands, Rings, Utensils, Bottle Caps, Cigarette Butts, Flowers and or clippings, toys, Gum etc You get the idea.....
- F. Pastas (I know from personal experience on this one)
- G. Popcorn Kernels
- H. Whole Fruits or Veggies
- I. Fruit or Veggie Pits or Seeds
- J. Hair of any kind

### **Flooring and Carpets:**

You are required to maintain the property in sanitary conditions. All carpets should be vacuumed weekly to ensure only normal wear & tear. Any other flooring should be swept and or mopped weekly. Please take care in what products you use by reading the label. Wood flooring can be delicate therefore you must use the proper cleaning solution. Should you have questions about which product or products to use please send an e-mail to [info@scorepropertymanagement.com](mailto:info@scorepropertymanagement.com) Subject line Cleaning Products, Include your name, address and which flooring type you have a question about. Non regular cleaning & maintenance could result in a move out charge should the carpet or other flooring not be maintained in normal wear and tear condition and or clean. You are responsible for any carpet cleaning, spot cleaning or any other cleaning done by a professional during your lease term.

### **Trash:**

You must dispose of all trash in a sanitary manner and as required by the sanitation department. You must check with the local trash collection service for disposal of items such as: Mattresses, Furniture, Paint Cans or other Toxic Items, Yard Clipping etc. and make arrangements for pick up within 2 days. You may not place any items at the street, in the yards, front, back, sides, patios porches or any other place other than as designated by the Sanitary or Trash Pickup service. You will be fined not only by SRE but could also be fined by Local Code Enforcement or other Authority.

### **HVAC (Heating & Air) Systems:**

Filters must be changed on a regular basis. This regular change promotes longer life of the Heating and Air system, less dust and cleaner ducts. SRE does change filters on a scheduled basis however not all Owners allow for this service. SRE suggest regular replacement of filters every 3 months. This makes for a happy home and we have personally found in our personal homes it in some ways reduces the power bill by a portion. If you have questions please e-mail: [info@scorepropertymanagement.com](mailto:info@scorepropertymanagement.com) with Subject Line HVAC Filters Include your name, address and contact info.

### **Blinds or Window Coverings:**

All window coverings that face the street or other homes must be maintained in clean and good repair. All curtains facing the street or other homes must have white backing on the panels. In other words no sheets, blankets or any other material is allowed to be used as a window covering. Dust blinds and window coverings every 3 months to keep them fresh and to keep dust in the air down. Wash or clean curtains on a monthly or bi-monthly basis to maintain your residence.

### **Lights / Lamps Inside and Out:**

SRE, maintenance or vendors DO NOT replace light bulbs inside or out. Tenants are responsible for proper replacement of all light bulbs.

### **Internet & Phone Services:**

Unless specified in your lease Tenants are required to provide and pay for their own internet and phone service.

### **Utility Services:**

See your lease as to the utilities you as the tenant will be required to transfer to your name within 1 day of lease commencement. Any other utility provided for by the owner shall be stated in your lease and will detail what your responsibility is for payment or if it is included in your rent.

### **Yard / Landscaping:**

Should services not be provided you are required to:

1. Keep the lawn and flower beds in clean condition, free of debris, trash, disabled vehicles etc.
  2. Mow the lawn on a regular basis
  3. Rake Leaves
  4. Trim Bushes
  5. Water once a week unless there is a water ban active or other local or state authority restrictions
  6. Free of Pet poop with proper disposal of all animal poop.
- See your lease for lawn maintenance services provided if any.

### **Water, Sewer & Trash Services:**

See your lease as to the utilities you as the tenant will be required to transfer to your name within 1 day of lease commencement. Any other utility provided for by the owner shall be stated in your lease and will detail what your responsibility is for payment or if it is included in your rent. In some HOA property the Water, Sewer & Trash is paid for by the owner and will be included in your rent.

