



ALH|PODLAND REALTY PROPERTY MANAGEMENT TENANT MANUAL

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Table of Contents

ALH Podland Welcomes You	7
Tenant Communication	9
Telephone calls during office hours	9
Voicemail	9
After-hours calls	9
Emergency calls	9
Maintenance requests.....	9
Change of information	10
Email	10
Website.....	10
General Office Information	11
Address information.....	11
Internet.....	11
Office Hours.....	11
Emergency Service.....	11
Protect Your Rental and Credit History	12
Rental/lease agreement	12
Moving Checklist	12
Utility/Cable Companies.....	12
Rental payments.....	12
Fees/charges.....	13

Maintenance reimbursement 13

Care of the Property 14

 Getting to know your residence 14

 Maintenance..... 15

 Tenant Renovations/Alterations 15

Tenant Maintenance responsibilities 16

Procedures for requesting maintenance..... 17

 If there is an emergency 17

 Non-emergencies: 17

Preventative cleaning tips 19

 Additional cleaning tips 20

 Air freshener: 20

 Drains: 20

 Tile countertops: 20

 Glass cleaner: 20

 Dishwasher:..... 20

 Refrigerators: 21

 Washing machine:..... 21

 Toilets:..... 21

 Carpet stains: 21

 Carpet odor: 21

Energy saving tips 22

To lower air-conditioning bills: 22

To lower heating bills: 23

Renters insurance 24

Safety Tips25

 Vacation checklist 26

 Holiday tips 26

 For Fireworks Celebrations:..... 27

Maintenance.....28

 Emergencies: 28

 Area emergencies or disasters: 28

Drug free housing29

Frequently asked questions.....30

 Why did I receive a notice when I paid the rent on the 5th of the month?..... 30

 Why can I not clean the carpet myself? 30

 Can I install extra telephone lines?..... 30

 Can I have a satellite dish? 30

 I did not have a pet when I moved in; can I have a pet now? 30

 What happens if my pet dies or runs away, can I have my increased security deposit back? 30

 What happens if I want another pet?..... 31

 My roommate wants to move, but I want to stay. What do I do now? 31

 I want to add a roommate, now what do I do? 31

 Why do the owners want to see the property? 31

Giving your notice.....32

 Before giving notice:..... 32

 Setting up your move out appointment..... 32

Preparing the Property.....33

 Cleaning 33

 Carpet Cleaning 33

 Draperies/window coverings/windows..... 34

 Replacements 34

 Landscape clean up 34

 Trash 35

 Painting..... 35

Your security deposit refund36

 ALH|Podland Additional Tenant Forms..... 37

ALH|Podland Moving Checklist/Utility Numbers38

 Before moving, notify:..... 38

 Tenant Utility/Cable Numbers for Local Areas..... 39

 Electric companies/Gas Companies..... 39

 Water companies..... 39

ALH|Podland Emergency/Disaster Checklist.....40

 Pre- Emergency/Disaster Checklist: 40

Use this list when an emergency/disaster occurs:41

Add Roommate Request43

Cable/Satellite Dish/TV Request.....44

Add Pet Request45

Conclusion46

ALH|Podland Welcomes You

ALH|Podland Realty LLC dba ALH|Podland Rental Homes welcomes you as a new resident. ALH|Podland is an abbreviation used in lieu of the full company name, ALH|Podland Realty LLC dba ALH|Podland Rental Homes and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we have prepared the ALH|Podland 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. ALH|Podland 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 ALH|Podland Realty LLC dba ALH|Podland Rental Homes (ALH|Podland) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact ALH|Podland when you need assistance.

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

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

ALH|Podland Personnel

We have a complete staff to assist you. ALH|Podland has found “Management Teams” effective for assisting tenants during their residency. You should know your team at this time, but if you need more information, contact us for more information.

