



Tenant Handbook

SUMMARY & OTHER SERVICES

I. HANDBOOK

We understand that in the excitement of finding a new home and stress of moving, tenants will often forget all of the instructions and requirements after signing of the rental agreement. This handbook is designed to be your reference tool. Remember where you put it.

We are always looking for ways to serve you. If we can be of help, please email us.

Before emailing the office, look to see if the answer you are looking for is in the handbook.

EMAIL – We understand that when you are traveling or sometimes just away from home, it is difficult to access our website. Please use info@academyproperties.ws if needed.

Welcome to your new residence and Academy Properties. We look forward to being of service to you during your tenancy. We have prepared this lease attachment and tenant handbook to help guide and assist you in answering basic questions that may arise and to minimize confusion relating to the care of the property and interaction with the Academy Properties management team. Please before contacting the office, look to see if the answer you are looking for is in this handbook. Keep this guide in a safe place that you can reach easily and refer to it as you need to.

Please read this “Tenant Handbook” thoroughly as it will become a part of your lease once a lease is signed between you, as the “Tenant” and Academy Properties, as the “Property Managers”.

If you have any questions, please email us– info@academyproperties.ws

Office Hours Monday – Friday, 9:00 am – 5:00 pm

Email: info@academyproperties.ws

Repairs: repairs@academyproperties.ws

Office Phone Direct Line: (770) 957-9550 Emergency line: (678) 333-5333

IF NEEDED PLEASE LEAVE A MESSAGE, SOMEONE WILL CALL BACK WITHIN 1 HOUR.

Tenant Responsibilities

You have leased a home ... we want you to think of this home as your own. During the term of your lease, you are in sole possession of the house and the yard. Your obligations are very similar to that of an Owner, and you are expected to care for and maintain the premises accordingly.

Remember, this “Tenant Handbook” is part of your rental lease and is legally binding. Please keep it handy and in a place where you can refer to it as necessary. Basic Rules

Rental Agreement: The duration of your rental agreement is fixed and specified in the lease contract. An extension for your lease or termination must be discussed with the Property Manager in writing. Rental Payments

Rent is due by the 1st of each month & is considered late after the 1st. The management company will give a grace period till the 3rd of each month at 5 pm. If you pay your rent after the 3rd@ 5 pm. you will be issued the late fee according to your lease. If all rent, late fee, etc. is not paid in full by the 10th, at 9am, a dispossessory action will be filed against you. Weekends and holidays do not extend the terms stated. It is your responsibility to ensure that your payment is received by close of business of the 3rd day of the month, (5 p.m.) Also for each demand letter sent and tacked to the property per law, there will be a charge of \$150.00 above any administration and/or court fees for evictions filings.

All monies including but not limited to Rents, any Security Deposits and/or Reservation Fees must be in the form of Certified Funds ONLY. No partial payments will be accepted. NO personal checks or cash will be accepted. All monies paid to Academy Properties for reservation fees, application fees, rents, and late fees are nonrefundable. Auto-Payments may be made with your online portal. Once you have activated the tenant portal you will have full access to pay your rent online, by accessing the tenant portal each month at Academyproperties.ws. Academy Properties may revoke the privilege of online payments at their discretion.

To set up your account for recurring payments, you will need: your banks routing number and your bank account number. You may also pay by e-check. If you pay by credit card, there will be a fee charged by the software company. Do understand that you cannot legally process a charge-back on this transaction unless the transaction was in fact processed fraudulently. If you choose to go forward with a chargeback as a means of getting a refund, Academy Properties reserves the right to pursue criminal charges against you. Understand these terms and conditions are a precondition to you using this safe & secure website to process your monies for payments due. Due to payment history of any tenant, Academy Properties may revoke the privilege of online payments at their discretion. You may deliver your payment to our office, by certified check or by money order. For your convenience, a drop box is available in the front door of our building. (unit 108) Please be sure to print your name and address clearly on your payment and signed by you. (So that your payment may be applied correctly). You may mail your payment to our address. Postmarks will NOT be considered as date of receipt by our office. It is when we receive the payment, not when you mail it.

Late Fees

The late fee will be assessed per your lease terms. Unpaid fees will be charged against any payments made going forward. NSF Fees (non-sufficient funds, closed account, etc.) NSF Fees are charged for each returned payment. If a rent payment is returned for any reason, late fees will apply and be charged until the rent is paid with good funds.

For each demand letter sent and tacked to the property per law, there will be a charge of \$175.00 above any administration and/or court fees for evictions filings.