### **Detectors:**

SRE requires 1 functional Smoke Detector on each floor of a residence and ensures that they are in working order prior to move in. Tenants however are required to maintain any and all detectors by replacing batteries. Should the detector not work with new batteries please contact SRE at: [maintenance@scorepropertymanagement.com](mailto:maintenance@scorepropertymanagement.com) Subject Line Smoke Alarm include your name, address and which alarm is not functioning. MAKE SURE THE BATTERIES ARE NEW PRIOR TO REQUEST. **NOTE:** *You will be charged a fee should you have not replaced the alarms with the correct and or new batteries properly.*

## **Grills:**

Never place a grill near the building or other structure, in wooded areas, or covered spaces, Keep children away from a hot grill and provide adequate parental supervision, Do not add lighter fuel or other flammable liquids to a burning or warm grill, Never leave a lit grill unattended, Never use a grill indoors or in confined areas because of the risk of carbon monoxide poisoning which could kill, Have first aid treatment and fire extinguisher available, Always maintain adult supervising when children are around, Try to ensure the stability of the grill, especially when the grill is loaded, Buy grills with handles that are insulated. Go to link below for more Grill Safety tips: <http://www.georgiapropane.org/template.aspx?id=190>

Not all properties allow for grills please check the HOA rules and regulations and your lease prior to using or placing a grill on the property.

## **Pest Control:**

Check your lease as to what Pest Control Services are provided. Should pest control not be provided and even if provided here are a few tips:

1. Clean pet bowls regularly to avoid attracting ants and other insects.
2. Keep dishes cleaned and put away
3. Always wipe down counters
4. Keep food closed and sealed properly
5. Place all trash, garbage and debris in proper receptacles and dispose of on a regular basis.
6. Treat your pets with regular dips, flea controls etc.
7. Vacuum and clean flooring and bedding weekly
8. Clean furniture and pillows on a regular basis

***NOTE:*** Should a pet cause the home to become infested, with any pest, SRE will require Tenant to pay for pest control professional services to remedy the infestation. SRE will schedule an appointment and require the professional pest service to be completed immediately.

## **Pets:**

Tenants must have paid all pet deposits, must have received prior written permission and approval for a pet and have a signed pet addendum attached to the lease. Not all Owners allow for pets. You must consult your lease for these requirements. Tenants must provide and abide by the following:

1. Pet owners must provide a verification of immunization from a licensed veterinarian prior to move-in.
2. A pet is considered to be a domesticated animal living in association with a household.
3. Acceptable pets are limited to dogs, cats, and birds. No more than two pets per household are allowed. A pet that weighs more than 100 lbs will not be accepted.
4. Certain breeds of dogs are not allowed, including Pit Bull, Rottweiler and Doberman Pinchers.
5. Photos of the pet(s) must be taken and submitted for file documentation within two (2) days of the pet's occupancy in the premises.
6. Residents are responsible for keeping the grounds clean and sanitary. All yards and common areas must be kept clean of pet droppings. Residents must pick up and properly dispose of animal waste left on their yard and residents who walk their pet must carry a plastic bag to retrieve and dispose of any droppings.
7. It is a violation of the Pet Policy for any resident to allow their pet out without an owner being present and pet on a leash.
8. Pets must be "on leash" at all times when outside fenced areas of the home.
9. Pets shall not be tethered outside the home. Pets must be in the home or behind an approved fenced area in the backyard if unattended. Avoid leaving pet food outside for prolonged periods, as it will attract vermin and pests.
10. Pets are not allowed in the pool, pool areas or playgrounds at any time.
11. Residents will be asked to remove any pet that constantly disturbs other residents, whether inside or outside the home, or prevents the Landlord's agents and employees from properly performing their duties.

12. If resident fails to remove said pet, when requested by the Landlord, the pet allowance could be revoked or cause eviction proceedings to begin.

13. These guidelines exist to ensure the quiet enjoyment of all residents and to maintain a high quality living environment, and will be strictly enforced by the property management staff or Owner.

14. SRE and the Owner reserves the right to establish such other reasonable guidelines as, in its sole judgment, shall be required to maintain the cleanliness of the premises and provide for the preservation of good order therein.

### **Fireplaces:**

Use caution and care when operating a fireplace and disposing of ashes or coals.

1. Do not dispose of coals from the fireplace until they have cooled outside in a coal bucket for at least a week.
2. Do not “over build” fires by placing too many wood pieces in the fireplace.
3. Do not place anything in the fireplace to burn other than wood that is recommended for indoor fireplaces.
4. Keep the fire screen in place while a fire is burning
5. Never leave the home with a “live” fire in the fireplace
6. Keep your hearth clean and flammable materials away from the fireplace.
7. Always inquire as to if the fireplace is functional or non functional
8. Always inquire as to when the chimney sweep was last complete
9. Always make sure the damper is open before starting a fire.
10. Never leave children unattended while a fire is burning.
11. Always check to make sure you have turned the gas starter off once the fire is lit.

### **Gated or Secure Communities:**

Should you reside in a community with a gate or access codes you must not give your code out to anyone. If you have a problem with your code, key, access card or clicker you must notify SRE or Owner immediately.

