



Title One Management, LLC
PO Box 2222

Cartersville, GA 30120

678-792-2050

678-792-6755 fax

Resident Handbook

Dear Resident,

This resident handbook provides you with detailed information about doing business with Title One Management, our policies, procedures and answers to commonly asked questions. Basically how we operate and handle certain scenarios but it also contains additional terms and conditions for your Lease. If you have further questions or concerns feel free to contact our office for assistance.

General contact information:

Mailing Address:

PO Box 2222
Cartersville, GA 30120

Communication:

Recommended: Tenant Portal - Visit www.title1management.com to login

Email: support@title1management.com

Main Office: 678-792-2050

Repair Hotline: 770-212-3844

Office Hours:

8:00am to 6:00pm Monday through Friday

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Online Tenant Portal:

The online **Tenant Portal** is the first stop in your communications with Management. Through the portal you can: set up either one time or *recurring rent payments* and *view balances, report and view the status of repair work orders, update your contact information, view documents* associated with your tenancy such as a copy of your lease, etc. You can communicate with the management staff and even purchase renters insurance. This is all accessible **24 hours** a day year round. A link to a short video about how to access and utilize the online tenant portal can be found **here**.

Paying Rent; When, Where, How:

Most of this is already spelled out in the lease but any amounts owing on your account are due in full on the due date without notice, demand, or offset. Funds can be paid electronically via *electronic funds transfer* from your checking or savings account and we can set that up where you initiate that transaction manually each month from your tenant portal or set up an automatically recurring deduction based on whatever schedule you desire. **In emergency situations where you are unable to access your portal you can call our office and have a staff member process an electronic transaction via telephone.**

If you wish to pay rent **“the old fashioned way”** then you can mail payment to our office for a fee of **\$20.00**. We will accept money orders, cashiers checks, and personal checks. **We do not accept cash.** We do not accept third party checks or checks from persons not listed on the lease. Payment should be for the *full amount owing on the account (including the \$20.00 payment fee)* and any partial amounts may be returned to the Tenant and a fee of \$4.00 charged for the return postage and processing.

How funds are Posted:

When making payments on your account funds will be posted in the following order and to the oldest charges first:

- 1) Any fees owed to management (*NSF charges, court costs, pet fees, late fees, lease violation fees, etc.*)
- 2) Separate utility agreements (*if applicable*)
- 3) HOA dues (*if applicable*)
- 4) Rent

Options for Paying Tenant Balances:

One time ACH / Electronic Funds Transfer	FREE
Recurring bank debit	FREE
Credit card	*Fee varies, see website for specifics.
Check, Money Order	\$20.00

Paying Late:

The number one way of ensuring your payment is never late is to set it up on auto draft for rent.

PROCEDURES FOR PAYING LATE:

On the day following your due date a **late fee** will be assessed to your account automatically.

If the account has not been paid in full within **5 days** after a late fee is assessed then we automatically file a *dispossessory action* in Court and all associated court costs and fees (see evictions) are added to the account balance and the total must be paid in full in certified funds.

Some things to remember about late payments:

- Mailing rent and receiving rent are not the same. We must receive in our hand the full account balance by the due date or else a late fee will occur.
- Weather, weekends and holidays don't extend due dates. Example: Jan. 1st rent is due even though that is typically a holiday. Plan ahead to ensure your rent is paid either in advance or on time.
- Although, we typically wait the 5 days after the due date to file anything in court we are not bound by that and may file

at any time the law allows.

Returned Payments:

This can mean returned checks, electronic payments, money orders, etc. basically any form of payment whatsoever that is not honored. If you have a returned payment then we will try and notify you and normally give you *24 hours to correct the issue with certified funds*. If we are unable to reach you or we get no response then following the timeline listed above in “Procedures for Late Rent” we will proceed to file a *dispossessory action* since the rent is now late.

The returned payment fee is **\$30.00** or 5% of the returned item whichever is greater plus any fee our bank charged us.

When making good on the returned payment you will need to pay via **cashiers check** drawn on an Atlanta area bank and include; *the applicable payment fee, the returned payment fee, any late fees that are due, and the full amount of rent.*

If a *dispossessory action* has already been filed then you would also need to pay any *fees* and *costs* associated with that as well.