Accessibility

You are required to have email and telephone accessibility. It is your responsibility to provide us with an email address at which we can communicate and send notifications to you. We will communicate by

email primarily. Per company policy and the terms of your lease, ALL communications are to be in writing. Also make sure all cell phone numbers are up to date. Contractors, inspector, etc. will call to schedule appointments to come to the property. Resident Benefit Package (RBP)

All leases require resident enrollment into the Resident Benefit Package. There will be a \$45.00 per month charge for this package. We will facilitate these programs with little action needed from our residents. This Resident Benefits Package Lease Addendum ("RBP Addendum") is effective as of the commencement date of the Lease and agreed upon between the Tenant and the Landlord. A cost of \$45.00/month ("RBP Fee"), payable with Rent and defined as "tenant package". The RBP includes all services listed below and no discounts to the RBP Fee will be given if any element(s) of the RBP is discontinued and/or unavailable due to a lack of HVAC, property-specific limitations, availability of services, or any other reasons, unless otherwise specified below. Tenant and Landlord mutually agree that the RBP is defined based on the listed services below and variations of inclusions may exist due to property specifications and elections requested by Tenant. Tenant acknowledges and agrees that (1) all services listed below are part of the RBP, (2) are made at the Tenant's request and shall be effective for the Term of the Lease, and (3) shall terminate only upon termination of the Lease, or upon the renewal of the Lease without the inclusion of RBP.

1. HVAC Filter Delivery: The RBP shall include the provision and delivery of HVAC filters for the Tenant's home approximately every 90 days, or as required by your HVAC system. Tenant shall be solely responsible for the proper installation of the filter that is provided within two (2) days of receipt. Tenant hereby acknowledges that the filters will be dated and subject to inspection by the Landlord upon reasonable notice to verify replacement has been timely made. If at any time Tenant is unable to properly or timely install a filter, Tenant shall immediately notify the Landlord in writing. Due to potential damage caused to the HVAC system from failure to properly and timely replace the filter, Tenant's failure to properly and timely replace the filters shall be considered a material breach of the Lease and Landlord shall be entitled to exercise all rights and remedies it has against Tenant and Tenant shall be liable to Landlord for all damages to the property or HVAC system caused by Tenant's neglect or misuse. If at any time Tenant is unable to properly or timely install a filter, Tenant may notify Landlord in writing and Landlord shall arrange for installation and may charge a trip fee, or other fee, to Tenant to perform the filter change. Tenant acknowledges that if the property does not have an HVAC system, there will be no filter(s) provided and there is no discount to the overall Tenant cost of the package. Tenant acknowledges and agrees that the delayed receipt of HVAC filters, or inaccuracy of shipment, shall not cause a reduction or modification to the RBP Fee.

2. Resident Rewards: The RBP shall include access to a resident rewards program ("Rewards") designed for use by the Tenant. Rewards are solely accessible online and are

activated, and used, at Tenant's sole discretion through use of a mobile application provided by the Rewards provider. Rewards will provide Tenant with available rewards as a preferred customer of the Landlord. The Rewards shall be subject to Tenant's acceptance of the Rewards provider terms of use. Tenant acknowledges that the Rewards online platform may be inaccessible due to, but not limited to, scheduled outages, force majeure, internet failures, among other reasons. Tenant acknowledges and agrees that the inaccessibility of the Rewards for a period of less than thirty-one (31) days shall not cause a reduction or modification to the RBP Fee.

3. \$1M Identity Fraud Protection: Tenant has elected to be automatically enrolled in Identity Protection and agrees to Aura's Terms of Service and Privacy Policy with respect to the identity theft protection service provided as part of the RBP, which can be found at <https://my.aura.com/start/secondnature>.

4. Home Buying Assistance: Tenant acknowledges that Landlord is a Licensed Real Estate Agent and/or Broker and offers buyer representation services and referrals to Tenants enrolled in the RBP for the purchase of real property. Compensation and detail of such services shall be agreed upon in a separate agreement outside of this Lease.

5. On Demand Pest Control: Tenant has elected to be automatically enrolled in the following On Demand Pest Control service, pursuant to the terms and conditions provided under <https://pest.residentforms.com/resident-terms-of-service> and considered as part of the Lease: Pest Assurance Plus (cockroaches, bed bugs, fleas, ticks, weevils, and mites)

6. Credit Reporting: You now have the added benefit of having all payments processed and recorded with credit agencies. This will allow you to build good credit and show good payment history for lower interest rates, and better financing terms on purchases.

