

# TENANT HANDBOOK



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[www.pioneer-residential.com](http://www.pioneer-residential.com) | [www.rentwestga.com](http://www.rentwestga.com)

Thank you for choosing one of our properties as your new residence. Pioneer Residential is the management company that has been employed by the owner to manage this property. As part of our job it is important to have open lines of communication, hold parties accountable to the terms of the lease, and make sure the structure is being properly maintained. In an effort to have clear communication between all cooperating parties this is the tenant handbook. This handbook will set forth expectations and guidelines to make your stay enjoyable.

We look forward to working with you and your family.

Thanks

Pioneer Management

## Communication

Communication is the key for this to be a win / win relationship. Below are key factors in communication.

### Office #'s

Phone: 678-263-8507

Fax: 678-263-8507

### Mailing Address

PO Box 340

Douglasville, GA 30133

### Email

Email is also a great way to contact us, if you have any questions or comments. Our email is [info@pioneer-residential.com](mailto:info@pioneer-residential.com)

### Website ([www.rentwestga.com](http://www.rentwestga.com))

As a tenant, you can also go to [www.rentwestga.com](http://www.rentwestga.com) and create a tenant portal. Once you move in, go to our website and go to Resident Sign In. Click the First Time Visitor link and fill in the correct information. When your tenant portal is created you will be able to follow your balance, pay online, request repairs, email management, and download forms.

### Maintenance Request

All maintenance requests must be in writing. The maintenance exhibit that was attached to your lease can be filled out and mailed to us, faxed to us, or emailed to us. As a tenant, you can also submit a request through the tenant portal at [www.rentwestga.com](http://www.rentwestga.com)

### Emergency Calls

If you have an emergency call our office # and dial 5.

### Change of Information

If you change any of your information please change your information through the tenant portal. Your information change can also be emailed or mailed to us.

## Moving In

Upon moving in to your new residence we will have completed the move inspection for the property. This is attached to your lease and used to compare condition of property upon moving out.

### Utilities

Unless otherwise noted in your lease, it is the tenant's responsibility to have the utilities turned on in your name on the first day of your lease. Please make sure that this is completed to avoid disruption in your utilities. Below is a list of service providers in your area. All utility services should be verified by tenant prior to move in.

<i>Power Companies</i>	# Number
Greystone Power	770.942.6576
Georgia Power	1.888.660.5890
<i>Gas Companies</i>	
Scana Energy	1.866.353.5168
GasSouth	866.762.6427
<i>Water / Sewer Companies</i>	
County Water Authority	Will depend on County

## Rental Payment

In order to protect your credit history, rent must be paid on time. Therefore below the rental payment timeline is listed.

### When is my Rent Due

Rent is due on the 1<sup>st</sup> of each month. There is a grace period until the 5<sup>th</sup> of each month. This doesn't matter if it is on the weekend or holidays. If rent is not received by the 5<sup>th</sup> of each month at 5:00 PM then a late fee will be added. Rent is considered paid when it is received, not when it is mailed. Therefore if rent is mailed on the 5<sup>th</sup> and not received till the 7<sup>th</sup>, a late fee will be assessed to the renter.

### Payment by Mail

All rental payment must be made by check, certified check or money orders. No cash will be accepted. Also, please put the address for which you are paying the rent payment for in the memo section of the check.

Please mail all payments to: Pioneer Residential -PO Box 340- Douglasville, GA 30133

(Coming Soon) Through you tenant website you can also pay online through your bank account or by credit card. Credit card fees do apply.

### Hand Delivered Payment

If you desire to deliver the rent check by hand you must use the post office in Douglasville, Georgia. The address is 8486 Campbellton St, Douglasville, GA 30134. Please go to the service desk and purchase an envelope with a first class stamp and tell the employee to put the check in PO Box 340.

### Not Paying Rent

As stated before, rent is due on the 1<sup>st</sup> of each month. After the grace period which ends at 5:00 PM on the 5<sup>th</sup> of each month, an email will be sent to notify the tenant that rent has not been paid and a late fee will be assessed.

If all rent, additional rent, and late payment have not been paid by the 10<sup>th</sup> of the month, a certified letter will be sent to all tenants whose rent has not been paid. This letter will request that the tenant pay all rent due or move out. This letter will also state that if rent is not paid by the 14<sup>th</sup> of the month we will file a dispossessory warrant with the county. Upon filing a dispossessory warrant with the county and accordance with the lease, the tenant will be charged \$250. Once filed with the county, the County Marshall will visit the property and serve the dispossessory warrant.

Once this is filed, the tenant may still pay rent, late fee, and dispossessory fee of \$250 in a certified check and become current on their lease. After tenant becomes current, management will have the dispossessory warrant dismissed. Even after it is dismissed, the county may deliver the warrant, but you can disregard the dispossessory warrant.

## Maintenance, Repairs, & Inspections

### Maintenance Request

Please determine if the maintenance request is a true emergency or non-emergency. If something is a life-threatening event please call 911. If the emergency involves natural gas, please call the gas provider. If the emergency involves electrical danger, please call the power company. After you have contacted the utility provider, please call the management company to report the problem.