- **Management Team:** ALH|Podland has assigned a management team to your account, consisting of a Property Manager and Assistant Property Manager. They concentrate on assisting you with all the details of your tenancy. Contact them to answer your questions.

Team	Name	Phone + Ext.	Email
Property Manager	Marina Shlomov	404-937-2827 ext. 4	marina@alhpodland.com
Office Manager	Elizabeth Bell	404-937-2827 ext. 5	elizabeth@alhpodland.com
Resident Liaison	Kristina Kaziyas	404-937-2827, ext. 8	office@alhpodland.com

Tenant Communication

On the next page, we have provided general office information. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting ALH|Podland know what you need.

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

Telephone calls during office hours

During office hours (listed on page 4) 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. Your management team may not be available or in the office, and one of the office team members may be able to help you with your request.

Voicemail

If, during the day you reach our voice mail system, use the extension number for the party you are trying to reach, and if they are not available, leave a message, complete with your name and the telephone numbers where ALH|Podland can reach you, both day and evening. Someone 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, state if you have an emergency. If you reach the ALH|Podland voice mail system during office hours, or after the office is closed; call the emergency phone number provided, **404-919-1251**.

Maintenance requests

Please remember that all maintenance requests must be in writing and submitted online, unless it is an emergency. This is in your rental agreement. You can access and submit the maintenance request form online at the ALH|Podland website; **www.alhpodland.com**, using your resident portal login and password.

Change of information

It is important that you notify ALH|Podland of any changes in telephone, fax, cell numbers, or email. An information change form is located in this handbook as well as online at the ALH|Podland website, **www.alhpodland.com**.

Email

Email is a great way to communicate and we request that you send your email address to **elizabeth@alhpodland.com**. ALH|Podland will put your email address in our database. This enables your management team to contact you quickly and efficiently. In addition, you will receive our company email newsletter.

Please note that although communication by email is encouraged, ALH|Podland does accept notices to vacate by email. ALH|Podland prefers the Notice to Vacate by email.

Website

The ALH|Podland website; **www.alhpodland.com**, contains important information for tenants. Visit it regularly to use the Tenant services. There, you can easily submit a maintenance request and see the posts for the tenant newsletter; *Resident Buzz*. You can also send emails to ALH|Podland directly from the website under the “**contact us**” page.

General Office Information

Address information		
Mailing Address	P.O. Box 699	
	Suwanee, GA 30024	
Business #	404-937-2827	
FAX #	404-585-5077	
Internet		
Email	office@alhpodland.com	
Website	www.alhpodland.com	
Office Hours		
	Monday – Friday	9AM- 5PM
	Saturday	9am to Noon
	Sunday	Closed
	Holidays	Closed
Emergency Service		
	Call 404-919-1251 only if you have a true emergency. Calls made to the emergency number for regular maintenance will NOT be processed.	

Protect Your Rental and Credit History

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 ALH|Podland the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your ALH|Podland management team.

Moving Checklist

There is a great checklist in this package for when you are moving. You will find the Moving Checklist in the back of this handbook.

Utility/Cable Companies

When you rent the property, ALH|Podland cancels the utilities, in the owner's name, on the 1st day of your rental agreement. Prior to move in the utility transfer form needs to be completed online. The form can be found at, <http://www.alhpodland.com/transfer-utilities-form>. To avoid discontinuation of service, contact the utility companies immediately. The move in checklist contains the telephone numbers for the utility services.

Rental payments

Rent is due on the first of each month and late if not received by the third at noon. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record.

ALH|Podland receives rental payments by:

- Certified check or money order sent to P.O Box 699 Suwanee, GA 30024
- Automatic bill pay online

- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the ALH|Podland bank, saving you time.

ALH|Podland does NOT accept rental payments in:

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the ALH|Podland late fee is \$ **100** if rent is not received by the third at noon.
- Service fee – the ALH|Podland service fee is \$ **750**, if a notice to pay or quit is served because your rent is not received in a timely manner and a processing fee of \$**250** in addition to that.
- Maintenance charge – ALH|Podland will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If ALH|Podland receives a service call billing, you are responsible for reimbursement.