Taking Possession and moving in inspection

The management company will conduct the move in inspection PRIOR to your move in. This inspection will be shared with you on your online tenant portal. It is your responsibility to add any additional items onto the inspection within 48 hours of your lease start date. The purpose of the Move in Inspection is to document the condition of the premises before tenant(s) takes possession, **NOT** to create a punch list of repairs to be completed. Landlord will not repair any cosmetic or non-functional items such as carpet blemishes, chipped sinks, etc. nor do any interior or exterior painting or any other repairs unless specifically agreed to by the Landlord in writing from the application. Tenant may not rely on any verbal statement made by a management representative that such repairs will be made. Tenant taking possession of the premises shall be evidence that the premises is accepted "AS-IS" by the tenant. *You will have 2 days after move-in to make any additional notations on the inspection addendum. If the move-in Sheet is not received in our office within 2 days of moving in, you agree that there were no objectionable issues at move-in, and you will be responsible for any damages found*

at move-out. All move in and move out inspections including pictures will be shared with you on your portal.

Move in, move out and general inspections are done at 6 months and annually thereafter unless there is indication that more frequent inspections need to be made. Tenant will be given a 24-hour notice in advance. The reason for these inspections will be to check for plumbing leaks, check the status of smoke and carbon monoxide detectors, unauthorized pets, A/C and heating system filters that have not been changed, and to be aware of potential hazards and necessary maintenance items. Verification of compliance with all terms and conditions of the lease will also be noted. Any unacceptable condition will be considered a default of the Lease Agreement. Someone over the age of 18 must be on site at time of inspection. If the inspection is canceled within the 24-hour time period before the inspection, the tenant will be charged a missed appointment fee. All parties understand and agree that by signing this lease, tenant gives management company authority to take any pictures or video needed for inspections or marketing.

Additional Tenant Maintenance Responsibilities and Repairs for which you will be responsible for.

1. Replace all light bulbs
2. Replace heat and/or air conditioning filters quarterly, during use. (RBP terms)
3. Replace Smoke and Carbon Monoxide detector batteries twice a year, or as needed. It is recommended that Smoke & CO detector batteries are replaced in the Spring and Fall at Daylight Savings time changes.
4. Relight gas or furnace pilot lights (you can call your gas company first).
5. Hot Water heating elements if caused by an empty tank
6. Clogged drains and toilets due to foreign objects (hair & feminine products are foreign objects) Do NOT pour grease of any type in drains.
7. Broken or damaged disposal due to excessive or improper food stuffs being placed in them (or other non-food items)
8. Broken water pipes caused by freezing weather when winter guidelines are not followed.
9. Damage or extraordinary wear on floors, walls, ceilings due to smoking or any unusual or unreasonable use.
10. Broken or damaged sprinklers
11. Damage to fences, outside walls, shrubs, trees, plantings, yard.
12. Broken glass.
13. Damage due to unreported water leaks. Watch for any water on bath and kitchen floors and caulking that needs attention.
14. Damage to gutters, downspouts or overhangs and roofing due to tenant not keeping gutters and downspout clean and clear of trash, leaves, debris, etc.

Repairs will be handled as quickly as possible. Safety issues are addressed first. These include things like heat, hot water and plumbing leaks. Unusual, unnecessary requests will need to be approved by property owners prior to a work order being issued. Examples of repairs to be made by management at no expense to you: Repairs to heating systems from normal use, Replace heating units for water tanks from normal use, Repair leaking roofs, Replace/repair any part of plumbing which fails from normal use, Remove broken electrical components, Treat for termites. (You must notify us if there is a problem).

Conduct

Please note not everything goes according to plan. Things in life happens. However, there is no reason for anyone to yell, cuss, scream, threaten other people or the company staff. Behavior like that will not

be tolerated and will be considered a default in your lease. You will be given a 30-day notice to vacate the property at your own expense.

Disturbances, Noise and nuisance

Tenants and/or tenant guest(S) should conduct themselves in a way that will not offend or disturb neighbors or passersby. This includes extreme or excessive noise, loud or lewd music and vulgar or profane language. All parties understand and agree that by signing this lease the tenant acknowledges receiving and accepting all covenants, restrictions, and/or lead base paint pamphlets, via e mail, if any apply. General and Periodic Inspections

If applicable, parties understand and agree that tenants use of the swimming pool and playground equipment, will be at their own risk. Tenant and Owner/Landlord both waive any and all liability against Management Company.

Garbage & Recycling

You are required to use a waste management company for trash service. (Unless included in your lease.) Use appropriate containers, Set out at appropriate times. Do not accumulate trash in or around the home. Tenant must comply with HOA rules for trash cans.

Any of the above are considered violations and default of the lease. One written warning will be given. Further violations are cause for termination of the lease.

Parking/Vehicles

Park and/or driving in designated areas only, garage, carport, driveway, or street or on in clearly assigned spaces. Parking and/or driving in the yard, sidewalk or over drain fields and sprinkler lines is NOT permitted. Any parking and/or driving in the yard will be fined \$150.00 per incident. No vehicle repairs are allowed on the property. If your vehicle leaks fluid, place a protective pan under your vehicle. All vehicles on the premises must be maintained in good running order and have current registrations. ONLY the vehicles that were listed on the tenants application are to be on the property, unless there is express written consent for additional vehicles. Boats, travel trailers and motor homes must be in compliance with any Homeowners Rules, Regulations and Covenants for the property.