****If you have more than (1) returned payment within 12 months then Management may, at its option, restrict your payment type to certified funds.**

Evictions:

Notice how this subject comes right after Paying late and returned payments? There’s a reason for that; if we don’t get your payment on time then the very next step is an eviction filing. Technically an *eviction* in Georgia is a “*dispossessory action*” filed in the county magistrate court. It’s basically a lawsuit but related to rental of real property. The reason for filing could be *nonpayment of rent, a lease violation, holding over* beyond the term of the lease, etc. It doesn’t much matter because it’s no fun for anybody to have to appear in front of a judge. The easiest way to avoid the issue is to be upfront and straightforward about your situation and maintain communication with us.

If a dispossessory filing occurs do take it seriously; an eviction won’t do any favors for your credit or future rental prospects so it’s in all our interests to work it out.

The Legal Stuff:

Tenant hereby acknowledges and agrees:

- (1) to accept *electronic notice* for demand of possession unless Tenant has previously opted out of electronic notices as spelled out in paragraph 24 of the Lease Agreement.
- (2) if Tenant has opted out of electronic notices then *each* such notice of demand for possession shall incur a **processing fee of \$25.00 plus the cost of postage or delivery** and
- (3) in all such cases where a dispossessory action is filed; to pay the *administrative* and *court filing fees* outlined in Lease paragraph 19(F).

Lockouts and Lost Keys:

Tenant is **prohibited** from *adding, changing* or in any way *altering* locks on the doors of Property without prior written permission of Management.

If you are locked out of your home or apartment due to lost, stolen or misplaced keys and need management to provide you with a **duplicate key** for entry we are happy to do so during *normal business hours* for a fee of **\$17.00**.

After hours your best solution is to contact a *locksmith* to gain entry and secure the premises and then contact Management.

We use a specific type of lock and key combination so to avoid potentially expensive problems later we need to *re-key* to those parameters. If all keys to the Property are not returned when you vacate, Management will charge a re-key charge; the greater of **\$245.00** or **\$47.00 per lock**. Management makes no guarantee that it will maintain duplicate key copies however contact the

office to verify.

Periodic Inspections:

Management performs detailed *periodic inspections* of every property *twice yearly* but may also perform infrequent inspections *as needed or required by the owner* for such things such as insurance, appraisals, etc. These inspections are documented by video/photographs.

You will be contacted by our inspection team to coordinate entry for any interior inspection and to inform you of inspection details. Nothing is required on your part (including you having to be present) and no one is going to be looking at dirty dishes or clothing, clutter, etc. **We are looking at basic property conditions, habitability and safety issues.** If you have an item of interest to bring to the attention of the inspector please feel free to do so. **Please ensure that any pets are restrained and any personal valuables are secured during the time of any such visits.**

Month to Month Rental Fee:

Lets face it; nobody's life revolves exactly around the start and end dates of a lease. You may not want to renew for a full 12 months but may need an additional month or two for the transition while you get your affairs in order. We understand that and can likely accommodate those requests with the payment of a **month to month rental fee equal to 10% of the rent amount** listed in paragraph 5 of your Lease. **Contact our office prior to the 60 day renewal notice period and discuss your plans with a staff member.**

Utilities

Move In/Out Utilities:

Except as specifically listed in the Lease, Tenants are required to establish and maintain all utilities delivered to the property such as electricity, water, sewer, gas, waste/trash, etc. throughout the entire term of their lease.

This means utilities MUST BE CONNECTED IN YOUR NAME at the MOVE - IN INSPECTION, throughout the entire time of the lease term and MUST REMAIN ON and IN YOUR NAME through the 5 DAY POST MOVE OUT INSPECTION PERIOD outlined in the section "Moving Out".

1. **If utilities have NOT** been transferred into your name by the **Move-in Inspection date** then we will charge **\$45.00 per day** for a maximum of 4 days while you establish service.
2. **If utilities are NOT** on during the **Move - Out Inspection period** then we will charge a **\$145.00 trip charge** for the missed inspection and a **\$50.00 utility connection fee per utility** provider in addition to the *actual costs of connection and service for said utility services*. Both Tenant and Management acknowledge and agree that a thorough and complete move out inspection cannot be completed without all utility services being on for the inspection and that in the event of utility services not being left on by Tenant that; both the provisions of O.C.G.A. 44-7-33(b) regarding Landlords obligations to inspect the premises and the term of the Lease spelled out in *paragraph 2* of the Lease agreement shall be extended by the number of days required for Landlord to regain connection of said utilities and that the contract rent amount shall prorate for said extended term.