Maintenance reimbursement

Generally, ALH|Podland assigns a vendor to perform work you request in your residence.

Under no circumstances can you deduct any amount from your rent payments.

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 ALH|Podland management team for help.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. ALH|Podland has more tips in this handbook.

Tenant Renovations/Alterations

It is the ALH|Podland policy that tenants do not do repairs or alterations. You agreed to this in the ALH|Podland rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request online before making any changes
- Do not proceed with any work until you are notified by ALH|Podland
- ALH|Podland will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of the owner's condition to accept the alteration/repair.
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
 - Sign an ALH|Podland agreement regarding the alteration/repair.

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, ALH|Podland has provided you with Work Order Requests when there are legitimate repairs. 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 the 5-page maintenance addendum for more details on the list below):

- Replacing smoke alarm batteries.
- Replacing light bulbs with the correct size.
- Replacing furnace (HVAC) filters, if applicable, every 3 months.
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs.
- Reporting any and all leaks within 24 hours
- Reporting ventilation issues
- Professional steam cleaning and spot cleaning of carpets while residing in the property.
- Normal insect control.
- Normal rodent control, such as mice. The only rodent taken care of by the Management Company is squirrels.
- Landscape cleanup.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an 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.

Procedures for requesting maintenance

Before calling ALH|Podland

- Determine if there is a true emergency or a non-emergency.
- Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911.
- Emergencies involving gas call the gas company and if necessary call 911.
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911.
- After contacting one of the above sources, then call the ALH|Podland office and report the problem.
- Emergencies such as backed up plumbing or flooding, call the ALH|Podland emergency phone number, **404-919-1251**, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT heat/cooling, but ALH|Podland 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, non-working sprinklers, etc.

Non-emergencies:

- Fill out a tenant “maintenance” request form online at alhpodland.com
- An ALH|Podland representative will assign a vendor to contact you.
- ALH|Podland does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants. If permission is given to enter the residency our maintenance manager can enter at any time.
- Remember, this is a **NON-EMERGENCY** item and in most cases, the vendor will not be able to make an appointment same day. It may take up to three days to schedule pending owner approval.
- Failure to show at an appointment can mean a charge to you of \$65. Therefore, be certain to call the ALH|Podland office a minimum of four hours prior to the scheduled appointment time if you are unable to make the appointment.

- If you do not hear from a vendor or repairperson within 5–7 business days, call the ALH|Podland office and inform your management team or a staff person that a vendor has not contacted you.
- An ALH|Podland 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, please **resubmit** a maintenance request form online at **www.alhpodland.com** and state you had a recent repair but there is still a problem. (Recent repair means within the last 60 days and squirrel control work means **within** 30 days.)
- If you fail to report an unresolved recent repair and there is further damage or expense, you may be responsible for the cost. (As stated in your rental agreement.)

Preventative cleaning tips

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

- Cleaning is easier when you use a “preventative approach.”
- Always put away food and wipe up food remains.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchen; use a sponge and soapy water or appropriate cleaner 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 appliance.
- To avoid mildew; vent rooms and bathroom properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime and soap scum.
- Clean toilets and tubs regularly to avoid buildup of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies”.
- Do not use wax on linoleum or tile.
- Use only water based cleaning products on tile; DO NOT use products that contain bleach or chlorine. As this will take out the coloring in the 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; use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
- Regularly clean kitchen surfaces by using a spray bottle mixed with ½-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 it at least once a week to keep seals from becoming hard and cracking.

Refrigerators:

- Clean regularly and place a cup of baking soda in the refrigerator to absorb odors.
- A cup of dry unused coffee grinds can also absorb odors when placed inside the refrigerator.

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 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a toilet bowl brush.