Condos and town homes frequently have guest parking spaces. These spaces are reserved for the use of guest and of all residents and are not to be used for tenant vehicles. Parking in "guest" spots is not authorized nor allowed. At no time can any commercial vehicle be parked at or on said property.

Guests

Guests staying more than 1 week will be considered tenants unless prior written permission is obtained. If it is found that there are unauthorized occupants in the property, the tenant will be fined \$175.00 and the rent will automatically increase 15% starting the next calendar month. You are responsible for the behavior of your Guests.

Pets

NO animals of any kind are allowed without written permission in the way of a pet addendum, as advance payment of the Pet Fee.

The Pet Fee is \$500 per pet, for the privilege of having a pet on the premises. This pet fee is nonrefundable, it is NOT a part of your deposit, nor will it be applied toward any damage caused by the pet. The Pet Fee is charged per pet, identified on the pet Addendum. Replacement pets will be charged a separate Pet Fee.

A rental insurance policy will be mandatory with Academy Properties and the property owner identified as being "Held Harmless" from any dog bite or other activity involving those dogs as identified as a member of the "vicious" breeds. These shall include:

Rottweiler's, Doberman Pinschers, Pit-bulls, Chow Chows and German Shepherds, but not limited too. Damages caused by pets are the sole responsibility of the tenant. The entire security deposit may be used to repair the damages. Any additional costs will be billed to you including the cost of carpet replacement damaged by pet and urine odors. Bringing a pet into your home without prior written approval is grounds of default in your lease and will see further action. If an unauthorized pet is found in or on the property, a \$500 fine will be assessed. If the pet is not permanently removed, a pet rent of \$500 per month will be assessed. If an unauthorized pet is found in or on a property which does not allow for pets, or particular pets, is grounds for eviction.

Smoking

There is NO smoking in or on the property at any time. At no time, or for any reason, will smoking be authorized in the home or garage areas. Smoking in the home will cause you to be charged beyond the security deposit in order to remove the smoke odor and nicotine staining. This may include but is not limited to additional carpet cleaning and deodorizing, professional drape and blind cleaning and washing and painting of walls and ceilings.

Antennas and Satellite Dishes

The installation of antennas and satellites dishes must have prior written permission of Academy Properties. No satellite dishes will be authorized to be attached to the siding or roof of the premises.

Combustible Fluids

No combustible fluids may be kept on the premises, except for use by lawn mowers and weed eaters (in small quantities). Any combustible Fluids must be kept in approved containers.

Utilities

Tenant is responsible for all utilities unless otherwise provided in the lease. Utilities should be put in the tenant's name within 2 days of signing the lease. Should the utilities not be transferred to the tenants name a \$200 fine will be incurred for each month that the utilities have not been transferred and the utilities charges will be paid from the tenants rent payment, before rent is applied. (This may result in late fees if rent is not paid in full before the 3rd day of the month.) Failure to keep utilities bills current may result in termination of the lease.

Illegal or Unauthorized Activities

Using the residence for illegal activities such as the manufacture or distribution of drugs and/or drug paraphernalia, manufacture or distribution of pornographic material and prostitution are considered grounds for immediate eviction. There are to be NO home operated businesses. Day Care operations will not be allowed due to homeowner liability issues, and zoning laws.

Open Burning

It is strictly prohibited to have open burning of yard waste, trash or any other items at any rental property. Portable or already existing fire pits are permitted for cooking purposes only. Portable fire pits may not be placed on grass, decks or within 15' of the house. There must be protective materials (bricks, concrete blocks, etc.) between the portable fire pit and the concrete patio.

Heat

It is the responsibility of the tenant to change the filter every three months during the lease term. Keep the area around the furnace free of all stored items – furnaces must have adequate ventilation to operate effectively. Do not store flammable materials in the vicinity of the furnace or water heater. Tenant must keep HVAC filter changed every three months. In the event there is a HVAC malfunction due to a dirty or clogged system or filters, tenant will be responsible for HVAC service due and/or damage. Dust can accumulate at furnace vents and well as vents throughout the property. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate more efficiently.

Smoke and CO Detectors

Smoke and Carbon Monoxide Detectors are in all homes. It is the responsibility of the tenant to ensure that the batteries are replaced twice a year. Should either detector signal a loss of power – it is the responsibility of the Tenant to replace the batteries. Failure of the Tenant to maintain the Smoke or Carbon Monoxide Detectors in the home, may: May result in Lease Termination, and will incur a Penalty of \$150.00 per occurrence. Neither Academy Properties nor the owner of the property will be held responsible for any injury (or death) caused to a tenant or their guest caused by the tenant's failure to maintain the Smoke and Carbon Monoxide Detectors in working order.

