



TENANT HANDBOOK

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Rent Payment

Methods of Payment

- NO Post-dated checks
- NO Cash
- Several methods of payment:
 - Mail check/money order/cashiers check to Skyline Properties Group, Inc, PO Box 2549, Acworth, GA 30102
 - Bring in person to our office at 6688 Glade Rd, Suite B, Acworth, GA 30102
 - If after hours, put it in our drop box at the entrance of our office driveway. Money received after hours in the drop box but on the same business day as rent due date will not be counted as late.
 - Credit Card payment: we can accept Visa/Master. There is a 3% surcharge added to the total amount of transaction (Sorry, but this is what we have to pay to our credit card processing service)

Late charges

- Your rent is considered late if not received by the end of the 5th day of each month. Weekends and holidays included so please plan ahead if there is a weekend or holiday coming up.
- If rent is not received by the 5th, a \$50 late charge will be charged beginning on the 6th. In addition, \$10 per day will also be assessed up until the 10th of the month. After which dispossession procedures will begin if we do not hear from you or an approved payment plan is made.

Trip Charges

Although it is your responsibility to get rent to us, we understand that some times you are in situations where you cannot bring your rent to us but need us to come to you so you don't have to pay for the late charge. We'd be happy to do that, however, there is a trip charge involved:



During 10am to 3pm, Monday-Friday:

- Within 15 miles from our office or manager location: \$15.00 per trip
- Within 15 – 25 miles from our office or manager location: \$25.00 per trip
- Over 25 miles from our office or manager location: \$35.00 per trip

During after-hours (after 3pm Monday-Friday) or weekends:

- Within 15 miles manager location: \$25.00 per trip
- Within 15 – 25 miles from manager location: \$35.00 per trip
- Over 25 miles from manager location: \$45.00 per trip

Resident's Maintenance Responsibilities

Single-family homes and condos are different than apartments. In an apartment community there is usually a full-time maintenance man on site that can attend to repairs immediately. This is not the case when you rent a single family home or condo. Keep this in mind:

1. Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed (i.e. chipped paint, missing screens, doorbells that do not work, etc.). Minor repairs such as changing light bulbs or anything that can be tightened or repaired with a screwdriver is deemed tenant's responsibility.
2. Damages caused by abuse or misuse will be charged back to you. We will rely on the servicing contractor to tell us if you caused the problem.
3. If plumbing gets clogged due to items you or your children dropped in the toilet, it will be charged back to you. This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e. roots in system). Clogged plumbing will be your responsibility.
4. Monitoring of security systems is not handled by the manager or owner. You will need to make your own arrangements to set up service in your name.
5. We will make every effort to deliver the property to you free of pests. It is your responsibility thereafter to keep it that way. We recommend you use a licensed professional. It is your responsibility to deal with squirrels, insects, chipmunks, wasps and bees, ant beds, roaches, etc.
6. The owner will handle termites. Let us know if you see any.
7. Lawn care is your responsibility. You must do regular mowing, watering, trimming and edging, weeding, raking and other regular lawn care maintenance.
8. Change HVAC air filters at least quarterly. The system will run more efficiently, you will save money, and have less dust in your home.

Contractors are just like us - they have families and personal lives. They want to be home at night and weekends with their families. If you insist on meeting a contractor/repairman at your property after hours (weekdays after 5pm, Saturday or Sunday) you pay their after hours premium (usually \$75) for "non-business hours service." Think of it as a "co-pay" for the convenience of getting "non business hours service." The exception of course is emergencies.

Clogged Plumbing

Our responsibility for plumbing problems run between the house and the street only. The city is

responsible for water lines in the street.

Resident is responsible for dislodging things that have been flushed down the toilets or sinks. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has made an effort to solve the problem, we will take on the challenge.

If a plumber reports that the problem was caused by the resident, i.e., brushes, toys, personal property in the system, the expense of the plumber's visit and repair will be incurred by the resident. We will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

Emergency Maintenance Procedures

Emergency defined

Anything relating to the property under the lease that is threatening to life, health, or the property.