**** In plain English: Neither of us can perform a proper move out inspection without utilities being on. If you have them disconnected before the move out inspection then you are agreeing that both your lease term and the inspection time frame called for in O.C.G.A. 44-7-33(b) are being extended for the time it takes us to get utilities turned on.**

Governmental Authority and Utility Services:

It should be noted that certain municipalities have enacted local ordinances to prevent Tenants from establishing services in their own names and instead mandate they be kept in an owners name. In those specific circumstances only and at the option of Management the utility will be established for the Tenant and billed separately from rent but payment still tendered to Management. Tenant acknowledges and agrees that the billing of those mandated utilities is a separate and distinct agreement from the Lease and that nonpayment of those utilities may result in discontinuance of service without constituting a violation of *O.C.G.A. 44-7-14.1*

Roommate Issues:

Rent is due in FULL whether or not a roommate has *"their share"* of the rent or not.

We will NOT accept 5 partial rent amounts to make one full rent payment so get together with your roommates and pool your funds into one persons account since we'll only take one payment per lease.

If a roommate decides (*or is forced*) to leave *they will not be removed* from responsibility on the Lease and the full security deposit stays in place for the term of the Lease. **Security deposit refunds will be paid out to all persons listed on the lease agreement only at the termination of the lease.**

Referrals:

We LOVE referrals! They mean we are doing our job well enough that someone is willing to recommend us to a friend and that means a lot! So much so that if you refer us a new tenant or owner we want to say thanks in a special and meaningful way. Before the person you refer contacts us please let our administrative staff know so we're sure you get the credit! You can email the persons name and info to: referrals@title1management.com so you have a record of sending it.

Problems with Neighbors/Others:

The short answer is to contact the appropriate agency depending on the problem. We definitely want to know about something going on at a property that shouldn't be but obviously we aren't the police so we have almost no control over what someone else does. Your best bet when you have *"issues"* with a roommate or neighbor is to contact local authorities if a law is being broken and us if a lease term is being broken.

Q: The unit next door has an unauthorized dog that is keeping me up at night.

A: Contact police about the disturbance and then contact us about the unauthorized animal.

Q: When my neighbors boyfriend was moving his furniture into her apartment he damaged my car and we got into an argument and he threatened me. Worse yet; he's not even on the lease.

A: Contact local law enforcement about the threat and if the neighbor is in a property we manage contact us about him not being an authorized occupant.

Appliances:

About the only non-repair issue we get involving appliances are situations where a tenant wants to bring their own appliance (*stove, refrigerator, etc*) and they want us to come and remove the one in the property while they are renting. Very few times is that feasible for us or the owner. Where will we store it, who's going to come get it, who will deliver and reinstall it after you leave, etc... So our standard answer is that if you want to use your own appliances then great we have no problem with that, just move the existing ones to a basement or storage area while you are living there and then when you leave they can be moved back.

Buying a Home:

Congratulations if you have decided to purchase a home! We would love to help you in that process and can assign an agent to assist you through the process of finding a property. Just contact our office and let them know to get started.

Property Loss and Renters Insurance:

I can't tell you how many times some calamity comes up resulting in a loss for a tenant and we ask them did they have renters insurance and the answer was "no".

Many renters falsely assume that the landlords or owners insurance will cover the tenants property in the event of burglary, fire, flood, etc. and that's just not true. Not only does the owner's insurance not cover you at all but you could be faced with the double whammy of still being responsible for rent even though you can't remain in the property.

Renter's insurance is very *inexpensive* and when a loss occurs you will be happy you have it.

None of us want to dwell on the bad things in life but consider what you would do if:

- You were burglarized and all of your possessions were stolen.
- A major storm comes through and floods your home ruining your furniture and clothes.
- A fire next door partially damages your unit and makes it unlivable.
- I could go on and on with real examples of what can and does happen.

Protect yourself so if an unfortunate event happens it doesn't wipe you out. You can purchase renters insurance right from your online Tenant portal or contact any local insurance agent.