Extermination

Any pest control problems are to be reported within 3 days of move-in. Future pest infestations shall be the responsibility of the tenant. This includes ants, spiders, rodents, etc.

<https://pest.residentforms.com/resident-terms-of-service>

Paint or changes

Any changes to the house must be submitted to Academy Properties in writing, to include: Samples of Color, what is to be painted and name of licensed contractor to complete work. Changes must be approved PRIOR to any alterations. You will receive written confirmation, if approved. Any changes or alterations will be inspected after completion by the property manager and must be in compliance with manager's reasonable request. This inspection will be charge to the tenant, the cost is \$150.00.

Circuit Breakers

A circuit breaker may appear on even if it is shut off. If you have a partial power outage in the home, check the breakers. Flip the breaker completely off, then back on. Bathroom, kitchen, garage, and outdoor outlets are probably on a GFCI. If you lose power near a water source, it is usually due to a tripped GFCI. These are located near the water source (bathrooms and kitchen, or in the garage). Push the reset button and test the plug-in question again. Lawns and Exterior Grounds

You will be required to care for the lawn and grounds and keep them in as good (or better) a condition as when you moved in. Watering, mowing, fertilizing, trimming, and weeding are to be done as needed to maintain the yard and grounds. Keep shrub growth away from siding, roof, and fascia. Report to Academy Properties any tree growth over the roof or around the fireplace and chimney. DO NOT leave water hoses connected to the outdoor faucets with the water turned on when not in use. Disconnect water hoses from spigots during the winter freeze months. You will need to rake, remove all leaves from property. It is the responsibility of the tenant to make sure that the gutters and downspout are clean and kept clean for the full term of the lease. Gutters must be cleaned at time of move out. If there is damage due to tenant not maintaining gutters and downspouts, tenant will be responsible for cost of repairs.

Light Bulbs

At move-in all fixtures will have the proper bulbs in place. Tenant is responsible for all bulb changes during occupancy. Tenant shall not use higher wattage bulbs than recommended to prevent fires. At move-out, all fixtures must have the correct number of bulbs with the correct wattage. Decorative bulbs must match. Any missing or blown bulbs at move out will be charged \$5.00 per bulb to replace.

Plumbing & Septic Systems

Damage or stoppage after 5 days of occupancy will be the responsibility of the tenant unless it is a mechanical failure. Throw nothing into the plumbing system other than what it was designed for. Any back-ups in the system will be the responsibility of the tenant unless it is a fault of construction.

Waterbeds & Aquariums

There are to be NO fish-tanks, Aquariums, or waterbeds in the property. Hanging Pictures

The use of “Miracle Hooks” is recommended. You may hang pictures on the walls, however, do not use molly bolts. Do fill holes with spackle or another compound when you vacate. DO NOT paint spots where holes or pictures were hanging. This leaves freckles on the walls. A charge may be assessed for extreme numbers or extra-large holes due to molly bolts or wall anchors.

Broken Doors, Windows & Screens

These items are generally due to negligence and are the sole responsibility of the tenant. Please consult Academy Properties for repairs.

Vacations

Please notify us if you will be gone for an extended period so we can drive-by the home during your absence. Notify a friend or neighbor of how to reach us in case of an emergency.

Homeowners Association

If the premises are subject to a Homeowners Association (HOA), any warnings, fines, etc. assessed against to landlord and/or owner by HOA for rule violations or misconduct by tenant shall be considered additional rent which tenants shall pay upon notice with the next calendar month rent.

Stoves

Oven or Broiler not working? Check the timer settings on the control panel. Make sure it is not set to “Timed-Bake”. DO NOT use oven cleaner on self-cleaning or continuous cleaning ovens. Do NOT use iron on glass top stoves.

Dishwashers

Use at least 1x per week to prevent the seals from drying out. To clean or remove mildew smells, run a wash cycle using a cup of “Tang” or vinegar. Be sure to empty the filter if one is present.

Garbage Disposals

Not working? Check for the re-set button on the bottom of the unit. Check the circuit breaker. Always have water running into the disposal during use, (5 seconds before and after use). May be un-jammed by turning the blades backwards with a wooden spoon handle (do not use your hands). If this doesn’t work, place a work order on your portal for service. Do not use for bones, grease, onion skins, potato skins, celery. Do not overload. To help keep clean, freeze lemon juice and place two cubes of lemon ice in the unit and run water, then cut on unit. Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 5-10 seconds before and after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage. Disposals are designed to grind up organic items only. Exceptions include banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal. Always be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. Problems caused by users are the tenant's responsibility.

