



Tenant Handbook

Fickling & Company

Real Estate Services

151 S. Houston Lake Blvd.

Suite 140

Warner Robins, Ga. 31088

Phone: 478.953.2244

Fax: 478.953.3913

Welcome!

Fickling & Company has been hired by the owner to manage their property in their absence. Therefore, your contact will be with Fickling & Company for payment of your rent as well as should you need assistance with the property.

This handbook is designed to assist you while you are a tenant with Fickling & Company. You will find rental payment instructions, general information, maintenance guidelines, emergency instructions, and more.

Our goal is to assist in any way possible to insure your property concerns are met quickly and professionally; should you have any questions regarding any of the information contained in this handbook, please contact our office.

General Office Information

Address:

151 S. Houston Lake Blvd.
Suite 140
Warner Robins, Ga. 31088

Communication:

Phone: 478-953-2244
Fax: 478-953-2244
email: rentals@fickling.com

Office Hours:

8:30 to 5:30 Monday through Friday

Move-In

Move-in Inspection

A move-in inspection form is included with your lease as an Exhibit. The purpose of this inspection form is for you to document any and all damage to the property that you do not want to be financially responsible for on move-out.

Rental Payments

Your rent is due on the first day of each month and is late if received after the 5th. If we receive your rent after the 5th day of the month, you must include a 10% late fee. Rent is considered paid when we receive it, not when you mail it or when your bank authorizes payment.

Fickling & Company procedures for late rent

- A Property Management staff member will contact you by phone for the reason the rent is late and when we can expect payment.
- On the 6th day of the month all tenants whose rent has not been received will be sent a letter. This letter notifies the tenant that rent has not been received and instructs the tenant to bring the rent current, including late fees. This letter also states that Fickling & Company will file a dispossessory warrant with the County Magistrate Court if rent is not received within three business days.
- When a dispossessory warrant has been filed a fee of \$250.00 is added to the rent and late fee. This fee is our expense for filing the court documents.
- The county Marshall will serve the dispossessory warrant at the property. If you are not present the Marshall will attach the warrant to your door and a copy will be mailed to you. The date for appearance in court will be included.

Fickling & Company does not take pleasure in evicting anyone from their property however; it is our duty to the owner to protect their property and their investment.

Renters Insurance

Renters insurance can protect you from a loss of your personal belongings. Contact an insurance agent and obtain renters insurance. The owner policy does not cover your personal property.

Maintenance

Know your property

When you move into your property, take the time to locate or know the following:

- Main circuit breaker box
- GFCI outlets
- Electric and/or gas meters
- Main water shut off valve
- Method of cleaning the oven

Alterations to the property

As per your lease, no alterations will be made to the property **written request and approval**.

Tenant maintenance responsibilities

The property owner is responsible for maintaining the residence in compliance with the Uniform Housing Code. However, there are items that are the tenant's responsibility. Please refer to your lease for more details on the list below:

- Replace smoke alarm batteries
- Replace air conditioning filters regularly
- Replace light bulbs with the correct size
- Professional steam cleaning and spot cleaning of carpets while residing in the property and upon move-out
- Report all repair issues promptly
- Basic insect and rodent control
- Landscape cleanup
- Landscape watering—unless restricted by local or state ordinances
- Report malfunctioning systems
- Dispose of all garbage
- Proper disposal of toxic waste
- Proper disposal of fireplace ashes

Plumbing problems

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

other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Landlord.

Garbage Disposals

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

Reporting/Requesting Maintenance

Before calling, determine if the issue is an emergency. An emergency is a life-threatening situation such as fire, flood and/or uncontrollable water, electrical problem, gas, etc.

- Emergencies that cause immediate danger—call 911 then call Fickling & Company
- Emergencies involving gas or electric call your gas or electric company, call 911 if necessary, and call Fickling & Company
- Emergencies that cause flooding, backed up plumbing, tree damage, etc.—call Fickling & Company.
- An emergency is not a malfunctioning heater, air conditioner, dishwasher, etc. However; we treat these issues as important and will request a repair person as soon as possible.

Non-Emergency Repairs

All maintenance requests must be made in writing. A Maintenance Request and Work Order form is available at our office. We can fax or email the form upon your request or you may pick one up at the office.

- We will contact a vendor to perform the work and let you know when they will be contacting you.
- If you do not hear from the vendor within 2 business days, call Fickling & Company and report this to Property Management.
- A Property Management staff member will contact the vendor and if necessary, will retain a new vendor and let you know who will be contacting you to set an appointment.

