

OWNERS GUIDEBOOK

Important Policies, Practices, and Procedures



Customer Service: 404-692-3543

Email: CS@AtlantaMarietta.com

IMPORTANT TOPICS IN THIS BOOK:

**YOUR BASIC
RESPONSIBILITIES**

**REKEYING EXTERIOR
DOOR LOCKS**

FUNDS MANAGEMENT

ON-BOARDING

**WORKING WITH
TENANTS**

**MAINTENANCE AND
REPAIR**

**TENANT
RESPONSIBILITIES**

PAYMENTS

UPDATED PRICING

Welcome and Thank You!

Welcome to Atlanta Marietta / Atlanta Area Property Management—we're excited to have you on board. Thank you for the opportunity to manage your rental property. Our mission is to help you enjoy the benefits of real estate investing without the stress—eliminating the headaches of tenants, toilets, and unexpected turmoil—so you can focus on being a truly passive investor.

This guidebook outlines our core policies, procedures, and management practices. It's designed to promote clear communication, provide transparency, and answer common questions about how we manage your property. As laws evolve and market conditions shift, we will update this guide accordingly. Please note that while this document provides a strong overview, it is not exhaustive and is subject to change without prior notice.

Being an Owner of Rental Property



Owning rental property is one of the most rewarding investments you can make—but without the right support, it can quickly become stressful and time-consuming. That's where we come in: we handle the hassle so you can enjoy the benefits of passive real estate ownership.

Our services are designed for owners who want to step back from daily involvement. When you sign a management agreement with us, you authorize our team to act on your behalf—handling repairs, tenant issues, and day-to-day decisions—so you don't have to manage the managers.

We are licensed Georgia Real Estate Agents and proud members of the National Association of Residential Property Managers (NARPM). We adhere to the legal, professional, and ethical standards set by the Georgia Real Estate Commission and maintain our standing through ongoing education and compliance.

With years of experience and continuously refined systems, we know what it takes to manage rental property effectively. This guidebook was created to explain our policies, set expectations, and answer common questions. While it reflects our current practices, it is subject to change as laws and market conditions evolve.

And finally, a mindset shift: you are now an investor, not just a homeowner. Your property will change—there will be wear and tear, the lawn may not look the same, and appliances will age. That's normal. The true value of your investment lies in its income and long-term growth—not in perfection. We're excited to partner with you and help make your rental experience more profitable and far less stressful.



IMPORTANT TIP!

ONCE YOUR HOME BECOMES A RENTAL PROPERTY, IT WILL NEVER BE THE SAME. DON'T EXPECT TO COME BACK TO THE HOME YOU REMEMBER.

Your Basic Responsibilities

- **Complete the Property Features Checklist** - If you haven't already, please complete our Property Features Checklist with as much detail as possible. This ensures your property is accurately marketed and listed with all relevant features and amenities. Check with your property manager.
- **Initial Walk-Through & Recommendations** - Before listing the property, we will perform an initial walk-through to identify any major deficiencies. We'll provide recommendations for repairs or updates that can help maximize your rental value.
- **Landlord Insurance Requirement** - You are required to obtain and maintain a landlord insurance policy with additional liability coverage. This policy must name Atlanta Marietta Inc. as "Additional Insured." Once issued, please upload the policy to your owner portal.
- **HOA Requirements (if applicable)** - If your property is in an HOA, we are required to provide tenants with a copy of the HOA covenants and rules; If the HOA requires notice of tenancy or specific forms, we will gladly complete and submit them on your behalf; Please notify the HOA to include us in any communications related to your tenant; You are responsible for paying HOA dues. Any neighborhood amenities covered by those dues will be promoted as part of the rental offering.
- **IRS Form W-9 for Tax Reporting** - To ensure proper year-end 1099 reporting, please complete and submit a W-9 tax form. You may complete it under your personal name or a business entity such as an LLC.
- **Ownership and Contact Updates** - Notify us immediately of any ownership changes, pending transfers, or updates to your contact or emergency contact information.
- **Property Condition & Preventative Maintenance** - We will handle all tenant repair requests and provide maintenance recommendations based on periodic drive-by inspections. Keeping your asset in top condition protects its value and rental appeal.
- **Do Not Contact the Tenant Directly** - For legal and liability reasons, please avoid any direct contact with the tenant. Should a tenant reach out to you, do not respond—instead, refer them back to our office immediately. Please do not visit the property.