Washer/Dryers and Hook-Ups

Check hoses and washers when you are installing your units. IF there is a leak due to the installation of the washer/dryer, all repairs will be the tenant’s responsibility. When on vacation, turn the water off to your washer. Check wall and floor frequently for evidence of a hidden leak. Clean your dryer vent after each use. The dryer vent hose may also get clogged and needs to be checked periodically.

POWER, FURNACE & HOT WATER HEATER OUTAGES

If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, chances are the power company already knows about it, but you can try calling them to report it. If the power is only out in your house/unit, check the circuit breaker box. One or more circuits may be tripped, and you may see the switches in the off position. If no switch is **off**, turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem, call Academy Properties 678-3335333 .If either your furnace or water heater is not working, contact the gas company to have them check it out and/or relight the pilot. If there are additional problems, they will inform you as to what needs to be repaired. Call Academy Properties with the information they provide you.

Drains

Avoid letting food, hair, and excess soap get down the drains. Clogged drains caused by hair, grease and soap are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine. An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up. Hardware stores carry hair catchers, to place in sink and tub drains that significantly help keep drains free of hair.

Refrigerator coils / drip pans

Keep coils on refrigerators (especially sub-zeros) free of dust. Coils need free air flowing around them to operate efficiently. Failure to keep coils clean may cause the appliance motor to burn out. The replacement of a burned out motor due to dirty coils may be the tenant's responsibility. Some refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

Fireplaces

Please burn only hardwoods in the fireplaces and wood stoves to minimize the build-up of creosote, etc. in the chimney. Creosote build-up is a fire hazard. Be sure a fireplace screen is in place when a fire is burning to prevent hot ashes from burning the floor or floor coverings. Oven racks and pans

The easiest way to clean oven racks and pans is to put them in a heavy duty garbage bag (do this outdoors), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks & pans and the grease will wipe off with very little effort.

Plumbing fixtures

NEVER use abrasives on brass or gold fixtures. It is best to wipe fixtures clean after each use. If brass needs to be polished, please use a product specifically designed for use on brass. Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger nearby. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.

Water damage

Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors. Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage.

Sliding glass doors, screen doors and shower tracks

It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Rolling over dirt, leaves and pine needles that frequently accumulate in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks. Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms. In order to retard the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out time!

Mildew

Bleach is the best product for removing mildew that forms around the edges of showers, tubs, on tile walls, around metal windows, and anywhere there is moisture. The easiest way to remove mold is to cut paper towels in half and fold them into one-inch strips. Dip each strip into the bleach bottle and hold your finger against it as you draw it out. Lay the bleach-soaked strips directly on the mold and leave them there for several hours. It works like magic. Remember to use rubber gloves, and air out affected rooms. Mildew is mostly in area where there is water. If the maintenance call is for mildew in bathrooms, kitchen, etc and is find to be a tenant issue, tenant will be responsible for maintenance charge.

House plants

Be sure drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

Kitchen counters

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Ceramic tile Molded tub and shower walls

Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and molded fixtures. Never use scrubbing cleansers like comet or ajax on molded fixtures, as these products will permanently scratch the surfaces.

Mini blinds

When cleaning mini blinds, don't soak them . The finish may bubble and peel. Spray them with a mild soap & water solution and wipe them. Walmart has a spray cleaner that is inexpensive and easy to use. Weekly dusting or wiping can save a lot of work later. Any broken or bent blinds will be a move out charge to the tenant.

Wood decks / porches

Potted plants and flowers add beauty and appeal to a property. If you have planters or pots, please put feet under them so that they are raised up off the deck a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the deck. Hardwood floors

Never use a mop for cleaning or applying oil. Use a soft cloth only. It is best to sweep and dust regularly. Kitchen areas only: once every 3 months clean floors with a small amount of vinegar in water. Periodically clean floors with Murphy oil following the directions on the label. Use throw rugs in front of the sink and the stove to protect these areas from water and grease. Marble and granite **Never** use any acidic or abrasive cleaning products. It is best to use warm water and a sponge with a small amount of dish washing liquid such as Dawn or Joy. Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will **permanently stain** the marble.

Fireplaces and Wood Stoves

Be safe when burning. DO NOT burn cardboard, holiday wrapping, plastic or garbage. DO burn properly aged and dry firewood. Using wet or green firewood builds up creosote which will cause chimney fires. Most fireplaces have dampers. Ensure the damper is open before starting a fire and close only when the fire is completely out. When cleaning out ash, use only non-combustible containers and

ensure that the ash is cold. Be sure to take any ash containers outside and place away from the house.

Locked Out?