Carpet stains:

- Vacuum the carpet if the stain is dry.
- If the stain is still wet; blot gently to remove excess – Do NOT rub.
- Lightly soak the carpet stain with clean water to remove the stain. 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, the more the stain will settle into the carpet.

Carpet odor:

- Regular vacuuming cures most carpet odors. But if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly. (Make sure to remove all baking soda from the carpet.)

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 ALH|Podland 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 – this could save the cost 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 (use less water for smaller loads.)
- Avoid using toilets to dispose of trash; as this may cause the toilet to clog up.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
- Make sure your water heater temperature is set properly. (Note: do not turn the water heater up to “hi,” this is a dangerous temperature level).
- Counsel all children on how to prevent wasting water.
- Do not “over water” your lawn or landscaping; it is not beneficial to the foliage and simply a waste of water.

To lower air-conditioning bills:

- During warm or hot months; keep the windows and doors closed during the daytime to “keep cool air in,” particularly when the air-conditioner is running.

- Keep the curtains and blinds drawn from direct sunlight; this can help lower the temperature inside the house and assist in a lower utility bill.
- Replace the air filter often and with the right size; (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 take longer and use more energy to cool it back down.)

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the ALH|Podland office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce the energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving the house, turn down the temperature on the thermostat.
- Do **NOT** turn the heat completely off. (It will take longer and use more energy to warm the house back up.) In addition, this could cause pipes to freeze, which can lead to other problems.
- If you have a fireplace; close the restraint when you are **NOT** using it, but be sure to **OPEN** it back up before you begin using the fireplace.
- 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 in addition with “landlord/rental” insurance. Which normally **DOES NOT** cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are a “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your possessions.

“If you think this is not important, write out a list of your possessions and how much it would cost to “replace” them. You will be surprised how the list can really add up.”

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.**

Safety Tips

The safety of you and your family is very important to ALH|Podland. 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 unattended 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 near a lighting fixture, report the leak immediately to ALH|Podland.**
- 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 when you are not using outlets.
- DO NOT** overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- 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 ALH|Podland **immediately**.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed. (Change the batteries in the smoke alarm at least once a year.)
- 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.
- Report any exposed tree roots to the ALH|Podland office.
- Keep a portable fire extinguisher in the kitchen and the garage. One is provided for you when you move. (If you notice that there is no fire extinguisher when you move in, please contact us **immediately**.)
- If you use the fire extinguisher during your occupancy, make sure to replace it with a new one. (Available in hardware supply stores for purchase).
- Before moving out a fire extinguisher needs to be inside the residence. Whether it's the original one or a newly purchased one by you.
- When using a grill (gas or charcoal) always use outside in an open area. **NEVER** leave grill unattended. **NEVER** let children around the grill while its being used and after use. Give the grill enough time to cool off before dumping the charcoal.
- 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 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 for before leaving:

- If going out of town for an extended period of time, please notify ALH|Podland how long you will be gone. Provide an emergency contact. Should any problems arise concerning your residence, we will contact the person you provided us with.
- Check your rent payment to ensure it will not become delinquent.
- Notify all necessary parties such as your next-door neighbors, the paper delivery, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- 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 prevent 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; 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

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; **NEVER** burn them in a fireplace.

- If you use extension cords, do not overload, do **NOT** staple them to the residence, and if using outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.

For Fireworks Celebrations:

- Do not use illegal, dangerous, or explosive devices.
- Only buy legal fireworks and check where you can use them.
- Use common sense safety rules with fireworks.
- Do not use fireworks in or around your residence.
- Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.
- Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

Maintenance

Emergencies:

- ALH|Podland outlined in the 5-page maintenance addendum that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc.
- We have also reviewed them on page 9 of this handbook.
- Please follow the maintenance instructions and call ALH|Podland when needed.
- ALH|Podland requests that you treat the ALH|Podland staff courteously while under stress of the situation – we will do everything we can to help you in any unfortunate situation.