**Note:** *Lost Keys, Cards, Clickers or other access material carry a replacement or non return fee please see your lease and or documents to inquire about cost or penalty.*

### **Patios, Porches, Decks:**

We encourage our tenants to make your residence comfortable and attractive. That said please follow our general rules as follows:

1. Only place patio or other outdoor furnishing on your patios, porches or decks or any other outdoor area.
2. Keep all areas clean and free of debris
3. Do not leave food or other items on your porches patios or decks as they can cause unwanted pests
4. Patios, Porches, Decks and outdoor areas are not the place for any stored items or trash.
5. No motor vehicle of any kind or parts may be stored anywhere on premises.

Some communities have very strict guidelines and covenants as to what can and cannot be in your outdoor areas. If you ever have a question about what can and cannot be placed in these areas please refer to your lease and or HOA documents.

### **Appliances:**

Appliances provided at move in are expected to be kept in the same condition as when you took possession of the property. Should you have an appliance issue please notify SRE immediately at: [maintenance@scorepropertymanagement.com](mailto:maintenance@scorepropertymanagement.com) Subject line Appliance issue include your name, phone number, address and E-mail.

### **Garages & Garage Door Openers:**

Should you reside in a property with a Garage you will be provided with an opener if applicable. If you have a problem with the opener you must contact SRE or Owner immediately.

1. Be very careful pulling into and out of the garage as to not damage the any walls, the door or door mechanisms.
2. You must wait until the doors are fully open before pulling in or out.
3. You will be responsible for repairs should you hit or damage the structure or opener in anyway.

**Note:** *Openers or other access material carry a replacement and non return fee please see your lease and or documents to inquire about cost or penalty.*

### **Cable and or Satellite Dish:**

Please visit the website below for the full regulations on antennas or other cable or satellite rules. In general unless you receive written permission from SRE or the Owner you will not be allowed to place any device on the: Roof, siding or any other portion of the property which may cause damage to the structure or violate local, community, or state code. You must also obtain permission in writing for installation of any kind that will require drilling into the flooring, siding, drywall or any other portion of the property that requires a change and or drilling, hammering etc.

<http://www.fcc.gov/guides/over-air-reception-devices-rule>

### **Parking:**

Please see your lease for parking restrictions and or parking assignments. All property owners will require you to park on the designated paved parking pad, lot or assigned space. No vehicle at any time should be parked in any area other than the paved or assigned space. Vehicles parked in or on lawns, common areas or is a disabled vehicles (including those with expired tags or in a visible state of inoperability), boats, jet-skis, trailers, buses, taxis, hearses, limousines, recreational vehicles, motor homes, campers, panel trucks of one ton or more, full-size or mini-vans (except those designated for handicapped persons), sport utility vehicles, commercial vehicles (i.e. any vehicle with tool boxes, tool racks, ladders, ladder racks or tow winches), and all vehicles with any commercial writing on their exteriors can and will be towed at owners expense without notice. Check your lease for restrictions any variance from these rules and regulations must be in writing.

### **Pools:**

Should you have a community pool you must follow all applicable and posted laws, rules and regulations.

1. Never solo swim
2. Never allow anyone under the age of 18 in or around the pool without adult supervision
3. Swim at your own risk

**Note:** *Should the rental have a pool a separate addendum shall be provided at time of lease please refer to your lease for further details.*

### **NOTICE OF ABSENCE:**

You must give SRE or Owner notice of an anticipated extended absence from the leased premises which will be in excess of seven (7) days.

1. During any extended absence from the property, SRE or Owner may enter the leased premises at times reasonably necessary to protect the premises and any property belonging to the owner if necessary.
2. Failure to give such notice, and damage occurs in or to the premises, SRE or Owner may recover any actual damages sustained.
3. Contact local authority to advise of absence and the length of the absence.
4. Contact a friend or a neighbor to pick up mail or newspapers
5. Place holds at the Post Office or Newspaper through to the date of your return.
6. Board your pets

***DO NOT LEAVE YOUR PET(S) IN YOUR HOME DURING YOUR ABSENCE!***

***Note:*** Should SRE, Owner or any other person find a pet home alone while you are gone for more than 1 day the local Humane Society will be called and will be given access to your premises to remove your pet for care.

### **SUBLEASING:**

Subleasing is not permitted. Any and all new tenants or occupants 18 yrs and over must go through the application and approvals process, sign a new lease if approved or be added as an additional tenant on the current lease.

