



**«For all your property management needs»**

## **TENANT MANUAL**

**1075 Fairburn Road, Suite 109**

**Atlanta, GA 30331**

**404-593-0399**

**[www.AmproPropertymanagement.com](http://www.AmproPropertymanagement.com)**

# TENANT MANUAL

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## **AMPRO Welcomes You**

AMPRO Property Management welcomes you as a new resident. AMPRO is an abbreviation used in lieu of the full company name, AMPRO Property Management and is used throughout this Manual.

To achieve a successful tenant/management relationship, we prepared the AMPRO Tenant Manual to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. AMPRO wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained AMPRO Property Management (AMPRO) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact AMPRO when you need assistance and we have listed how on pages 5 and 6.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. AMPRO is here to help you.

**We wish you a successful and enjoyable tenancy in your new residence.**

## Tenant Communication

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting AMPRO know what you need.

Use the telephone, email, the AMPRO website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember AMPRO is here to help you

### Telephone calls during office hours

During office hours, listed on page 6, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. If you get our voice mail system, leave a message with your name, phone number and the property address. A staff member will return your call.

### After hours calls

Of course, the voice mail system will take all messages after hours (please refer to the hours on the next page).

### Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the AMPRO voice mail system during office hours, or after the office is closed, choose the emergency option and we will be paged

### Maintenance requests

Please remember that all Maintenance Requests must be in writing, unless it is an emergency. This is in your rental agreement. You can access a work order online at the AMPRO website, [www.AmproPropertyManagement.com](http://www.AmproPropertyManagement.com), at the AMPRO office, and in this tenant manual.

### Change of information

It is important that you notify AMPRO of any changes in telephone, fax, cell numbers, or email. An information change form is located in this manual as well.

### Email

Email is a great way to communicate. Please contact us at [info@www.AmproPropertyManagement.com](mailto:info@www.AmproPropertyManagement.com)

### Website

The AMPRO website, [www.AmproPropertyManagement.com](http://www.AmproPropertyManagement.com), contains important information for tenants. You may submit maintenance requests from the home page of the AMPRO website. You may download a copy of this tenant Handbook as well as other forms that will be helpful to you. You can also send emails to AMPRO directly from the website under the “**contact us**” page.

### AMPRO Office

AMPRO has an agreement to use the office of Better Homes & Garden Metro Brokers Real Estate located at 1075 Fairburn Road for meeting with tenants and owners by appointment. Metro Brokers office is open business days from 9:00 am to 5:00 pm. The receptionist receives checks, contracts, keys and other items for us. Please call us and set an appointment before attempting to meet us at the office.

## General Office Information

<b>Address information</b>	
Mailing Address	<b>P.O. Box 412</b>
	<b>Atlanta, GA 30291</b>
Street Address	<b>1075 Fairburn Road, Suite 109</b>
	<b>Atlanta, GA 30331</b>
Managing Director	Marcia Clemendor
<b>Telephone</b>	
Business #	<b>404-593-0399</b>
FAX #	<b>770-997-0225</b>
<b>Internet</b>	
Email	<b>Info@www.AmproPropertyManagement.com</b>
Website	<b>www.AmproPropertyManagement.com</b>
<b>Office Hours</b>	
Monday – Friday AM	<b>9 - 12</b>
Monday – Friday PM	<b>1 - 5</b>
Saturday	By appointment only
Sunday	<b>Closed</b>
Holidays	<b>Closed</b>
<b>Emergency information</b>	
	Call <b>404-593-0399</b>

## **MOVING IN**

### **Utility companies**

It is your responsibility to have utilities turned on in your name on the first day of your Lease. AMPRO cancels the utilities in the owner's name on the first day of your Lease. To avoid discontinuation of 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 metro area utility providers is included below.