All maintenance requests must be in writing. The maintenance exhibit that was attached to your lease can be filled out and mailed to us, faxed to us, or emailed to us. As a tenant, you can also submit a request through the tenant portal at [www.pioneer-residential.com](http://www.pioneer-residential.com)

As a tenant, you can either meet our vendor at your property to do the repair or the management company can give the vendor a key to the property to do the repair. If you desire to meet the vendor and miss the repair time, you will be charged a trip fee. If you have not been contacted by the vendor for the repairs within 3 to 5 business day please contact management company.

### Quarterly Inspections

The Managing Broker shall have the right to conduct quarterly inspections of the property. Manager will check appliances, mechanical systems, electrical, plumbing, and various components of the structure. A notice of 24 hours will be given in writing to occupant before entry.

### Property Alterations

Per the lease, the tenant is not allowed to make any changes, repairs, or alterations to the property. If tenant desires to make changes, repairs, or alterations to the property it must be submitted in writing or through the tenant portal. This must be done before changes, repairs, or alterations are made to the property. Management will let you know through writing, if changes, repairs, or alteration are acceptable to be made. If changes, repairs, or alterations are made to the property without written approval by management, then the security deposit may be used to change back to state of property upon move in.

### Plumbing Problems

Do not put any items down the drain except human waste and toilet paper. If paper towels, grease, tampons, napkins, food, condoms, paints, litter from pet waste, or any other items are put down the drain and drain becomes clogged then tenant will be responsible for repairs.

## Moving Out

### Notice to Vacate

As written in your lease, as tenant you are required to give 30 day written notice before moving out. This form can be found on your tenant portal website. When this 30 day written notice is given, as a tenant you will complete the remainder of the lease or if the lease will be terminated early. If the full term of the lease is completed, this notice will be a notice to not renew the lease. If term of lease is not completed, this notice will be an early termination of the lease. This notice must be in writing and must have a signature on it. This can be scanned and emailed, faxed, or mailed to our PO Box.

### Tenant's Non-Renewal

If your notice is for non-renewal then the tenant must pay all money through the remainder of the rent. The tenant must move out and remove all possessions from the property by the move-out date. Tenant also needs to schedule a time with management, once tenant is completely out of the property, to give keys to management and for final move-out inspection.

### Tenant's Early Termination

If tenant desires early termination, the tenant forfeits the security deposit and pays an additional one month's rent as liquidated damages. The tenant must move out and remove all possessions from the property by the move-out date. Tenant also needs to schedule a time with management, once tenant is completely out of the property, they will need to give keys to management and await a final move-out inspection.

### Move Out Appointment

Please contact management to schedule the move-out inspection. Also, please give us an address and telephone number for your security deposit refund.

### Preparing for Move-Out Inspection

This inspection is done to compare to the condition of the property upon the move-in inspection. If the property is in good condition, it simplifies the task of refunding your security deposit. Through the tenant portal we have provided you with a move-out cleaning guide. At move-out you are not charged for normal wear and tear; however management does not consider dirt in any form within the scope of normal wear and tear. If we have to have someone come clean the property, this will be deducted from the security deposit.

### Security Deposit

The security deposit shall be returned to the tenant within 30 days of end of lease or surrender of property by tenant, according to Georgia Tenant Law. The management company shall have the right to deduct from the security deposit the cost of repairing damage to the property, unpaid rent, utility charges, pet fees, cleaning cost, cost to remove personal property left by tenant, and late fees and other unpaid fees and charges.

The management company will provide tenant with a Move-out Statement that lists the exact reason for retention of all or any of the security deposit. This will be delivered by mailed and emailed to the tenant. If tenant agrees with everything then the tenant will sign and send back by email, fax, or mail Move-out Statement. If tenant does not agree then the tenant must do so within three days of receiving the letter.

Once Move-out statement is signed by the tenant it will be delivered by first class mail to last know mailing address of tenant. The security deposit will also be mailed with the move out statement. If the letter is returned to Management Company undelivered and management is unable to locate tenant, the payment shall become property of management after 90 days since it was mailed.

## Other Information

### Renters Insurance

Tenant has the option to have rental insurance for this property, which will insure against any loss due to leaking pipes, theft, vandalism, fire, strong winds, hail, flooding, rain, lightning, tornadoes, hurricanes, water leakage, snow, ice, running or overflow of water or sewer. Management or owner will not be liable for any injury or damage from by such events, and Tenant agrees to look solely to his insurance carrier for reimbursement of losses for such events. If the tenant desires not to have rental insurance, then management and owners will still not be liable for any injury or damage by such events.

### Adding or removing Tenants

If you have a prospective tenant they must submit a rental application and must be approved by management. If approved, an amendment must be signed by management and tenants. If someone stays in the house for more than 5 consecutive days they must be added to the lease and must submit a rental application.

If one of the tenants decides to move out and one tenant decides to stay, documentation must be submitted to management to show that tenant can still support rent. If tenant can support rent then an amendment will need to be signed by management and tenants. Partial security deposits will not be released because it was subject to the original lease.

### New Pets

If you are looking to acquire a new pet, management must be notified and a request must be submitted. If approved, a pet exhibit must be signed and pet fee must be deposited.

### Vacation

If you are going on an extended vacation, more than three days, and you will not be able to receive email or cell phone calls, an emergency contact number must be given to management.