

TENANT HANDBOOK

Welcome

To Elite Realtors of Georgia - Franks Team Property Management



Franks Team Property Management welcomes you as a new resident. To achieve a successful tenant/landlord relationship, we prepared the Tenant Handbook to assist you with your tenancy.

Here you will find maintenance guides, rental payment instructions, safety tips, emergency situation handling, and more. Feel free to call or email us anytime with any questions you might have.

New Residents

The owner of the property you have rented has retained The Franks Team at Elite Realtors of Georgia as their Property Management Company and representative to manage their property. Therefore, you need to contact The Franks Team when you need assistance.

If you have any questions or concerns on any of the information in this documentation, please contact our office during regular business hours or email us from our website.

The Franks Team is always here to help you have a long lasting tenant/landlord relationship.

*- Stephanie & Terry
Franks & Amber
Baltzglier*



GENERAL OFFICE INFORMATION

Mailing Address:



Elite Realtors of Georgia
Attn: Franks Team Property Management
104 Bluff Chase Ct, Suite A
Bonaire, GA 31005

Contact

Mobile: (478) 954-3337
Office: (478) 333-6008 / Fax (478) 333-6883
Email: tfranks16@gmail.com
<http://WarnerRobinsHomeSale.com>

Communications

General office information is provided on page one of the handbook. Communications is important in any area of life. Be sure to let us know what you need. Use the telephone, email, our website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember, The Franks Team is here to help you.

PHONE CALLS DURING OFFICE HOURS

During office hours, we are usually available to answer your call. Please state the reason for your call so 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 and we will return your call right away.

AFTER HOURS CALLS

The voice mail system will take all messages after hours (please refer to our office hours). 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 voice mail system during office hours, or after the office is closed, immediately dial our emergency number at (478) 954-3337.

MAINTENANCE REQUESTS

Please remember that all maintenance requests must be in writing unless it is an emergency. The easiest way to log a maintenance request is to use the **ONLINE MAINTENANCE REQUEST FORM** at our website. You may also mail or fax a maintenance request to us.

CHANGE OF INFORMATION

It is important that you notify us of any changes in your telephone, fax, cell numbers, or email.

EMAIL

Email is a great way to communicate. Please contact us at tfranks16@gmail.com

Please note that although communication by email is encouraged, The Franks Team does not accept notices to vacate by email. We require the notice to vacate in writing.



OUR WEBSITE [WARNERROBINSHOMESALE.COM](http://www.warnerrobinshomesale.com)



Our website contains important information for tenants. The tenant handbook can be found online as well as other forms that will be helpful to you and make it easier for you to communicate with us.

At this time we do not accept online rent payment, but will add the feature in the near future.

Please make payment arrangements at our office at 104 Bluff Chase Ct, Suite A, Bonaire, GA 31005 to pay by check or cash.

Utilities




Please note that most Utility companies require an initial deposit before servicing your residence.

It is your responsibility to have utilities turned on in your name on the first day of your lease. To avoid discontinuation of service between your utility service and the previous owner's service, contact the utility companies prior to move-in.

Refer to your lease to see which utilities your are responsible for and which are

paid by the landlord.

A list of local area utility providers is included below. There are many more service providers in the Middle Georgia area, you are not required to enter into an agreement with a provider listed below unless it is the only service provider for the area your property is located.



"The Robins Regional Chamber is a business-based, volunteer, member-supported organization working full-time to preserve, enhance and expand the opportunities for orderly growth of business, industrial, professional, and educational communities. In doing so we seek to generate positive business exposure, leadership development, a pro-active business voice, and valuable marketing opportunities for our members. Our objectives are to preserve and increase jobs, capital investment and opportunities for economic growth in Georgia's Robins Region. The business of the Chamber is business." - www.robinsregion.com

UTILITY COMPANIES

Flint Energies

Phone: (478) 988-3500
 Toll-Free: (800) 342-3616
 Online: www.flintenergies.com

Georgia Power

Phone: (888) 660-5890
 Power-Outages: (888) 891-0938
 Online: www.georgiapower.com

WATER / SEWER / GAS

City of Warner Robins

Phone: (478) 929-1903
 Online: www.wrga.gov

City of Perry

Phone: (478) 988-2887
 Online: www.perry-ga.gov

TELEPHONE / CABLE

COX Communications

Phone: (478) 784-8000
 Online: www.middlegeorgia.cox.net

Windstream

Phone: (478) 987-1256
 Online: www.windstream.com



WARNER ROBINS UTILITY AND CUSTOMER SERVICE OFFICE

700 Watson Blvd, Warner Robins, GA 31088
 (478) 929-1144 - Office or (478) 929-1957 - Fax
 Online: <http://wrga.gov>



Paying 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 more importantly, 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 The Franks Team the opportunity to provide a good reference for you when you vacate the property.