<b>Electric Companies/Gas Companies</b>		
<b>Cobb County</b>	<b>Cobb EMC</b>	<b>(770) 429-2100</b>
<b>Atlanta Metro &amp; Fulton</b>	<b>GA Power</b>	<b>(888) 660-5890</b>
<b>Marietta</b>	<b>Marietta Power</b>	<b>(770) 794-5150</b>
<b>Atlanta Metro</b>	<b>GA Natural Gas</b>	<b>(770) 850-6200</b>
<b>Atlanta</b>	<b>Atlanta Gas Light</b>	<b>(404) 584-4000</b>

<b>Atlanta Metro</b>	<b>Scana Energy</b>	<b>(877) 467-2262</b>
<b>Water Companies</b>		
<b>Fulton (north)</b>	<b>North Fulton Water Company</b>	<b>(770) 640-3040</b>
<b>Fulton (south) &amp; Atlanta</b>	<b>Watershed Management</b>	<b>(404) 658-6500</b>
<b>DeKalb</b>	<b>DeKalb Water</b>	<b>(404) 378-4475</b>
<b>Garbage/Refuse Service</b>		
<b>Decatur</b>	<b>Decatur City Public Works</b>	<b>(404) 377-5571</b>
<b>Atlanta</b>	<b>City of Atlanta Public Works</b>	<b>(404) 330-6240</b>
<b>Fulton County</b>	<b>Waste Industries</b>	<b>(770) 474-9273</b>
<b>Cable Companies</b>		
<b>Atlanta Metro</b>	<b>AT&amp;T</b>	<b>(888) 824-8101</b>
<b>Atlanta Metro</b>	<b>Comcast</b>	<b>(800) COMCAST</b>

## Move-in inspection

A move-in inspection form is included with your Lease as Exhibit A. A copy of the move-in inspection form is also available for download on the Tenants page on the AMPRO website. The purpose of the move-in inspection form is for you to document any damage to the property for which you do not wish to be held financially responsible at move-out. According to your Lease, you have three business days from date the Lease begins to return this form to AMPRO. If you do not return the filled-out and signed form to AMPRO within three business days, then the existing form in the Lease (i.e., the blank one, showing no damages) shall become binding.

## RENT PAYMENT

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 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. Give AMPRO the pleasure of being able to provide a good reference for you when you vacate the property.

### Rent is due on the first, late on the sixth

Rent is due on the first of each month and late if not received by the fifth. If we receive your rent payment after the fifth of the month, you must include a late fee equal to 10% of the rent. **Please note that it does not matter what date the check was mailed; rent is considered paid when we receive**

**it, not when you mailed it.** If you know that you will have a delay or problem paying by the due date, contact AMPRO immediately.

Make your rent payable to Ampro Property Management and be sure that your name and address of your residence is clearly printed on your check or money order

AMPRO receives rental payments by:

- US mail

- AMPRO property Management  
P.O. Box 412  
Atlanta, GA 30291
- In the AMPRO office
  - 1075 Fairburn Road, Suite 109  
Atlanta, GA 30331
- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the AMPRO bank, saving you time.

AMPRO does NOT accept rental payments in:

- Cash
- Rolled coin
- Credit cards
- Debit cards
- Post-dated checks

## **What will happen if you do not pay the rent**

At AMPRO, we take our responsibilities seriously and expect our tenants to do the same. AMPRO's job is to ensure that our tenants get what they pay for, namely a well-maintained property. The tenant's job is to live in the property peacefully, care for it properly, and pay the rent when it is due.

When rent is not paid, here are the steps AMPRO will take:

1. On the 6th day of the month AMPRO sends letter by first class mail and email attachment to all tenants whose rent has not been received. This letter notifies the tenant that rent has not been received and that a 10% late fee is due with the rent for that month. The letter requests the tenant to either pay the money owed or move out. The letter also states that AMPRO will file a dispossessory warrant at the county courthouse if rent is not received within three business days. This is technically called a "demand letter" and is the first step in the eviction process.
2. Three business days later, if the rent has not been received, AMPRO will file a dispossessory warrant at the county courthouse. At this point, in accordance with the terms of the Lease, a \$250 fee is added to the rent, which covers our expense for filing at the courthouse. A few days after we file, the county Marshall will visit the property and serve the dispossessory warrant. If the tenant is not at home the Marshall will serve the warrant by "tack and mail" (the warrant will be attached to the door and a copy placed in first class mail).
3. After a dispossessory has been filed, in most cases the tenant may get current by paying the rent plus a 10% late fee plus the \$250 dispossessory fee in certified funds (plus any other court costs or fees that may have accrued) and AMPRO will simply have the dispossessory dismissed. If AMPRO does not receive these funds, however, then a court date will follow and the eviction process will proceed.

AMPRO takes no pleasure in evicting any tenant. It is a fundamental truth, however, that you really do have to "pay to stay."



