

TENANT HANDBOOK

Welcome to Elite Realtors of Georgia
Property Management and Tooker Properties, LLC



Tooker Properties, LLC and Elite Realtors of Georgia welcome 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 Tooker Properties, LLC at Elite Realtors of Georgia as their Property Management Company and representatives to manage their property. Therefore, you need to contact Tooker Properties, LLC when you need assistance.

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

Tooker Properties is always here to help you have a long lasting tenant/landlord relationship.

- Joe & Karen Tooker

GENERAL OFFICE INFORMATION



305 Smithville Church Rd, Warner Robins, GA 31088

Elite Realtors of Georgia

Attn: Tooker Properties, LLC

104 Bluff Chase Ct, Suite A

Bonaire, GA 31005

Contact Us:

Joe Mobile: (478) 335-0691

Karen Mobile: (478) 335-949

Office: (478) 333-6008 / Fax (478) 333-6883

Email: Joe@thetookergroup.com

Karen@thetookergroup.com

Website: www.thetookergroup.com

Communications

General office information is provided on page one of the hand book. 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, Tooker Properties is here to help you.

PHONE CALLS DURING OFFICE HOURS

During office hours, we are usually available to answer your calls on our mobiles. If you call the office, 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 as soon as possible.

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.

OUR WEBSITE: *THETOOKERGROUP.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 do accept Pay Pal and will add the online 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, money order or Pay Pal.



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 you 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

COMSOUTH

Phone: (478) 224-4001
Online: www.comsouth.net



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>

Payment Options

Online: Pay Pal call for directions

In Person

Certified Check, Money Order, Personal Check

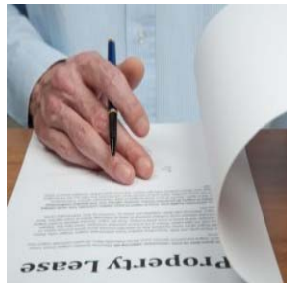
By Mail

Elite Realtors of Georgia

Attn: Tooker Properties

104 Bluff Chase Court, Suite A

Bonaire, GA 31005











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 joe.tooker@gmail.com



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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 Tooker Properties or the tenant has given notice to vacate. During the notice period Tooker Properties will place an Elite Realtors sign on the lawn and a lock-box on the door. The property may be shown by Tooker Properties or by licensed Georgia real estate agents. When either Tooker Properties 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.



Physically hand keys to us

In order to return possession of the unit to Tooker Properties, 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. Tooker Properties remits security deposit refunds within 30 days in accordance with the Georgia landlord-tenant law.

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Security Deposit Refunds

in Georgia according to the landlord-tenant law



CONTACT US

Elite Realtors of Georgia
Atten: Tooker Properties
104 Bluff Chase Ct, Suite A
Bonaire, GA 31005



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, can be found at www.dca.ga.gov