Termination or Change in Management:

In the event that management of your property is transferred to another company or returned to the owner of the property; you as the Tenant agree to execute any necessary documents acknowledging the transfer including acknowledging the transfer of the Tenant security deposit. Tenant agrees that any sums owing to Management prior to termination, transfer to another company or back to owner will be paid in full and in the event they are not, Tenant agrees that any said sums may be deducted from Tenants security deposit. Tenant further acknowledges and agrees to hold Management harmless for any future disputes that might arise out of the disbursement of the security deposit with the new company or owner and that all claims against Management have been satisfied.

Agency:

This is covered in the lease briefly but here is the "*plain english; non-lawyer*" version:

Simply stated Title One Management, LLC / Title One Realty, LLC is a State of Georgia licensed real estate brokerage firm (lic # H63695) and it employs State of Georgia licensed real estate agents.

"Agency" is a BIG thing to the GA Real Estate Commission and it's important to know who we are agents of and who we are working for so all the information is on the table, nothing is hidden and no one is operating at a disadvantage. Our client (*the person we are working for*), is the owner of the property you are leasing as our customer. You are our customer, the owner is our client. Title One agents/employees are getting paid by and legally working for the client (*owner of the property*) and not you. In other words their loyalty is to the owner and they are trying to get the best deal possible for the owner and not necessarily for you. **That being said the law does not allow us to lie to you, intentionally misrepresent something or act in an unethical way under any circumstances and being professionals we wouldn't do that anyway.**

Pets:

We love pets and welcome them to most properties but having “been there done that” for so many years we have to lay some ground rules.

NO pets or animals of any kind whatsoever (*seriously; no goldfish, hamsters, lizards, crickets, birds, nothing*) are allowed on a property for even one second without written authorization from Management. This authorization comes in the form of a “*Pet Addendum*” to your lease and outlines the general rules under which we will allow pets.

It basically says you are responsible for any damage done by your pets and places additional requirements and obligations on the privilege of being able to house a pet.

PET FEES & RENT:

Pets pay rent just like people and the amount varies by pet but as a guideline we typically charge **\$25.00** per pet per month. Additionally you must pay a **non-refundable pet fee of \$400** for the first pet and **\$250.00** for each additional pet. Think of this as more like an application fee for your animal. We will need pictures of your pet (with you in the picture with the pet), basic information (size, weight, breed, etc.) and one of our staff members may want to “meet” your pet in person. **If you add a pet during your tenancy then the pet fee and pet rent must be paid and likewise if you lose a pet then pet rent will stop.**

ANNUAL PET INSPECTION:

You will also have an annual pet inspection that serves to verify that no damage is occurring due to your pet and that inspection is performed by an independent company and currently costs **\$79.00**

If you move in and we find out later that you “forgot” about the 3 dobermans that live at your house then we’re going to have a problem.

- 1) You risk being evicted for lying about it, *and*
- 2) you’re gonna owe a ton of extra money for fees related to your unauthorized pets.

Undisclosed pets that are “discovered” at a later date are assumed to have been there since day one of your tenancy therefore pet rent @ \$50/mo per pet back to day 1 of your move in would be due in addition to the pet fee.

If you have pets it’s really no big deal; we just need to know about it up front.

Q: My wife is part of an animal rescue operation so sometimes we may have to pick up an animal in the middle of the night and keep it for a few days, that should be ok right?

A: God Bless your wife for rescuing animals but nope it’s not alright. Not for even one second can an animal be on the premises without a pet addendum and prior approval.

Q: A stray dog wandered up to my house last week and my kids have been feeding it but it’s not our dog.

A: Stop feeding it and call the pound because if it’s at your property we consider it your dog and unless you can have the dog himself tell us he’s homeless we’re assuming he lives with you.

Q: My brother is coming to visit and his chihuahua “chico” will be with him (but only for a few days) so that should be ok right?

A: Nope; see above where it says “...for even one second”.

*The only exception to this would be if Jesus Christ himself comes back, decides to visit your house and brings a baby lamb

along; then we can talk, but other than that no animals whatsoever.