Please note that once a dispossessory warrant has been filed, AMPRO cannot stop the county Marshal from serving it. For example, if AMPRO files a dispossessory warrant on the 6<sup>th</sup> day of the month and we receive rent on the 7<sup>th</sup> day of the month, we will cancel the dispossessory warrant, but the Marshal will still serve it. If you have brought your account current you may disregard the Marshal's warrant but AMPRO cannot prevent the Marshal from serving it.

### **Maintenance reimbursement**

Your lease prohibits you from altering, repairing, modifying, or improving the property in any way, including painting, without prior written authorization from AMPRO. Generally, AMPRO assigns a vendor to perform work you request in your residence. However, if you have contacted AMPRO and requested to perform the maintenance yourself and AMPRO has agreed in writing to authorize the repair and reimburse you:

- Pay the bill and send the receipt to AMPRO. AMPRO will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

**AMPRO will not reimburse any tenant repairs that are not authorized in advance in writing.**

## **Care of the Property**

### **Getting to know your residence**

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 the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you 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, contact your AMPRO management team for help.

## **Maintenance**

### **How to submit maintenance requests**

All maintenance requests must be in writing. The easiest way to log a maintenance request is to use the online maintenance request form at the AMPRO website, [www.AmproPropertyManagement.com](http://www.AmproPropertyManagement.com). There is a link to the maintenance request form on the home page. You may also mail or FAX a maintenance request to us. A PDF form for this purpose may be downloaded from the AMPRO website on the Tenants page.

- In the AMPRO maintenance request form we ask you to specify whether you want the vendor to contact you for an appointment or for the AMPRO office to give a key to your unit to the vendor.
- If you choose to meet the vendor, it is your responsibility to accommodate the vendor's schedule.
- If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee. Therefore, be certain to call the vendor with whom you made the appointment with as much notice as soon as possible if you are unable to keep an appointment.
- If you do not hear from a vendor or repair person within 5 – 7 business days, call the AMPRO office and inform us that a vendor has not contacted you.
- An AMPRO staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call AMPRO and state that you had a recent repair but there is still a problem.

Please understand that AMPRO manages many single-family homes spread out over a wide area. Our response time for repairs is very different than the response time a multi-family apartment complex might offer. An apartment complex has the advantage of an on-site maintenance crew that may be available for immediate service. All their air conditioners, furnaces, dishwashers and other appliances are probably the exact same model and they may well have spare parts stockpiled for them. In contrast, AMPRO's managed homes are all over the metro area. A vendor or employee has to drive over to the property by appointment to respond to each maintenance request. No two of our homes have the same appliances as any other. If you report that your air conditioner has failed on the hottest day of the year every HVAC vendor in the city will be backed up and it may take several days for a technician to get to your home. Once on site, the technician will diagnose the problem and may need to order parts. These parts may take several more days to be delivered. The total response time in such a case can be seven to ten days even for repairs which are expedited as soon as possible.

### **What is an Emergency?**

An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, major tree fall on the property etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the AMPRO office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the AMPRO office, **404-593-0399**
- An emergency is NOT heat, but AMPRO recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

### **Tenant alterations are prohibited**

Tenants are not permitted to make repairs, alterations, modifications or improvements, including painting. If you wish to have the walls painted a different color, for example, submit a maintenance request. AMPRO will contact the owner and if the owner agrees we will hire professional painters to

paint the unit and bill you for the work. You will also be responsible to pay for the walls to be painted their original color after you move out. For an upgrade, such as the installation of security lights, if we can obtain the owner's approval we will install the lights and bill you for the expense. Tenants may not improve, modify, alter, or repair the home without Landlord's prior written permission.

## **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, hair, 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, cigarette butts, 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.

## **Tenant Maintenance responsibilities**

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. AMPRO provided you with an easy to use maintenance request feature on the AMPRO website where you can email or download the form. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to Exhibit B of your Lease, Maintenance Exhibit, for more details on the list below):

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Reporting non-functioning smoke alarms immediately if fresh batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your Lease.
- Landscape watering unless watering is restricted by local or state ordinance
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an home owner's association
- Disposal of all garbage 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 of 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

## **Preventative cleaning tips**

Cleaning tips were included in the maintenance exhibit with your lease agreement. Here are more tips:

Cleaning is easier when you use a “preventative approach.”