RENT IS DUE THE 1ST

Rent is due on the first day of each month. Rent is considered late if received on or after the second day. After 5 days - starting with day 6 after the rent is due - a \$200 late fee occurs. The \$200 late fee will be added to all payments after the 5th day. For payments made in person at our office, please make sure to add the applicable late fee per your lease agreement to your payment.

Please note, that it does not matter what date the rent 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. When rent checks are received early, we do not deposit them until the first day of the month, unless you specify otherwise.

PAYMENT BY POSTAL MAIL

You can pay your rent by personal check, money order, or certified check by mailing the payment to our office using the U.S. Postal Service, UPS, or FedEx. Please do not send cash! Make your rent check payable to Elite Realtors of Georgia and please write your name and address of your residence clearly on the payment.

Elite Realtors of Georgia
 Attn: Franks Team Property
 Management
 104 Bluff Chase Court, Suite A
 Bonaire, GA 31005

Payment Options

In Person

Certified Check, Money Order, Personal Check, Cash.

By Mail

Attn: Franks Team Property Management
 104 Bluff Chase Court, Suite A
 Bonaire, GA 31005



Moving In



Before you move into your new home, we will do a move-in inspection / walkthrough with you to identify any possible issues with the property. If you notice any problems or concerns before our walkthrough with you, please bring them to our attention immediately.

GETTING TO KNOW YOUR HOME

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 fail to work
- Electric and/or gas meters to check your utility bills
- Main water shutoff valve in case of flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven to 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, please contact us for help.

Maintenance

When you rented the property, your Lease contained detailed maintenance instructions. Please review them before requesting any maintenance.

TENANT ALTERATIONS

It is The Franks Team's policy that tenants do not make repairs or alterations. You agreed to this in your Lease. If you do want to make a special request for renovation or repair the property, please:

- submit your request in writing before making any changes.
- do not proceed with any work until notified by The Franks Team. We will consult the owners to see if the request is acceptable to them.

If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:

1. Leave the alterations if this is part of the owner's condition to accept the alteration/repair
2. Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
3. Sign an agreement regarding the alteration/repair



TENANT RESPONSIBILITIES



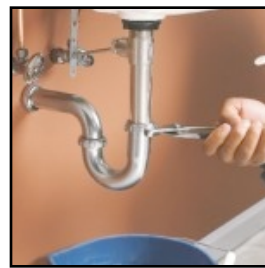
The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. We provide easy online forms to request maintenance and repairs on your new home. Paper maintenance request forms are available on request. We want you to report maintenance items.

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

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Reporting non-functional smoke alarms immediately if fresh batteries do not solve the problem
- Reporting all necessary repairs
- Basic insect control
- Basic rodent control, such as mice
- Basic landscaping, i.e. lawn care
- Landscape cleanup if a service is not provided
- Monthly A/C filter changes to guarantee proper air flow of warm and cold air

- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Reporting malfunctioning irrigation systems
- Disposal of all garbage on the property 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 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

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 your pet waste.

While the landlord is responsible for repairing the plumbing system when they wear out or break in the course of normal use, the tenant is responsible for repairs caused by negligence. If a tenant puts an

item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill shall be paid by the tenant in addition to the monthly rent.

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, cigarettes, flower clippings, toys, coins, grease, shellfish shells, onion skins, bottle caps, rubber bands, string, popcorn kernels, egg shells, glass, utensils, fruit pits, washcloths, or sponges.

As a basic rule of thumb: If you can't chew it, don't put it in the garbage disposal.

EMERGENCY SITUATIONS

There are few emergencies. An emergency is a life-threatening situation such as fire, flood and/or uncontrollable water, electrical problems, gas leaks, etc.

For all emergencies causing immediate danger, call 911 immediately. After contacting 911, call The Franks Team and report the problem.

An emergency is not a malfunctioning furnace, non-working dishwasher, air conditioner, heat, sprinklers, etc. We recognize this is important to you and we will make it a priority with vendors to have those repairs taken care of as soon as possible.