If you are locked out of your home during business hours (Monday – Friday, 9:00am – 5:00 pm) you may come to the office and get a key from Academy Properties, the cost of this key is \$10.00. If you are locked out at other times, or want new keys, please call a locksmith to open the home for you. You will need to provide Academy Properties with a key. All homes are re-keyed for each new tenant. Renters

Insurance

Insurance is not mandatory. Insurance needs be kept current while you reside in your rental. Neither Academy Properties nor the Owner of the property is responsible for damage or loss of your personal property. Insurance needs to include liability coverage for damage to the residence of \$300,000 and add Academy Properties and the property owner as added insured (holding them harmless in any incident involving the pet or water damage to the property or persons on property) Winterizing requirements

When temperatures fall below 32 degrees, the following precautions must be taken to prevent freezing pipes. DO disconnect all hoses from spigots and hose bibs. DO leave cabinet doors under sinks open overnight (if they are on an outside wall). DO leave faucets that are located on an outside wall dripping overnight so they do not freeze. DO make arrangements with friends and neighbors or your Property Manager if you are going to be gone during winter months. Do leave your heat on even if you will be gone an extended time over the winter months. This should be a minimum of 60-65 degrees. NOTE: The cost to repair frozen pipes that break due to failure to follow these guidelines will be billed to you.

Routine Maintenance & Repairs

You are required to put all maintenance requests **in writing** by submitting them online through the tenant portal or via email to repairs@academyproperties.ws. Repairs will be handled as quickly as possible. Safety issues are addressed first. These include things like heat, hot water and plumbing leaks. Be specific about the problem, include model numbers for appliances, which room has the problem, when the problem exists, ALL repairs must include pictures. You MUST report all system breakdowns and defects. You must include a phone number so that our maintenance vendors will be able to contact you to schedule the repair.

ALL repairs must be authorized by Academy Properties, even if you wish to make the repair yourself. If you are not contacted by a repair company within 48 hours of your written work request, please call the office and let us know. We will follow-up with the Vendor and if necessary, we will reassign the call to another vendor. You will be charged for all repairs due to misuse or neglect. A charge will be assessed to the tenant for service calls if you fail to keep an appointment with a repair company. Charges will also be assessed for calls which involve a tripped circuit breaker or if a power switch is turned off.

DO NOT HIRE REPAIR PEOPLE ON YOUR OWN. YOU WILL BE RESPONSIBLE FOR THE BILL IF YOU DO.

How to submit your maintenance requests **easily.**

We understand that maintenance issues happen, and we want to make sure you're quickly taken care of. For your convenience, you'll have free access to our easy-to-use digital maintenance app, **Property Meld**, to submit maintenance requests.



ⓘ Residents are **required** to use Property Meld to request maintenance to their unit.

Getting Started

Create a Property Meld account by accepting the invitation we sent to your email address on file. Click **Confirm Your Information** to register.



Scan this code with your phone to submit a maintenance request.



How to Submit a Maintenance Request

- 1 Login to your Property Meld account by visiting app.propertymeld.com or your property management company's website.
- 2 Click **Meld Requests** and choose **New Meld**.
- 3 Enter your maintenance request information and click **Create**.
- 4 Choose up to five time slots of availability for the repair to be fixed.



An emergency is when danger is present, or property damage has occurred or is about to occur. FIRE emergency, please call 911 first, then call us. GAS LEAK, please call your GAS COMPANY first, then call us. Please obtain a copy of the official report and provide it to our office. During evenings, weekends and holidays – emergency calls will be considered if they are: No Heat, (If exterior temp is below 50 degrees), No Conditioned air, (If exterior temp is above 95 degrees), No Water, Plumbing & Water Leaks Please contact us by the emergency numbers provided. **TAKE ACTION:**

If a serious leak, it is your responsibility to stop the water source. If electrical, turn off the breaker involved. In cases of “other emergencies”, please contact the Maintenance Coordinator or call the after hours emergency number. Please do not abuse the emergency system with other types of calls.

Emergency Maintenance Requests may be submitted by calling ... 678-333-5333

Giving Possession and moving out.

Put it in Writing

Give notice prior to the next rent due date, as required by your lease. This notice can be submitted via your tenant portal or email, or in person delivered to our drop box. This will allow a full 60-day notice to Academy Properties than you do not intend to renew your lease. Keys are to be turned in by 5:00 pm on the day you gave notice to vacate. If keys are not turned in, your rent and/or holdover charge will continue to be charged until they are returned. Garage door openers are to be returned to the office of Academy Properties. They are NOT to be left in the home. Garage Door Openers that are not returned shall be charged at a cost of \$100 per remote, for replacements. Please note we do NOT prorate last month's rent. Last month's rent must be paid in full. **Move-out inspections**

WE LIKE TO RETURN SECURITY DEPOSITS! Please help us return yours Follow the specific cleaning requirements exactly and thoroughly. There is a “Moveout.