Area emergencies or disasters:

- Be prepared and use the ALH|Podland Emergency/Disaster checklist (enclosed with this information).
- When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
- ALH|Podland requests that you call emergency services **FIRST** in a disaster.
- After calling 911, notify the ALH|Podland office as soon as possible.
- ALH|Podland will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible.
- When calling the ALH|Podland office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug free housing

ALH|Podland has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house. Especially, if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify ALH|Podland of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

Frequently asked questions

ALH|Podland 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 5th of the month?

As outlined in this Handbook before, the rent is due on the **1st of the month** and late if not received by the **3rd** of the month, unless your lease specifically stipulates the due date of the 5th. Once the 5th of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. ALH|Podland Realty LLC dba ALH|Podland Rental Homes 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 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 ALH|Podland and obtain written permission to install the lines.

Can I have a satellite dish?

Yes, you can have a satellite dish. The satellite dish **CANNOT** be attached to the house. However, you must submit a request to ALH|Podland and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your ALH|Podland management team for details.

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

Notify your ALH|Podland Realty LLC dba ALH|Podland Rental Homes management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

Notify your ALH|Podland management team what pet you want. The Property Manager will contact the owner and submit your request.

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

Your roommate needs to submit a partial notice to vacate. ALH|Podland will need documentation from you to show you can support the property by yourself. ALH|Podland will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. 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 ALH|Podland must approve the person PRIOR to them moving into the property. You can obtain applications at the ALH|Podland office. If ALH|Podland denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

The owners are showing responsibility toward 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. It is also nothing to fear. This is why ALH|Podland contacted you first to set a date and time.

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. ALH|Podland tenants are required to give a **60-day** notice prior to moving. We have provided in this information a “**Notice to Vacate from Tenant Form**” to be used when you anticipate moving, or you can put that information in on the tenant portal.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your ALH|Podland Realty LLC dba ALH|Podland Rental Homes management team to discuss your options.
- Notices must be in writing submitted online through the resident portal or emailed to the property manager. The day ALH|Podland receives the notice is the date the notice begins.
- ALH|Podland does not provide rental history to other landlord’s/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to ALH|Podland to give out rental references.

Setting up your move out appointment

- After you submit your Notice to Vacate, ALH|Podland will send you a letter by email and by mail. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- ALH|Podland only performs move out appointments during weekends and before it gets dark. It is the responsibility of the resident to deliver all keys and openers to ALH|Podland at the move out appointment.
- Failure to deliver keys and openers could result in additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the ALH|Podland Moving Checklist so you remember important details.

Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your ALH|Podland management team. We want your move to be as pleasant and tranquil as possible. The following are the steps to take for your move.

Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings. The mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces and removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpet cleaning depends on time lived in the property for normal wear and tear. If you had pets at the residence, the carpet cleaning exceeds normal wear and tear.
- You will be charged 100% for the cost if you have had pets and/or you have soiled the carpet exceeding normal wear and tear.
- Up to **one** year: carpets will require professional cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. **One to two** years on the property, you will be charged 50% of the cleaning for normal wear and tear.
- 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.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of ALH|Podland, and a receipt is required during the walk through inspection.

- Tenants, please note: ALH|Podland will not reimburse for any carpet cleaning contracted by tenants.

Draperies/window coverings/windows

- Do not wash draperies.
- You are not expected to dry clean draperies unless:
- You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
- You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe all mini blinds – do not use harsh chemicals on the blinds.

Replacements

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs.
- Non-working smoke detector batteries.
- Missing doorstops.
- Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly. (it does not belong in the garbage receptacles.)
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do **NOT** overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or 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. The list of settlement charges are included in the lease, listed on the website, and the management company will provide a list at the time of move out.

Your security deposit refund

After you are all moved out, and within seven business days, someone from ALH|Podland management team will contact you to do your move out walk through. We will take a lot of photos and notes and compare them to the original move in inspection. Once the inspection is completed, a determination will be made if you are due a refund or will there be monies due to the property management company and the owner.