Examples

Fire, tree blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the weather is below 45 degrees). If the emergency is life-threatening, call 911 immediately!

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, a/c out, water heater out. Skyline is not liable for loss of food caused by appliance break down.

<p>Emergency phone number: 1st try: 404-437-5975 Second try: 770-720-2400 (Must indicate you are Skyline tenant)</p>

Warning

If you claim you have an emergency and one does not truly exist, you will be charged back the “service charge” for the contractor responding to the call. “Crying wolf” will cost you money. Do not call in an emergency unless it is truly an emergency.

You will also be charged a \$75.00 trip charge if you set up an appointment with any contractor and do not show up for the appointment.

Maintenance Procedures

Properties by their nature will experience problems from time to time. Appliances will shut down, roofs will leak, and systems will fail. Skyline takes its maintenance responsibility seriously. Our owners are interested in keeping

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the property in good repair. We will do our very best to keep the properties in fully operational condition. Use our **Online Maintenance Request Form** (which can be accessed using your online resident portal) to submit work orders any time of day online. We will receive the email and respond within 48 hours.

Written Request

Skyline has a policy of responding to **written requests only unless it is an emergency**. Our preferred method of sending us a maintenance request is through our **Online Maintenance Request Form** (which can be accessed using your resident portal).

If you can't submit an online work order, then work order forms will be provided along with envelopes upon request. Written service requests may be mailed, emailed, brought to the office, or faxed. Please pay attention to the following:

1. Be specific when describing the problem: when did it start, how severe is it, has it been addressed in the past, etc.
2. Make sure all of your phone numbers are on the work order (office, home, pager, voice mail, mobile, etc.)
3. Skyline will contact you within 48 hours to discuss the service request.
4. Skyline will assign a maintenance contractor to handle the request. The contractor will contact you directly to schedule a time to address the problem. If you do not call him back the work will not get done. How they enter the property is up to you.
5. After hours service calls will be made with a \$75 extra charge (unless it's an emergency) and paid by you at the time of the visit.

Service Limitation

There are certain times we may be unable to service your maintenance requests immediately. Here are some things to think about:

1. Availability of contractors often dictates our response time. In the summer months, air conditioning repairmen are busy and repairs often take 3 to 5 days (longer if the unit needs to be replaced). When Hurricane Opal came through Atlanta, it took us several weeks to solve all the roof problems. Sometimes contractors just aren't available.
2. Do not expect cosmetic corrections. If it does not affect your lifestyle, it may not get corrected.
3. We are under the control of the owner, and as such, can only fix things when the owner approves. We will do everything we can to convince the owner of the necessity of the repair. This may require us to obtain several estimates for big-ticket items.
4. It is most difficult to get contractors to respond during weekends, holidays and in extreme weather. A \$75 surcharge will be due when you request after hours service except for emergencies.

Stand-Up Charge

If you schedule an appointment with a contractor and fail to show up, you will pay their \$75 trip charge.

Maintenance Charge Backs

Skyline is responsible for repairing or replacing items broken by normal use. Occasionally, residents cause damage by accident, misuse or abuse. If the maintenance contractor reports to Skyline that the damage was not caused by normal use, Skyline will charge the repair back to you. Failure to pay for these charges could cause default of your lease.

Scheduled Maintenance

Some owners have requested that Skyline perform certain services on the property automatically in order to keep it in good condition. These services may be done with little or no notice to you. For instance: fall and spring landscaping, gutter cleaning, HVAC service, termite inspections, etc. If these services require contractors to enter

the property, every effort will be made to set an appointment with you.

Maintenance Tips

This area of our Handbook is a service to help our tenants prevent and solve a few routine maintenance problems. Many of these tips are very easy to do, they could save you time, sometimes save you money (if you have caused the problem), and might prevent you from having to schedule around a maintenance person to fix a minor problem.

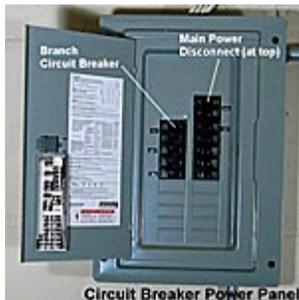
1. Summer: HVAC (Air Conditioning)

If your A/C stops working, especially after a quick power outage or storm, then it could well be the breaker switch, not the A/C. **Please check the breaker first.** See "Reset Circuit Breakers" below.