Community Associations / Homeowner Associations (HOA's):

We all love fancy neighborhoods with clubhouses, swimming pools and tennis courts but these days it seems like every neighborhood has some sort of association with restrictions on this or that and for the most part they are easy to get along with IF you follow the rules. As stated in your lease and the attached *Community Association Exhibit* those rules and regulations for the neighborhood become a *part of the lease agreement and any violation of those rules is a violation of your lease*. That being said we find that some HOA's are on a power trip and seem hell bent on making the lives of Tenants hard so if you are contacted by the HOA or receive any type of notice then simply direct them to us and we can sort it out for you.

If the HOA sends us a notice of violation then we will charge you \$25.00 per notice plus the cost of any fine they impose. Repeated violations can lead to lease termination so take them seriously.

If you have an issue with the HOA or an amenity offered then contact our office and we'll get with the HOA for a resolution.

****If HOA dues are a part of your lease remember that money is considered rent under the terms of the lease agreement and must be paid when due.**

Moving Out:

After giving proper notice of your intent to move and after you have vacated the property fully within three (3) *business days after the date of termination of occupancy*, Management will inspect the property referencing the *Move In Condition Report* filled out when your lease began and make a list of any damage to the Property during your occupancy along with an estimate of any costs to repair.

You will have the right to inspect the property within *five (5) business days after termination* to ascertain the accuracy of the list. If we reach an agreement on condition then you must sign the form acknowledging the property condition and we can begin to process your move out and security deposit refund. *If you disagree* as to the accuracy of the list then you must sign a *statement of dissent* as to which specific items you disagree with. **It is important to note that you are responsible for maintaining all utilities to the property through the time of the move out inspection period so that a proper inspection can occur (see utilities).**

Return of Security Deposit:

O.C.G.A. 44-7-34 provides that within **ONE (1) MONTH of the Termination** of tenancy that the the Landlord **MUST RETURN** the Security Deposit to the Tenant *minus* ANY FUNDS OWED to the Landlord. In order to receive a full refund of your security deposit it is important to follow the guidelines spelled out in the Lease and supporting documents very closely.

Unpaid rent or late fees, pet fees, tenant damages, etc are all deducted first from the deposit before refund.

It is important to note that if you *fail to inspect the property within the 5 day post move out inspection period* mentioned above and/or fail to sign a *statement of dissent* then you **WILL NOT** be entitled to recover the **Security Deposit or ANY Damages** under *O.C.G.A 44-7-35*.

Alterations to Property:

No alterations to the property of any kind whatsoever are allowed without Management approval.

If you desire to make *cosmetic* or *decorative type changes* then contact our office with details of what changes you wish to make so that we may obtain owner approval. Owners are often receptive to allowing paint color changes with the condition that the paint

color be returned to the original at lease termination. Any alterations or improvements become the property of the Owner.

Only standard window blinds or draperies may be hung in windows visible from the exterior of the home. Tenants are allowed to place coverings/treatments/draperies on windows with the understanding that any fastener holes or damages to trim or walls are to be corrected by the tenant including repainting or touch up. **Under no circumstances will sheets, blankets, flags, foil or other commercial advertising type window coverings be allowed.**

Rules and Regulations:

- Motor vehicles with *expired* or *missing license plates, non-operative vehicles, boats, trailers, RVs* and *campers* are NOT permitted on Property. Any such vehicle may be removed by Landlord at the expense of Tenant.
- Only areas designated for parking can be used for vehicular traffic. This means no driving or parking on the grass, etc. Keep it on the driveway. You will be held responsible for any damages to the yard/landscaping.
- Any jet skis, ATV's, motorcycles, etc. should be properly stored when not in use.
- Other than for normal household use, no goods or materials of any kind or description which are combustible, would increase fire risk or increase the risk of other casualties, shall be kept in or placed on Property.
- Tenant shall not, on or in the Property, improperly dispose of motor oil, paints, paint thinners, gasoline, kerosene or any other chemical or product that may cause environmental contamination on or in Property.
- No nails, screws, adhesive hangers or fasteners of any type may be placed in walls, trim, woodwork or any part of Property. **Satellite Dishes shall not be attached to the dwelling without prior written approval from Landlord.**
- The property is being rented for residential use only and no commercial business activity is permitted at the Property.
- No fuel fired space heaters are allowed in the Property without written consent of Management.
- No waterbeds are allowed on the Property without written consent of Landlord. Not sure how this one sneaked in but just in case you still actually own a waterbed; the 1980's just called and they want it back.
- Tenant may not cut down any tree or shrub except as allowed under;