***NOTE: Certain maintenance situations caused by a tenant, guest, occupant or visitor could result in a 30 day net bill, which is billed to SRE, should this happen the billed amount must be included at the time of rental payment in full and will be considered additional rents. You will be advised in writing should this happen. Any bills due are taken out of monies before rental payments. Partial payments are not accepted and could result in a Late Fee and further action should bill and rents not be paid in full.***

## Renewals and Non-Renewal Notices:

### Renewals:

Renewals are pretty simple and are as follows:

1. SRE will send a letter via e-mail about 60 days prior to the end of your lease term to notify you if a renewal will be available.
2. Your renewal terms will be given in this letter including:
  - A. Rental Rate
  - B. Lease term
  - C. Notice of any other lease term changes
  - D. Date in which we must obtain the signed renewal lease
3. You must reply no later than the end of the Month in which you received the letter if you wish to renew or not.
4. You will be provided a Renewals Notice Form to send back to SRE.

### How to Submit a Renewal Notice Form:

You may submit your renewal notice the following 3 ways:

1. E-Mail a completed renewal notice form with all tenants' signatures as a scanned attachment to:

[manage@scorepropertymanagement.com](mailto:manage@scorepropertymanagement.com)

Subject line must read RENEWALS NOTICE

2. Fax to 1-928-438-9879

3. U.S. postal mail to:

Score Property Management  
C/O Renewal Notice  
PO Box 1010  
Tucker, Ga. 30085

### Non-Renewals:

Should we not receive notice of renewal 30 days prior to your lease term ending SRE or Owner will place a yard signage on the property and a lockbox for showing.

See Showing and marketing during notice period below for more detail.

## Showing & Marketing During Notice Period:

According to the Lease, SRE may show the property after the tenant has given notice to vacate or SRE has given tenant notice. 30 days out SRE will do as follows:

1. Place a yard sign in the lawn
  2. Place a lock-box on the door.
  3. The property may be shown by SRE and by licensed Georgia real estate agents.
  4. A courtesy call prior to showing the property will be made, if a reply to our courtesy call message is not received, we will show the property at the time noted in the message left.
- Please make sure to secure all valuable items as SRE cannot be held responsible or liable for your personal property.

**Note:** *According to lease terms should you not allow entrance for an appointment you can be charged a fee.*

## Notices to Vacate & Receipt of Notice:

### **Notice to Vacate:**

SRE 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 notice must be made in writing .Notice to vacate forms may be downloaded from the tenant's page on our website at:

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

Before you give notice refer to your Lease to determine when your lease terminates to ensure that you are giving the proper 30 day notice.

### **Notice Receipt by SRE:**

The day SRE receives the notice is the date the notice begins. ALL Notices must be in writing with all tenant signature.

### **How to Submit Notice:**

1. E-Mail an attached scanned file with your signature to:

[manage@scorepropertymanagement.com](mailto:manage@scorepropertymanagement.com)

Subject line NOTICE TO VACATE

2. Fax to 1-928-438-9879

3. U.S. postal mail to:

Score Property Management

C/O Notice to Vacate

PO Box 1010

Tucker, Ga. 30085

## **Early Terminations, Termination Notices & Liquidated Damages:**

### **Early Termination**

SRE 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 notice must be made in writing .Early termination forms may be downloaded from the tenant's page on our website at:

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

Tenants must pay the following:

1. Early termination fee equal to two (2) month's rent on or before the move-out date.
2. Any other fees under the early termination stipulation in your lease.

Tenants must also comply with all the requirements of early termination terms as stated in the lease, move out of the property leaving a zero balance and the property in normal wear and tear & clean condition, in order to receive a good tenant reference.

**Note:** *Please see move out requirements as these must be met. Security Deposits are Forfeited on Early Terminations.*

### **Early Termination Notice:**

Tenants may only submit Early Termination Notices as follows:

U.S. postal mail to:

Score Property Management  
C/O Early Termination Notice  
PO Box 1010  
Tucker, Ga. 30085

The Early Termination Notice must be filled out entirely and have all Tenant Signatures.

### **Default – liquidated damages**

If tenants move out of the property without complying with the requirements for non-renewal or early termination tenants have defaulted on the lease, Liquidated Damages will apply. 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 pay this amount in full within 30 days or make acceptable written payment arrangements, you will be given a negative rental reference, your account will be placed with a collection agency and we or a collection agency will report negative account information with credit reporting agencies.