- 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 hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and 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 the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

## **Additional cleaning tips**

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products

- Air freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
  - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
  - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:

- When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
- Spray glass and wipe with a clean paper towel.
- Dishwasher:
  - Empty the dishwasher, pour in a ¼ cup of vinegar, and run the dishwasher again.
  - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
  - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
  - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
  - Vacuum the carpet if the stain is dry.
  - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
  - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
  - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
  - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

## **Energy saving 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 AMPRO as soon as possible
  - Report water dripping under sinks
  - Running toilets are big water wasters
  - Report malfunctioning sprinklers
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.

- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the 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.
- Counsel all children on how to prevent wasting water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running. 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 often and with the right size, at a minimum of every three months, monthly if you smoke. 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 more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the AMPRO office.
- 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 please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

## **Renters insurance**

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they do not cover the contents or possessions of the resident. Therefore, it is very important for you to have adequate insurance coverage for your contents.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.** If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

## Safety Tips

The safety of you and your family is important to AMPRO 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 AMPRO.
- 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 AMPRO immediately.
- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit. Notify AMPRO immediately if any smoke alarm is inoperable even with new batteries. Never remove smoke alarms.
- Do not allow children to leave toys on walkways and sidewalks.
- 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 AMPRO how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence, AMPRO 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.

## Frequently asked questions

AMPRO has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the 6<sup>th</sup> of the month?*

- As outlined in this Handbook before, the rent is due on the 1<sup>st</sup> and late if not received by the 5<sup>th</sup> of the month. Once the 5<sup>th</sup> of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. AMPRO serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

*Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

*Can I paint the walls a different color?*

- No. Painting the walls is prohibited in your lease. You may however, request that the walls be painted a different color. Once AMPRO has obtained the owner’s permission, we will send a professional painter to paint the walls and bill you for the work. You must also agree to pay to have the walls returned to their original color after you vacate.



*Can I repair or modify the property myself?*

- No. Altering, improving, repairing or modifying the property is prohibited in your lease. Make a maintenance request if repairs are needed. If you wish to have the property modified or upgraded, submit a request in writing and AMPRO will request the permission of the owner. If approved AMPRO will complete the work with our vendors and bill you for the cost.

*Can I install extra telephone lines?*

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify AMPRO and obtain written permission to install the lines.

*Can I have a satellite dish?*

- Yes, you can have a satellite dish. However, you must submit a request to AMPRO and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call the AMPRO office for details.

*I did not have a pet when I moved in; can I have a pet now?*

- Notify your AMPRO management team of your request for a pet. Do not move a pet into the property without permission. AMPRO will contact the owner and submit your request. If the owner does allow a pet, a non-refundable pet fee will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

*What happens if I want another pet?*

- Notify your AMPRO management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, a non-refundable pet deposit will be required and a pet agreement signed.

*My roommate wants to move, but I want to stay. What do I do now?*

- Contact the AMPRO office. AMPRO will need documentation from you to show you can support the property by yourself. If you are approved to remain in the property without the financial support of the departing roommate, AMPRO will draft an amendment that releases the departing roommate. AMPRO 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.

*I want to add a roommate, now what do I do?*

- The prospective roommate will have to submit an application and AMPRO must approve the person PRIOR to them moving into the property. Have the roommate make complete application via the AMPRO website including payment of an application fee. If AMPRO denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new lease agreements.

*Why do 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, AMPRO will contact you to set a date and time.

## WHEN IT IS TIME TO MOVE

### Giving notice to vacate

Eventually, you will move, and we want you to be prepared when this is necessary. AMPRO tenants are required to give a minimum **30 days** written notice as of the last day of a calendar month prior to moving. We have provided a “Notice to Vacate” that is included in your information package. This form may also be downloaded from the AMPRO website on the Tenants page.

Before giving notice:

- Check 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 AMPRO receives the notice is the date the notice begins.**
- Notices must be in writing. Your “Notice to Vacate” must have your signature on it.
- AMPRO accept notices by email as a scanned file with your signature affixed, by fax or by U.S. postal mail.

### 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 an AMPRO representative on or before the move-out date. **DO NOT LEAVE** the keys in the property.

### Early termination

If you choose early termination, in addition to the requirements of non-renewal above, you must also pay an early termination fee equal to two (2) month’s rent on or before the move-out date. If you choose early termination, comply with all the requirements for it, and move out of the property leaving a zero balance, AMPRO will give you a good tenant reference.