Maintenance and Repairs

***O.C.G.A. 44-7-13* requires that landlords must keep their property in good *repair*.**

Tenants in possession of property are generally responsible for maintaining the property. This can be a tricky subject with lots of exceptions on both sides so it's important to understand who is responsible for what and what everyone's expectations are regarding repairs and maintenance. Getting educated about the systems in your home and thoroughly troubleshooting problems before contacting Management for repair is perhaps the most important thing you can do. Learn how the thermostats work, where the water shut-offs are located, where the electrical panel is located, how to change HVAC filters, etc.

If you need help troubleshooting an issue then feel free to contact our maintenance and repair department for advice or tips. Prompt reporting of any repair need is critical since unreported repair problems can quickly escalate and lead to additional damages that you could be held liable for.

When a Tenant is Responsible for a Repair:

Since it would be impossible to list every single instance of who is responsible for what the easiest way to explain this is with typical examples. Generally the rule is that neglect, abuse or misuse can cause a tenant to become responsible for a repair.

Examples of Neglect:

- *A small water leak you have knowledge of that could have easily been fixed with a .50 cent washer goes unreported and leads to a large mold issue then you, not the owner become liable for the larger mold issue through your neglect in reporting the issue in a timely fashion.*
- *The HVAC system is freezing up and ends up causing water damage to the ceiling and its discovered that a clogged filter was the problem. Dirty HVAC filters are the number one reason for tenant repair chargebacks.*

Examples of Abuse:

- *A broken kitchen cabinet door due to children swinging on it; a hole punched in a bedroom door, a hole behind the door where the knob has been punched through are all examples of abuse.*
- *The septic system can't seem to keep up and is backing up into the yard and its discovered that you have 9 people living in the property with a septic system designed for 3.*

Examples of Misuse:

- *A clogged sewer/septic drain line that is discovered to be clogged with cigarette butts and candy wrappers.*

Other situations in which repair / service call charges could be charged back to a tenant:

- *HVAC system reported to not function and cause was dead batteries in thermostat, a programmable thermostat was not programmed properly, condensate pump is clogged with slime (needs bleach in it), or outdoor condenser has broken/damaged wiring from weedeater/trimmer.*
- *Garage door openers not functioning properly and the cause is determined to be door safety sensors knocked out of alignment, dead batteries in a remote, opener not programmed correctly or safety latch pulled*
- *Kitchen disposal not working and cause is broken glass or some other foreign object locking the motor down or clogging the unit or a reset button that has been tripped that caused the problem.*
- *Dryer vent not functioning due to animal nesting, clogged with lint, etc*
- *Smoke detectors malfunctioning and the cause is determined to be missing / dead batteries.*
- *Leak in irrigation system and cause is broken sprinkler head that has been driven over and damaged.*
- *Light, appliance or similar electrical item not working and it is determined to be a burned out light bulb, tripped circuit breaker/reset switch, switched outlet, burned out fuse, tripped GFCI outlet, overloaded circuit, etc.*
- *The refrigerator / freezer is not cooling and the cause was a block of ice in the unit blocking the airflow or too much food*

packed into freezer, dirty cooling coils, etc.

- *Gas stove is not lighting and the cause is grease in the burner, etc.*
- *Burst water pipes caused by Tenant failure to leave water dripping during freezing weather conditions.*
- *Mold or mildew accumulation on any interior space caused by a failure to properly ventilate an area, allow standing water to accumulate, failure to clean and wipe down damp surfaces in areas prone for water usage (kitchens, baths, laundry, etc.) or failure to utilize dehumidifiers in spaces below grade.*
- *For anything that is associated with gas (appliances, furnace, etc) if the cause is a blown out pilot light, gas not turned on, air in the gas lines, etc.*
- *Dishwasher reported not working and cause is food, trash, glass, etc in catch basin or drain screen.*
- *Septic tank backed up and reported as full due to running toilet, leaking faucet, etc. causing tank to have to be pumped.*

If an issue is reported and we come out but no problem exists then you will pay the trip charge we incurred from the vendor and those typically begin at **\$85.00.**