Move out inspections can only be done when you are all moved out and during the day so we have full light to do the inside and outside inspections.

The whole process takes about 10 days. Your determination letter and a check or a bill will be sent to your forwarding address.

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. ALH|Podland refunds security deposit transmitted within **30 days** in accordance with the state landlord/tenant law. Remember, ALH|Podland wants your move out to be a pleasant and successful process.

ALH|Podland 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 ALH|Podland office. We have also included a copy of your rental agreements with your handbook.

- Moving checklist/utility numbers
- Emergency/disaster checklist
- Add roommate request
- Cable/satellite/TV request
- Request to add pet
- Partial notice to vacate
- Notice to vacate

ALH|Podland Moving Checklist/Utility Numbers

Before moving, notify:

<input type="checkbox"/>	Contact moving company
<input type="checkbox"/>	Notify US Post Office – forwarding address
<input type="checkbox"/>	Notify current schools
<input type="checkbox"/>	Notify magazine companies
<input type="checkbox"/>	Notify newspapers
<input type="checkbox"/>	Send “just moved” announcements to friends and relatives
<input type="checkbox"/>	Notify banks, credit unions, savings & loans
<input type="checkbox"/>	Notify doctors, dentists
<input type="checkbox"/>	Notify current electric company
<input type="checkbox"/>	Notify current gas company
<input type="checkbox"/>	Notify current water company
<input type="checkbox"/>	Notify new schools
<input type="checkbox"/>	Notify new electric company
<input type="checkbox"/>	Notify new gas company
<input type="checkbox"/>	Notify new water company
<input type="checkbox"/>	Re-register to vote

Tenant Utility/Cable Numbers for Local Areas

<u>Electric companies/Gas Companies</u>		
ALL AREAS	Gas South	(866) 762-6427
ALL AREAS	Georgia Power	(888) 655-5888
<u>Water companies</u>		
Dekalb	Dekalb County Department of Watershed Management	(404) 378-4475
Fulton	Public Works- Water/Sewer	(404) 730-6830
Henry	Henry County Water Authority	(770) 957-6659
Gwinnett	Gwinnett County Watershed Mgmt.	(678) 376-6956
Atlanta	City of Atlanta Department of Watershed Management	(404) 546-0311

ALH|Podland Emergency/Disaster Checklist

Pre- Emergency/Disaster Checklist:

Take the time to review and implement this list – it could be a lifesaver.

- Take an inventory of your belongings, complete with photos, descriptions, and serial numbers. Items to list are TVs, VCRs, stereos, cameras, camcorders, sports equipment, jewelry, silver, computers, or anything of value
- Know where the shut off valves are in your residence, review page 9 in the ALH|Podland Tenant Handbook, “getting to know your residence”
- Keep copies of important papers stored in a safety deposit box
- Make sure your renters insurance is current at all times
- Discuss with your family or other residents what emergency procedures you will use and post them in the kitchen, office area, etc.
- Plan escape routes in the event of fire and inform every resident of the routes, including children
- Teach children how to use 911 or call for other services
- Always maintain a reserve of bottled water/drinks and non-perishable foods in your residence, along with a manual can opener.
- Have a portable radio with plenty of extra batteries and the right kind for the radio
- Have two or more flashlights with the extra batteries and for the right kind the flashlight
- Have large long-burning candles and matches available
- Have an adequate first aid kit and replace items when necessary
- Keep your cellular phone charged

Use this list when an emergency/disaster occurs:

- In a gas leak is possible during an emergency/disaster, immediately turn off the gas valve
- Keep your car in the driveway, if it is practical, for any necessary evacuation
- Call 9-1-1 only to access help and NOT to learn news
- Call ALH|Podland when it is practical, but remember that ALH|Podland will do what they can to help you, but is not an emergency service. Many repairs will have to wait until the emergency/disaster passes
- Only call people when necessary and have an emergency contact outside your area who can notify other people
- Limit use of the telephones during emergencies/disaster to avoid overloading the circuits
- Unplug or turn off major lights and appliances - such as space heaters, washers, dryers, computers, TVs, etc. Several appliances coming back on at the same time may overload circuits or hot appliances may come on while you are away or asleep causing fire hazards
- Leave a single light on to alert you that power is restored
- If you use candles and matches, do it safely – you do not want to create another problem
- Limit cell phone usage or use your car to charge batteries
- If you have to call emergency services, be calm, state your problem, and be patient. Emergency services will be overloaded.
- If you have standing water in a room, do not enter if the electricity is on; try to wait for a professional
- Do not vacuum wet floors or carpets unless you have the right equipment for water removal. Using a normal vacuum is dangerous with water
- Only open freezers and refrigerators when necessary to avoid losing food as long as you can
- Conserve water and food when disaster occurs

- If you are in a car when power lines fall, remain in the car until you can get help or you are certain that it is safe to do so; then jump clear of the car, not touching any metal.



Add Roommate Request

Date: _____

To: ALH|Podland Realty LLC, agent for owner

Re: Request to add roommate

As of today's date, I (we) the tenant(s) at the above referenced address, would like to add _____ to the rental/lease agreement. I (we) have attached a rental application for this party.

I (we) understand I (we) will be receiving a follow up letter from ALH|Podland Realty LLC dba ALH|Podland Rental Homes regarding the approval or denial of the application

I (we) certify that the above applicant is not living in the property and cannot move in unless approved.

I (we) understand new rental/lease agreements are to be signed if the applicant is approved.

I (we) understand if I (we) fail to fulfill the terms of my (our) obligations, a negative credit report reflecting my (our) credit may be submitted to a credit-reporting agency.

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	ALH Podland Realty LLC	Date



Cable/Satellite Dish/TV Request

Date: _____

To: ALH|Podland Realty LLC, agent for owner

Re: Request to install _____ at _____

As of today’s date, I (we) the tenants at the above referenced address, make a request to install the above

We understand the following if approved:

1. We are responsible for the cost of installation and this will not be reimbursed to us at any time
2. When the company completes the installation, there is to be no damage to the property. If there is damage, we are responsible for the cost of repairs and/or maintenance.
3. If a satellite dish, we must call ALH|Podland for approval of the location prior to installation.
4. If the company installing our request requires written authorization, they are to submit their documentation to the ALH|Podland office, and ALH|Podland will complete the documentation.
5. When leaving property, it is your responsibility to disconnect the services, and pay all billings incurred by the tenants listed below.
6. Any damage incurred upon disconnection will be at our expense.
7. We understand all persons on the rental/lease agreement are required to sign below and all are jointly and severally liable.

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	ALH Podland Realty LLC	Date



Add Pet Request

Date: _____

To: ALH|Podland Realty LLC, agent for owner

Re: Request for pet (list type and age): _____

1. We are requesting to have the above listed pet
2. We certify that the pet has had all required shots by a licensed veterinarian and have attached proof for this.
3. We further understand that ALH|Podland could approve or deny our request.
4. We certify that the pet is not currently residing in the property
5. If our request is denied, the above pet will not be moved into the property
6. If our request is approved, we understand that all tenants currently on the rental agreement must sign a pet addendum and pay an increase to the current security deposit of an additional \$_____.
7. We understand that all current tenants must sign this request.
8. If the owner and ALH|Podland approve the pet, all the undersigned tenants are responsible for this pet, its care, and any damages that could occur.

_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	Tenant	Date
_____	_____	_____	_____
Tenant	Date	ALH Podland Realty LLC	Date

Conclusion

We hope that you have found the *ALH/Podland Tenant Handbook* 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 ALH|Podland management team.

Have a successful residency