### Default – liquidated damages

If you move out of the property without complying with the requirements for non-renewal or early termination, then you have defaulted on your lease and Exhibit D, Liquidated Damages, will apply. In this case, you will owe rent through the notice period (30 days as of the last day of a calendar month) plus two month’s rent in liquidated damages plus any other balance that may be owed on your move-out statement. If you do not timely pay this amount in full, you will be given a negative rental reference, your account will be placed with a collection agency and your credit will be marked.

### Setting up your move out appointment

- Contact the AMPRO office to schedule a move-out appointment..
- AMPRO only performs move out appointments during weekdays, **9 am to 6 pm.**

- It is the responsibility of the resident to deliver all keys and openers to AMPRO, either at the move out appointment or delivery to the AMPRO office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.

### **Showings to prospective tenants during the notice period**

According to the Lease, AMPRO may show the property to prospective tenants after either AMPRO or the tenant has given notice to vacate. During the notice period AMPRO will place a yard sign in the lawn and a lock-box on the door. The property may be shown by AMPRO staff or by licensed Georgia real estate agents. When either an AMPRO staff member 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 your AMPRO management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

#### **All rooms**

- Remove all nails, tacks anchors and window covering hangers.
- Clean baseboards and corners being careful to remove all dust and cobwebs. This includes vinyl or tile floors, windows inside, window sills and door casings, mini-blinds, and light fixtures.
- Clean shelves in closets and remove all hangers and shelf lining.
- Clean out fireplace (if applicable)
- Carpet is to be professionally cleaned. Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call AMPRO for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of AMPRO, and a receipt is required during the walk through inspection.

#### **Kitchen**

- Clean oven, oven walls and grills, broiler pan, storage space, and exterior of stove including drip pans.
- Clean vent hood including the filter.
- Wipe kitchen cabinets inside and outside and removing all liners in cabinet and draws.
- Clean refrigerator including bins, walls, and containers. Be sure to defrost and remove all water. Clean behind, on top and underneath where possible. Unplug and leave door open.
- Clean sink and countertop.
- Remove all cleaning solution residue.

## **Bathroom**

- Clean medicine cabinet and mirrors (should be streak free)
- Thoroughly clean toilet, sink, cabinet, tub or shower and remove all cleaning residues
- Clean all wall/floor/tub/shower tile, grout and caulk with mold and soap scum cleaning solution.
- All soap dishes, handles, racks, faucets and walls should be free of dirt and stains.

## **Replacements**

- The following must be in working order to avoid charges when moving out:
  - Burned out light bulbs. Decorative bulbs must be replaced with decorative bulbs.
  - Non-working smoke detector batteries
  - Missing doorstops

## **Landscape, out-buildings, and basement clean up**

- Neatly mow, trim, rake and remove trash and leaves from yard (if you are responsible for yard maintenance).
- Sweep all porches and decks.
- Sweep out basement, carport, garage and any outbuildings, leaving only those items which came with the property.
- Remove all trash and debris, placing in the proper receptacles for garbage company pickup
- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Do not overflow trash receptacles.

## **Painting**

- We request that you do not spackle, putty, or do touch up paint.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

## **Physically hand keys to an AMPRO representative**

In order to return possession of the unit to AMPRO, you must physically hand the keys, access cards and remotes to an AMPRO representative. You may do this at the move-out inspection or you may drop off keys at the AMPRO office at 1075 Fairburn Road, Suite 109, Atlanta, GA 30331 on business days between 9:00 am and 5:00 pm (Better Homes and Garden Metro Brokers Real Estate, where AMPRO Property Management office is located). Do not leave the keys, access cards, and remotes in your unit. If you do not physically hand the keys to a AMPRO representative, you may continue to incur charges pro-rated by the day according to your Lease. You are still legally in possession until you deliver keys to us.

## **Your security deposit refund**

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. AMPRO remits security deposit transmittals within **30 days** in

accordance with the Georgia landlord/tenant law. Remember, AMPRO wants your move out to be a pleasant and successful process.

## **AMPRO Additional Tenant Forms**

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the AMPRO office. We have also included a copy of your rental agreements with your handbook.

- Moving checklist/utility numbers
- Move-in inspection form
- Tenant ACH form
- Maintenance request
- Cleaning Guide for tenant move-out
- Cable/satellite/TV request
- Request to add pet
- Notice to vacate

## **Conclusion**

We hope that you have found the *AMPRO Tenant Manual* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your AMPRO management team.

***We wish you a successful residency***