****Get educated and troubleshoot on your own first! Nobody likes to pay an HVAC man \$105.00 to drive out and replace a 50 cent furnace filter or two AA batteries in the thermostat.**

Reporting/Requesting Repairs:

All repair requests must be made in writing and submitted either online via your tenant portal, submitted via email to repairs@title1management.com or delivered to our offices. **Online submissions offer the fastest response time from staff.** We encourage you to contact us and explain problems in detail verbally but you must submit your repair request in writing for any action to be taken on it. Having all requests in writing establishes a clear record of when you notified Management and holds us accountable to you. When making requests provide as much detail as possible about the circumstances surrounding the issue including any troubleshooting you might have already done yourself. This will prevent any delays and ensure our maintenance team can quickly address the problem. We encourage you to submit pictures of the issue as well whenever possible and they can be emailed to: repairs@title1management.com .

Once your request has been received a maintenance team member will categorize the urgency of the request and may contact you for further information. Repair requests are scheduled with vendors and they are handled on a first come, first serve, most urgent basis.

Our team will contact you with a day and rough time estimate for when repair crews will be in your area although generally you do not have to be present for the appointment.

Some Things to Remember about Repair Appointments:

1. Secure all jewelry and valuables.
2. Secure all pets in an area away from the repair. We can't be held responsible if a pet escapes while our team is there.
3. Ensure all utilities are connected during the visit; we can't work on what we can't see or what doesn't operate.
4. Remove personal belongings / furniture etc. from affected areas. i.e. if we are to fix a leaky pipe in a storage room packed to the ceiling with your possessions our guys have to be able to get to and work comfortably in and around the area of

the problem and no, they won't move your items.

5. Let the technician do the work. We don't mind if you have questions but remember these guys need to be left alone to complete the job quickly and efficiently.
6. Technicians can only fix items that appear on their work order. If you have additional repair needs these must be submitted through the online portal.

Emergency Repair Requests:

Nobody likes to think about a house fire or some other catastrophe but those types of things can and do happen everyday. Being prepared by having a plan in place for you and your family along with good insurance will go a long way to helping you through an unfortunate situation. In the event of an emergency such as fire, gas leak, etc. contact the appropriate authority (911, utility provider, etc.) first and then contact Management.

Examples of "Emergencies":

- A fire at the property that renders the property either wholly or partially untenable.
- A burst pipe that is flooding the living space.
- A fallen tree that has penetrated the roof.

Examples of Urgent Repair Requests but not considered Emergencies:

- An HVAC system not working
- A refrigerator or freezer not working.
- A clogged or backed up toilet or sewer line.

Being prepared and thinking ahead of time about how you will deal with a repair issue is critical. Seems like Septic tanks never back up during business hours; it's always at midnight on a Saturday or Holiday. So keeping that in mind you need to have a plan. No water or a sewage backup can be major inconveniences so having a plan in place ahead of time will at least allow you to deal with the situation. You should report the issue immediately but depending on the circumstances you may have to wait several days before a contractor can come out.

Pest Control:

Generally, unless specified in your lease, **Tenants are responsible for any pest and rodent control** to the property both interior and exterior with the exception of structural termite treatment. Of course the number one issue affecting pests is cleanliness of your dwelling, timely removal of trash, food, etc and is why it's considered to be part of a Tenant's duty to maintain the property.

Bed Bugs; although not a new issue, tend to gain special attention and should be taken seriously. Bed bugs are generally a people specific pest similar to lice or ticks in that they are typically brought in by people to a property.

Similarly *fleas* can be brought into a property by people or pets and can rapidly multiply so close monitoring of your property and quick action can prevent them from spiraling out of control.

Plumbing:

The only item(s) safe to put down the drains of the property are human waste and toilet paper. The following items (included, but not limited to): paper towels, grease, cigarette butts, Q-Tips, cotton balls, dental floss, tampons, sanitary napkins, food, condoms, paint, toys, candy wrappers, and litter from pet waste should never be put into plumbing waste drains. While Title One Management is responsible to repair the plumbing systems when they wear out or break in the course of normal use, you are responsible for repairs caused by your household's negligence. Toilet clogs are a fairly common occurrence and it's important to know that if we have to come out and unclog a toilet you will have to pay that bill. Additionally If you, your household, or guest puts any item down the drain other than human waste and toilet paper and it causes a mainline blockage, backup, or other

damage to the plumbing system, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Title One Management.