Tenant Tips

PREVENTIVE CLEANING



Cleaning is always easier when you use a preventive approach. Preventive cleaning can greatly reduce the amount of cleaning bills, mildew growth, or insect infestation.

- 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 more grease build-up and can 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 build-up of grime
- Clean toilets regularly to avoid build-up of grime, rings, and mildew

- Mop tile, wood, and linoleum to avoid the build-up 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 SAVINGS 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 The Franks Team as soon as possible and report water dripping under sinks
- Running toilets are big water wasters
- Report malfunctioning sprinkler systems, standing pools of water, and malfunctioning appliances such as dishwashers and washing machines if they came with the property
- Run the dishwasher only when it is fully loaded
- Take shorter showers
- Avoid letting 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 and may result in injury to you or damage to the property

LOWER A/C BILLS



- During warm or hot months, close the windows and doors to your home early in the day to keep the cool air in, particularly when the air conditioner is running
- Do not install heat blocking films on your windows if not approved by us. In most cases, these films leave residue on the window when removed
- 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 monthly and with the right size. 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 use more energy to cool down the residence

LOWER HEATING BILLS



- During cooler months, keep all windows and doors tightly closed
- 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

SAFETY TIPS

The safety of you and your family is important to us 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 The Franks Team
- 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 The Franks Team immediately

- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit. Notify The Franks Team 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 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 The Franks Team how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence The Franks Team 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.

Many vets offer services to board your pets. For a relatively small fee, you can be sure your pets are well taken care of at all times while you are gone.

Questions?

Please call or email us if you have any questions about the safety tips in the tenant handbook. During regular business hours, you can reach us at (478) 333-6008 or email us anytime at tfranks16@gmail.com



FAQ's

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 or may damage the carpet.

MAY I INSTALL EXTRA TELEPHONE LINES?

You may install extra telephone lines if you pay the expense and disconnect them when you leave. However, please notify us before installing lines.

MAY I HAVE A SATELLITE DISH?

Yes, if allowed by the landlord and any Homeowner Association in place. If you live in a subdivision that has a HOA, you must install the dish in accordance with the HOA's Declarations and Covenants, no exceptions. This may require that you get permission from the HOA as well. The dish may not be

installed on the roof or any other part of the structure. You must submit a request to The Franks Team prior to installing the dish. Please call us for specific details regarding a satellite dish at your property.



ARE PETS ALLOWED?

Usually yes. Most property owners have restrictions based on number of animals, breed and size and their individual policies vary by property. Pets are not allowed at every property managed by The Franks Team so make sure to check with the us before bringing home a new family member.

WHAT HAPPENS IF MY PET DIES OR RUNS AWAY, MAY I HAVE MY PET 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.

WHEN IS MY RENT DUE AND WHERE CAN I PAY MY RENT?

Refer to your lease to determine exactly when your rent is due and when late fees will be charged. Rent can be paid by mail to Franks Team Property Management, 104 Bluff Chase Court, Suite A, Bonaire, GA 31005 as stated in your lease agreement or in person at our office. Our office is open Monday through Friday from 9:00 AM to 5:00 PM. Please make sure your home address is written on your funds. Acceptable forms of rent payment are local personal checks, cashiers checks or money orders.



HOW DO YOU HANDLE MAINTENANCE AND REPAIRS?

Maintenance and repair requests can be made in writing. You may submit your request online through our website by submitting a repair request. Be sure to include a valid e-mail address or phone number and the best contact information. In a non-emergency situation, please allow 3-4 business days for repairs to be made. If you have not heard from us or a vendor after this amount of time, please contact our office. If the home is covered by a home warranty, our office has no control over when a vendor might contact you.

WHAT AM I RESPONSIBLE FOR MAINTAINING?

Residents are responsible for the monthly changing of their air conditioner/heating filters, replacing smoke detector batteries when needed (twice a year or more frequently), replacing light bulbs, replacement of sink washers, keeping appliances provided clean and yard maintenance and watering unless this is provided by the owner. If you are not sure of your responsibilities as a resident, please refer to your individual lease, or call our office.

CAN I PAINT OR CHANGE SOMETHING?

BEFORE YOU BEGIN any changes or modifications to the property (inside or outside your home) you must submit in writing a detailed request. Failure to submit a request is a violation of the lease agreement and could result in deductions from your security deposit.



DO I NEED RENTERS INSURANCE?