Checklist” attached and terms stated within. Academy Properties will complete the Move Out Inspection within 3 working days after your move-out. Carpets must to professionally cleaned by a company with a truck mounted steam equipment. Any cleaning not completed by you will be completed and will be charged against your security deposit. If no invoice is provided, then a minimum fee of \$250 is to be charged and a maximum fee of \$450, is to be charged for homes over 2,500 square foot, as per tax records square foot size recorded, or as interpreted by Management. Damages to the home will be charged to your security deposit. There shall be a Maintenance Administrative Charge of 15% or \$100.00 per work order, whichever is greater. Also, a re-inspection fee of \$150.00 if tenant completes repairs. Any costs not covered by your security deposit will be billed to you.

Unpaid costs not paid by you within 15 days, will be sent to collections and show on your credit report. The Security Deposit may NOT be used as the last month's rent. A Security Deposit Disposition will be mailed to you within 30 **days**, after you **turn in the keys** . Follow the requirements for a full return of your security deposit:

1. Completed the full term of your lease.
2. Provide a full 60 days ‘Notice to Vacate’ as stated. (No prorating of days or rent for last month).
3. Leave the premises in a clean and undamaged condition.
4. Have all trash, debris, rubbish, and other personal property removed from the property.
5. Pay all charges and rents due on your account.
6. Provide a forwarding address.

7. Tenant shall have all carpets professionally cleaned, just prior to move out and must provide an invoice from company that cleaned the carpets. If no invoice is provided, then a minimum fee of \$250 is to be charged and a maximum fee of \$450, is to be charged for homes over 2,500 square foot, as per tax records square foot size recorded, or as interpreted by Management.
8. All utilities MUST stay on for three days after you give possession. Utilities must be on for your final move out inspection, and it takes too long to transfer back to owner for inspection.
9. There will be a charge to the tenant for certified mail for the return of the move out inspection, deposit return and/or final paperwork at move out.

NOTE: Your final utility bills may be deducted from your security deposit, as in many areas, utility bills are a lien-able charge.

Renewal your lease

Lease to be extended on a month-to-month basis with a rent increase of 15% of the current rental rate. All other terms of the existing Lease remain the same. The term of the Lease will terminate at the end of each month and automatically renew for another month unless terminated in accordance with this section. All other terms of the existing Lease remain the same for each month renewed by the parties. Thereafter, Tenant may terminate this Lease upon 60 days' notice to Landlord and Landlord may terminate this Lease upon sixty (60) days' notice to Tenant. The parties agree that such an extension does not create a tenancy-at-will and Tenant waives any rights associated with a tenancy-at-will including, but not limited to the right to terminate the Lease upon 30 days' notice. All notices must be given by the first of given month.

Terminating the lease

There is NO early termination clause in the lease. However, if you choose to leave, you will be charged as follows:

Rents are based on a full-term occupancy. Should you vacate before the full lease term has expired, you will be responsible for all rents, all late fees, maintenance fees and/or security deposit incentive you received at move-in for the full term of the lease. Tenant will also be charge with a one-month marketing fee paid to Academy Properties for termination. Failure to pay all costs associated with your lease will result in collections.

I have authorized Academy Properties, (Management) and its contractors to obtain my credit report, to verify my income, current and past employment, to contact my current and past landlords to verify my rental history. All done in order to verify the information I have given in the application. I also authorize Management to report to Credit Service Organizations any information relevant to my unsatisfied obligation. I hereby authorize.

Management to share the information on my application, lease and all needed information, which will include but is not limited to the Credit Report, Social Security Number(s), Birthday(s) and related verified data to anyone Management feels is part of the qualifying process and/or process of collections of any monies due per the lease and/or damage of the property which will include but not limited to the owner of the property. I acknowledge that the application and/or lease and all information is property of Management.

Tenant understands that a break-in is not a reason to terminate the lease. Tenant must take responsibility and action to cure all damaged glass in or on the property. The only exception is if the property is broken into and in that event, Tenant will provide a Police Report with a case number, with a request for the repair.

Purchasing a Home

Should you decide to purchase a home using the services of Academy Properties, and it is the current home you are living in, you waive any move out inspection, etc normally completed at time of move out.

Military Clause

If you are currently serving in the United States Military, we would like to “Thank You” for your service. We are proud to include many military families among our tenants. We understand that in some cases, you may not receive your orders in a timely manner. However, please email our office and let us know that you are expecting orders and we will try to work with you. To trigger the Military Clause, you must: Provide a minimum 30 days’ notice to Vacate, due by the rental due date. Provide a copy of your Official military orders. Receiving notice that military housing is available, does not qualify to activate the Military Clause.

BY SIGNING THE FRONT PAGE OF THIS TENANT HANDBOOK, TENANT UNDERSTANDS AND AGREES TO ALL TERMS.