Smoke Detectors and Fire Extinguishers:

The home you are renting is equipped with a smoke detector(s) that is in good working order and repair. You are solely responsible to check the smoke detector every 30 days and notify Management immediately if the smoke detector is not functioning properly.

Failure to notify Management of defective smoke detectors may be grounds for Lease termination.

Any fire can be deadly and we care about you and your family's safety so make sure you are periodically testing your smoke detectors and changing the batteries when needed. Many are the type that are hardwired to the homes electrical wiring but many have backup batteries as well so make it a point to make yourself familiar with the location of each one and take the time to service them as needed. An important thing to understand is that pressing the button on a smoke detector simply tests its siren and DOES NOT mean that it can detect smoke. To properly test its operation you need to test it with smoke and yes they sell cans of smoke at home improvement retailers and online just for that purpose (google "can of smoke"). Of course if a unit malfunctions or is inoperative notify management immediately. Fire extinguishers are generally not provided in residential properties however are a good idea to have so we definitely encourage tenants to have and maintain them for added safety.

Preventing Freezing of Pipes:

To help in preventing the freezing of pipes, when temperatures outside fall below 32 degrees Fahrenheit, leave the thermostat that regulates the heat serving the Property in an 'on' position and set to a minimum of 60 degrees Fahrenheit and leave faucets dripping. Failure to do these will result in you being responsible for paying for repairs needed as a result of freezing of pipes.

Landscaping:

When you rent a property you are renting both the inside and the outside and unless specified under "*Special Stipulations*" in your lease agreement your obligation to maintain the property includes keeping the **lawn mowed, shrubs trimmed, leaves raked, gutters and downspouts free of leaves and debris, flowers and grass watered**, and generally the entire exterior of the property maintained in a neat and clean appearance free from debris, trash, grass clippings, etc. We do not service exterior ponds/water features/pumps, landscape lighting, grills, etc.

Mold:

Mold exists all around us both indoors and out and in every type of structure. Mold exists as a vital part of our ecosystem by breaking down organic matter. Reactions to mold exposure vary greatly from person to person and there is significant conflicting evidence as to what constitutes a "normal" occurrence of mold. So called "normal" occurrences of mold or mildew pose no real threat to health however when abnormal occurrences are present they must be addressed. This is where it is incumbent on you as the occupant of the property to remain vigilant in reporting situations that can lead to mold accumulation. Remember, we don't live there so we can't see what you see and have no knowledge of any conditions that might lead to problems unless and until you tell us about them. Keeping things clean and dry are the number one ways to eliminate the possibility of mold. This means keeping spaces properly ventilated, not allowing water to accumulate and remain stagnant, etc. If you have a property with a basement or with areas below grade then you might need to control the relative humidity of that space with a dehumidifier. Mildew in kitchens, bathrooms, laundry areas and spaces where water is frequently used need to be kept clean and wiped down and air must be allowed to circulate. This means proper use of ventilation and exhaust fans or even opening a window.

Controlling water infiltration which could lead to mold begins with you as the occupant of the property. Proper maintenance of your property will virtually eliminate the possibility of a serious mold issue. This could include such common things as:

- Clogged gutters/downspouts or missing downspout diverters that allow water to accumulate around the foundation

walls or even travel underneath the homes crawlspace.

- Not using a dehumidifier in a basement or spaces below grade.

FAQ:

Q: But I don't know how to do program a thermostat, shut off water at the meter, light a pilot light, etc

A: We certainly understand that there are many tasks that may seem totally foreign to a tenant who has had limited experience in dealing with the systems in a home. However, the reality is that being a renter doesn't exempt us from the responsibilities in the Lease agreement. We can either get educated about the systems or hire professionals to handle those things we don't desire to deal with. Our maintenance staff is always available to educate and assist you or even suggest third party professionals to handle work for you if that is the route you choose.

Q: I don't want to get up on a ladder or the roof to clean my gutters; it's too dangerous.

A: We agree; you shouldn't attempt to do anything in or around your home that you feel is dangerous or you are uncomfortable with and you should hire a professional to handle those items for you. Contact our maintenance department and we can assist you with finding qualified people for those type tasks.