### **Moving Out:**

Once you have completed the full term of your Lease and have:

1. Given the required minimum 30-day notice to vacate the previous end of a calendar month prior to lease end.
2. Paid 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 SRE representative or Owner on or before the move-out date.

### **Move-out appointment**

1. Contact SRE to schedule a move-out appointment.
2. SRE only performs move out appointments during weekdays, **10:00 am to 4:00 pm.**
3. Remember to supply a forwarding address and telephone number for your security deposit refund.

### **Mandatory Move-out Cleaning Guide:**

Below is the SRE required move out cleaning guide for tenant move-outs.

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 and hood (run through the 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. Bathrooms
  - 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 the garbage company instructs you for pickup, or remove it from the property. If you leave items which the garbage company will not accept, SRE will have these items hauled off at your expense, which will be deducted from your security deposit.

**NOTE: SRE 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.**

### **Key, Cards, Clicker, Remote, Mailbox Key Returns:**

In order to legally return possession of the property, you must physically hand the keys, access cards and remotes to an SRE or designated representative. You may do this at the move-out inspection. Do not leave the keys, access cards, and remotes in the property. If you do not physically hand the keys to a SRE representative or a designated agent you may continue to incur charges pro-rated by the day according to your Lease.

## Security Deposit Refunds and Move Out Statements:

When tenants follow the proper move-out procedures, give proper notices and leave the property in good condition, it simplifies the task of refunding their security deposit. Security deposits refunds are sent within 30 days in accordance of the Georgia landlord/tenant law.

### **Security deposit refunds Georgia landlord-tenant law**

SRE 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:

1. 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").
2. Landlord shall have the right to deduct from the Security Deposit:
  - A. 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
  - B. Unpaid rent, utility charges or pet fees
  - C. Cleaning costs if Premises is left unclean
  - D. Cost to remove and dispose of any personal property and/or
  - E. Late fees and any other unpaid fees and charges.

## **Move-Out Statements:**

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.

## **FREQUENTLY ASKED QUESTIONS**

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

**A:** 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. Notices are served based on Georgia landlord/tenant law requirements and our obligations to the owner of the property.

*Q. Why may I not clean the carpet myself?*

**A.** 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.

*Q. May I paint the walls a different color?*

**A.** No. Painting the walls is prohibited in your lease. You may, however, request that the walls be painted a different color. SRE will try then obtain the owner's permission. With the owner's approval, we will send a professional painter to paint the walls and bill you or require payment at time of service for the work. You must also agree to pay to have the walls returned to their original color after you vacate.

*Q. May I repair or modify the property myself?*

**A.** 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 to SRE, we will request the permission of the owner. If approved, SRE will complete the work with our vendors and bill you for the cost.

*Q. May I install extra telephone lines?*

**A.** Yes. You may install extra telephone lines if you pay the expense and disconnect them when you leave. You must notify SRE and obtain written permission to install the lines prior.

*Q. May I have a satellite dish?*

**A.** Yes, you may have a satellite dish. However, you must submit a request to SRE and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage.

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

**A.** Notify the SRE office of your request for a pet. Do not move a pet into the property without permission. SRE 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.

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

**A.** 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.

*Q. What happens if I want another pet?*

**A.** Notify the SRE. SRE will contact the owner and submit your request. If the owner allows an additional pet, an increased security deposit will be required and a pet agreement must be signed.

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

**A.** Contact the SRE office. SRE 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, SRE will draft an amendment that releases the departing roommate. SRE 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.

*Q. How do I add or remove a roommate?*

**A.** The prospective roommate will have to submit an application and go through SRE application approval process PRIOR to them moving into the property. Have the roommate make complete an application on the SRE website including payment of an application fee. If SRE denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign an SRE Roommate Change/Add form.

*Q. Why do the owners or SRE want to see the property?*

**A.** The owners or SRE 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 SRE or the owners request a site visit, SRE will contact you to set a date and time.

### **Additional Forms:**

We have created the following forms that could be useful to you in the future. All tenant forms may be downloaded from SRE website at: [www.scorepropertymanagement.com](http://www.scorepropertymanagement.com)

- Applications
- Move-in checklist/utility numbers
- Move-in inspection form
- Maintenance Work Order Request Form
- Tenant information change form
- Tenant Improvements Request Form
- Tenant to Supply Maintenance Service Request Form
- Paint Request Form
- Add Roommate Request Form
- Add Pet Request Form
- Remove Roommate Request Form
- Cable, Satellite, Phone Installation Request Forms
- Cleaning guide for tenant move-out
- Notice to vacate
- Early Termination Forms