Preventative Cleaning Tips

- Do not allow grease to build up in kitchens
- Avoid mildew by venting rooms and bathrooms properly
- Clean bathroom tile and other surfaces regularly
- Mop tile, wood and vinyl regularly
- Vacuum all flooring regularly
- Regularly pick up debris and pet feces
- Dust baseboards, blinds and other surfaces regularly

Safety Tips

- Unplug appliances when not in use
- Never leave a stove or oven unattended
- Never leave running water unattended
- Do not operate electrical appliances while standing or sitting in water
- Do not use dryers, curling irons, TVs, radios, or other appliances near water
- Use child protector plugs
- Do not overload extension cords
- If you suspect an electrical problem, report it to Fickling & Company immediately
- Test smoke alarms regularly and replace batteries when necessary
- Keep a portable fire extinguisher in the kitchen and garage
- Use precaution with BBQs and grills
- Do not store firewood against the wall of the home
- Use precaution with firewood ashes
- Do not build roaring fires in the fireplace

When Away for Extended Periods

- Contact Fickling & Company with emergency contact names and numbers
- Insure that precautions are taken with appliances in the event of lightning or power surges
- Notify a neighbor
- Do not leave pets unattended in the property

Move-Out

Giving Notice to Vacate

- Your lease requires a 30-day written notice to vacate. You may request a vacate form from Fickling & Company or you may write your notice to vacate yourself, giving the date of move-out.
- The notice must be received by Fickling & Company on or before 30 days of your renewal date.
- Your notice to vacate must have your signature/s and may be delivered in person, by mail, email or fax.

Move-Out Appointment

- Contact the Property Management Department to schedule your move-out appointment
- Move-outs are performed weekdays between 8:30 a.m. and 5:30 p.m.
- Remember to supply a forwarding address and telephone number for your security refund

Property Showings During Notice Period

- According to your lease, Fickling & Company may show the property to prospective tenants
- During this period a sign will be placed in the yard and a lockbox placed on the door
- The property may be shown by Fickling & Company Property Managers and agents or by other companies Licensed Georgia Real Estate agents.
- We will contact you prior to showing the property.

Tenant Guide for Cleaning on Move-Out

If you have any questions on how to prepare your home, please contact us. We want your move-out to be as pleasant and stress-free as possible. Please note that Fickling & Company will use this same checklist in our move-out inspection of the property together with the move-in inspection form on file to calculate damages, if any, to withhold from your security deposit.

1. All rooms
 - a. Remove all nails, tacks, anchors and window covering hangers.
 - b. Clean baseboards and corners being careful to remove all dust and cobwebs.
 - c. Clean floors and vacuum carpet.
 - d. Wash off shelves in closets and remove all hangers and shelf lining.
 - e. Clean light fixture coverings, around light switches and door frames.
 - f. Clean out fireplace (if applicable).
2. Kitchen
 - a. Clean oven, oven walls and grills, broiler pan, and storage space.
 - b. Clean vent-a-hood (run through dishwasher if available).
 - c. Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
 - d. Clean refrigerator including crisper, walls, and containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
 - e. Clean sink and counter top.
 - f. Clean floor.
 - g. Clean light fixture coverings.
 - h. Remove all cleaning solution residue.
3. Bathroom
 - a. Clean all light fixtures and coverings.
 - b. Clean medicine cabinet and mirrors (should be free from streaks).
 - c. Sweep, mop, and clean all vinyl and tile flooring.
 - d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
 - e. Clean all wall/floor/tub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
 - f. All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains.
4. Exterior, basements, out-buildings and yard (if you are responsible for yard maintenance in your Lease)
 - a. Cut, rake, and remove trash and leaves from yard.
 - b. Sweep off all porches and decks.
 - c. Sweep out basement, carport, garage and any outbuildings, leaving only those items which came with the property.
 - d. Place all trash, garbage and debris where garbage company instructs for pickup, or remove from property. If you leave items which the garbage company will not accept, have them hauled off at your expense.
 - e. Have all carpets professionally cleaned.

Physically give keys to a Fickling & Company representative

In order to return possession of the unit to Fickling & Company, you must physically hand the keys, access cards and remotes to a Fickling & Company representative. 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. Fickling & Company remits security deposit refunds within 30 days in accordance with Georgia Landlord/Tenant Law. Remember, Fickling & Company wants your move out to be a pleasant and stress-free process.

Security deposit refunds in Georgia Landlord/Tenant law

Fickling & Company complies with Georgia Landlord/Tenant Law in determining whether to withhold or refund tenant security deposits. Below is a summary of requirements for refunding security deposits under Georgia Law.

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

- Landlord shall deliver the Move-Out Statement, along with balance, if any, of the Security Deposit, before the Due Date. The Move-Out Statement shall either be delivered personally to Tenant or mailed to the last known address of Tenant via first class mail. If the letter containing the payment is returned to Landlord undelivered and if Landlord is unable to locate Tenant after a reasonable effort, the payment shall become the property of Landlord 90 days after the date the payment was mailed.

Our goal is that your time as a Tenant with Fickling & Company is an experience that will surpass your expectations. We hope that this Tenant Handbook is informative and useful during your tenancy. Should you have any questions or need our assistance at any time that you will contact our office.

Welcome To Your New Home!