If your unit is not working and you have submitted a maintenance request, please turn off the unit completely. The reason is that the majority of time, the coils have frozen up and when the technician gets there, he won't be able to do anything until the coils thaw out. This means 2 trips for the HVAC tech, and a longer wait for you.

2. Change Your Furnace Filters

- <http://www.youtube.com/watch?v=H4x2NwdisV0>



Reset Circuit Breakers

If you have been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This happens many times when you are using appliances that may cause a temporary overload on the system such as a hair dryer or portable heater.

http://homerepair.about.com/od/electricalrepair/ss/tripped_brkr.htm

- ### 3.
- <http://www.youtube.com/watch?v=6n-zH4zBkcw&p=1E4AD3C45E2AF996&playnext=1&index=8>

[Video]

Garbage Disposal Reset, Use, and Care

Reset the garbage disposal

If you get nothing when flipping the garbage disposal switch (and you have already checked the circuit breaker), lean down and take a look at the underside of the garbage disposal. Push in that little red button (pictured at right) which resets the system. If the disposal



overworked, or if there was a power surge, this may fix the problem. If this does not fix the problem, **do not attempt to fix the garbage disposal yourself since it could be very dangerous.** - please submit an **Online Maintenance Request** (found on your resident portal) so that we can have one of our contractors fix it for you.

- Garbage Disposal Use and Care: Things to Never Toss Down the Drain
http://www.associatedcontent.com/article/420611/garbage_disposal_use_and_care_things.html
- Garbage Disposal Care

<http://www.life123.com/home-garden/home-appliances/garbage->

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[disposals/garbage-disposal.shtml](#)



GFCI outlets

GFCI stands for "Ground Fault Circuit Interrupt". These outlets (pictured at right) are typically installed within a short-range from water, but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or a portable heater. In order to make the outlet functional again, simply press

- the button (white or red) that says "Reset". Try again and you should be okay. If the outlet continues to trip, then you are most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit an **Online Maintenance Request** (Found on your resident portal). Please note, in some cases especially in newer homes, a GFCI outlet or reset switch could be located away from, but still controlling, the outlet that stops working such as in a nearby closet in a bathroom.

6. Septic Tank Care

- <http://www.fcs.uga.edu/pubs/PDF/HACE-E-47.pdf>



Clogged Toilets

If our plumber determines that a clogged toilet was caused by the resident, then very possibly the resident will have to pay the plumber's bill. If you think you've caused the problem and want to avoid this situation, you can try to unclog the toilet yourself using these simple and helpful hints.

http://www.ehow.com/video_383_unclog-toilet.html [Video]

<http://www.youtube.com/watch?v=BA-11wvO9lk> [Video]

<http://artofmanliness.com/2009/09/03/how-to-unclog-a-toilet/>



Replacing the Toilet Flapper Valve

This one's real easy and one of the simplest repairs in the house. We have a couple of videos for you, with the first being the shortest and most straightforward. Please note: even though the first video shows a wet vac to soak up water, you do not need that in order to complete the replacement, although a towel might be handy. Also note: the water in the reservoir is filled with clean water, so getting your hands a little wet should not be a concern.

<http://www.youtube.com/watch?v=ID-2aig-hSw&feature=related> [Video]

<http://www.youtube.com/watch?v=2FOWj-J0wLU&feature=related> [Video]

9. Garage Door Remotes

How to Reset a Garage Door Remote Control

http://www.ehow.com/how_5004652_reset-garage-door-remote-control.html

Winter: Preventing Frozen/Burst Pipes



It's that time of year... when the temperature drops below freezing, there is a very real possibility of your water pipes freezing in your house which could cause your pipes to burst and release water when they thaw. Below are a few things that can help:

... and store hoses used outdoors. Close inside valves supplying outdoor hose bibs. Open the

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outside hose bibs to allow water to drain. Keep the outside valve open so that any water remaining in the pipe can expand without causing the pipe to break.