Although not required, it is **HIGHLY** recommended that all residents carry renter's insurance to protect themselves and their personal property against losses. The owner's insurance does not cover your personal property. Being faced with having to replace all your valuables can be a financial disaster. Your insurance agent can advise you on this type of coverage. The cost for most renter's insurance is very affordable and well worth the expense.

CAN I MOVE BEFORE THE END OF MY LEASE?

Your residential lease agreement outlines your obligations under the lease. You will be financially responsible for the rent until a replacement tenant is found. Please consult with us as soon as possible to discuss your situation in detail before breaking your lease. We might be able to find a solution to help you with an early move-out.

MY ROOMMATE WANTS TO MOVE, BUT I WANT TO STAY. WHAT DO I DO NOW?

Contact us, we 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, The Franks Team will draft an amendment that releases the departing roommate. The Franks Team 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 The Franks Team must approve the person **PRIOR** to them moving into the property. Have the roommate complete a rental application on the Franks Team website including payment of an application fee. If The Franks Team denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign an Roommate Change/Add form.

WHY DO YOU OR 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, a member of our team will contact you to set a date and time.

Moving Out

Eventually, you will move, and we want you to be prepared when this is necessary. The Franks Team tenants are required to give a minimum 30-day written notice as of the last day of a calendar month.

When you give notice, you will either complete the full term of the Lease or you will terminate early. If you complete the full term of the Lease, we consider your notice to vacate a non-renewal of the Lease. If you vacate prior to the full term of the Lease, we consider your notice to vacate an early termination of the Lease.

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 The Franks Team 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 us on or before the move-out date

EARLY TERMINATION

If you choose early termination, in addition to the requirements of non-renewal, you must also:

1. Forfeit the security deposit
2. Pay an additional one month's rent as liquidated damages

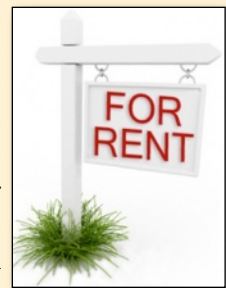


Setting up your move-out appointment?

Please contact us to schedule a move-out appointment. Remember to supply a forwarding address and telephone number for your security deposit.

Showing to prospective tenants during the notice period

According to the Lease, we may show the property to prospective tenants after either The Franks Team or the tenant



has given notice to vacate. During the notice period The Franks Team will place a yard sign in the lawn and a lock-box on the door. The property may be shown by The Franks Team or by licensed Georgia real estate agents. When either The Franks Team 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 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. Please note that we will use this same checklist in our move-out inspection of the property together with the move-in inspection on file to calculate damages, if any, to withhold from your security deposit.

1. ALL ROOMS

- Remove all nails, tacks, anchors and window covering hangers.
- Clean baseboards and corners being careful to remove all dust and cobwebs.
- Clean floors and vacuum carpet.
- Wash off shelves in closets and remove all hangers and shelf lining.
- Clean light fixture coverings, around light switches and door frames.
- Clean out fireplace (if applicable).

2. KITCHEN

- Clean oven, oven walls and grills, broiler pan, and storage space.
- Clean vent-a-hood (run through dishwasher if available).
- Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
- Clean refrigerator including crisper, walls, containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
- Clean sink and counter top.
- Clean floor.
- Clean light fixture coverings.
- Remove all cleaning solution residue.

3. BATHROOM

- Clean all light fixtures and coverings.
- Clean medicine cabinet and mirrors (should

be free from streaks).

- Sweep, mop, and clean all vinyl and tile flooring.
- Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
- Clean all wall/floor/tub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
- 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)

- Cut, rake, and remove trash and leaves from yard.
- Sweep off all porches and decks.
- Sweep out basement, carport, garage and any outbuildings, leaving only those items which came with the property.
- 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 us



In order to return possession of the unit to The Franks Team, you must physically hand the keys, and remotes if applicable to us. You may do this at the move-out inspection.

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. The Franks Team remits security deposit refunds within 30 days in accordance with the Georgia landlord-tenant law. Remember, we want your move-out to be a pleasant and successful process.



Security Deposit Refunds

in Georgia according to the landlord-tenant law

The Franks Team 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,
 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.



CONTACT US



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Please contact us with any questions you might have regarding your Lease. We want your tenancy to be enjoyable and successful.

A copy of the Georgia Landlord Tenant Handbook, Tenth Ed., February 2011, can be found at www.dca.ga.gov