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- Keep garage doors closed if there are water supply lines in the garage.
- Open kitchen and bathroom cabinet doors to allow warmer air to circulate around the plumbing.
- Let cold water drip from the faucet served by exposed pipes. Running water through the pipe - even at a trickle - helps prevent pipes from freezing because the temperature of the water running through it is above freezing.
- Keep the thermostat set to the same temperature both during the day and at night.
- If you will be going away during cold weather, leave the heat on in your home, set to a temperature no lower than 55°F.

Additional Information: [Red Cross - Preventing and Thawing Frozen Pipes](#)

Periodic Inspections

It is important to know that we will respect your privacy and your right to quiet enjoyment of your rental home while under lease. The main purpose of periodic inspections is to make sure that we address any repair issues in a timely manner.

We do schedule in-home inspections every 6 months. We will give you at least a 24-hour notice and will try to schedule an appointment with you whenever possible. We will NOT enter your home without you present and we prefer that you walk with us during the inspection.

The things that we look for during the periodic inspections are repair issues and possible lease violations.

These inspections are quick and normally take no more than 15-20 minutes of your time.

Getting Your Deposit Back

Issues to think about

1. **Give written notice required by your lease.** Mail it certified mail; return receipt to assure we received it.
2. **Pay your last month's rent.** You cannot use your security deposit for rent. Refer to your lease. If you do not pay your last month, we will have to file eviction, and it will cost at least \$200 and damage your credit.
3. **Leave the house clean.** This includes fireplace, appliances, cabinets, floors, crawl space, attics, and garage. Remove nails and patch holes. Note "Common Charges" for cost samples.
4. **Remove all of your personal property, trash and firewood.** We charge for removal. Removing things like grills, oil, propane tanks, chemicals, and tires will cost more for disposal.
5. **Mow the lawn, rake leaves, and weed the beds.**
6. **Return keys and garage door openers** as we will charge \$50 per lock to re-key and \$75 per garage door opener.
7. **Coordinate Utility change with Skyline.** Do not let utilities get turned off prior to the move out inspection or you will be charged \$250.

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8. **Schedule a move out inspection** with Skyline if you want to be present. If we arrive and you are not completely moved out and finished with cleaning, you will be charged a \$75.00 trip charge. **You do not have to be present at the inspection**; turn keys in at our office, and we will perform the inspection and mail you a copy via certified mail. You have 5 days after receipt to dispute any charges on the inspection **in writing**.
9. **Got Pets?** Your Pet Agreement requires you have the carpets professionally cleaned and treated for fleas. We recommend Skyline Pest Solutions at 770-360-5445. **Mail or turn in receipts as proof at the move out inspection.**

Common Move-Out Charges

Clean oven & stove	\$75
Clean dishwasher	\$30
Clean refrigerator	\$75
Repair laminate countertop burns	\$125+
Clean cabinets inside & out	\$50
Sweep & mop floor (per room)	\$30
Replace drip pans	\$25
Clean full bathrooms	\$75 & up
Remove stickers from tub surface	\$30
Replace stained or broken toilet seat	\$20
Vacuum carpets	\$50 & up
Remove or patch carpet stain	\$50 & up
Clean or replace mini-blinds (each)	\$25
Vertical blinds beyond repair	\$150
Wallpaper damage	\$200 & up
Wall repair	\$45 & up
Repaint entire room	\$275/room
Trash removal	\$200 per 4x8 truckload
Garage floor pressure wash	\$250
Mow lawn	\$40
Replace doors due to damage	\$200 & up
Replace door stops, bulbs, outlet covers	\$4
Clean windows & screens	\$10 each
Clean out fireplace	\$50
Clean vents/ceiling fans	\$25
Rekey locks	\$50/per cylinder
Replace mailbox keys	\$75
Landscape major clean up	\$300
Replace carpet+pad due to pet odor/stains (average 1600 SF, 3 BR home)	\$2200+
Estimate fees for damages over \$1000	5%

*These are not quotes but rather minimum estimates of what you may be charged for the above items.

Message: Doing it yourself is cheaper.