**Successful
business
relationship**

Property Musts



- Smoke and Carbon Monoxide Detectors - All properties must have working smoke and carbon monoxide detectors to meet county code. If they are missing or non-functional, we will install them and bill you. A fire extinguisher will also be placed for tenant safety.
- Flood Disclosure Requirement - If any part of the property's living space has flooded three or more times in the past five years, Georgia law requires that tenants be notified in writing before move-in. Please provide documentation if this applies.
- Lead-Based Paint Disclosure (Pre-1978 Properties) - For homes built in 1978 or earlier, a Lead-Based Paint Disclosure is required. You must also share any existing reports regarding lead-based paint or related hazards. Owners will soon be required to obtain a Lead Paint Report.
- Utilities During Vacancy - Please keep all utilities active in your name until the home is rented. Do not shut off services prematurely. You may schedule service termination for the lease start date; from that date forward, the tenant is responsible. We will coordinate utility transfers after move-out.

RE-KEYING EXTERIOR LOCKS

We re-key all locks before a new tenant moves in.

With over a decade of rental management experience, we place a strong emphasis on reducing liability and protecting our owners. Re-keying the property before each new tenancy is a critical safety measure that helps prevent unauthorized access and significantly lowers your legal exposure.

We control all key cuts, ensuring that each new tenant receives a fresh set of keys. At the initial re-key, we install Kwikset SmartLocks, which enhance security and simplify future re-keys. While the initial cost is your responsibility, all subsequent re-keys are paid by the tenant. This policy is non-negotiable due to the high liability risk.

For the same reason, we do not provide key copies to property owners. Once a property is under management, retaining a key is unnecessary and creates unnecessary legal risk.



IMPORTANT TIP!

ALWAYS RE-KEY BETWEEN TENANTS. YOU DON'T KNOW WHO HAS COPIES OF KEYS. THE RESULT CAN BE DISASTROUS IF SOMEONE WITH A COPY WALKS IN ON A TENANT THEY DON'T KNOW.

Our Duties



- First and foremost, our duty is to you, the property owner.
- Once the property is vacant, we conduct a full inspection to identify cosmetic, maintenance, and safety issues. You'll be informed of any items that must be addressed before the home can be listed. If a safety concern is found, it must be resolved before a lease can be prepared.
- Our trusted contractors help get your property market-ready—ensuring it's in top condition to attract quality tenants and command the best possible rent.
- We market your rental through multiple channels, including top rental websites, the Multiple Listing Service (MLS), and targeted marketing campaigns to reach qualified tenants.
- We only show properties that are vacant and in "show-ready" condition. If a tenant is still in place, we wait until they've vacated and the home is prepared. We do not exaggerate, misrepresent, or withhold important information during advertising, leasing, or management.

PROPERTY MANAGERS

Each owner is assigned a dedicated Property Manager as their primary point of contact. For questions, concerns, or assistance, please contact your Property Manager directly for personalized support.

GENERAL OFFICE NUMBER:
404-692-3543

GENERAL EMAIL:
CS@ATLANTAMARIETTA.COM

Acceptable Methods of Communication:

- Email
- Text Messages
- Phone
- Written, sent via Postal Services



Handling of Funds

- As required by Georgia law, tenant security deposits are held in a designated Security Deposit Escrow Account and remain the tenant's property unless they default under the lease terms. Rent payments are deposited into a separate Rents Escrow Account before being disbursed to owners.
- As long as the tenant pays on time, you will receive electronic direct funds deposits within 3 days in your portal on or before the 10th of each month, minus the management fee and any outstanding invoices, as outlined in your Property Management Agreement. Late payers will be processed again on or around the 20th.

If a repair exceeds \$500, you will receive an invoice and can make payment through your owner portal. If payment is not received within 15 days, interest charges will apply.



HOW FUNDS ARE DISBURSED AFTER A NEW TENANT MOVES IN

- On or before the tenant's move-in date, we collect the security deposit, any pro-rated rent, and one full month's rent (applied to the first full month of occupancy).
- The security deposit is held in our Security Deposit Escrow Account and remains there until the tenant vacates and the lease is properly terminated.
- If the lease begins on the first day of the month, our leasing fee is deducted from the initial rent payment, and no owner proceeds are disbursed for that first month. No management fees are charged in this scenario. If the lease starts mid-month and pro-rated rent is collected, our leasing fee is deducted first, and then the management fee and remaining balance are withheld from the following month's rent.
- A \$500 Repair Reserve, shown on your statement, is also withheld from the available funds and placed in our Repair Escrow Account. If sufficient funds are not available initially, the reserve may be collected over the second month.

IMPORTANT TIP!

WHEN A NEW TENANT STARTS, DON'T FORGET THAT FOR THE FIRST MONTH OR SO YOU MAY NOT SEE ANY MONIES BECAUSE WE WILL COLLECT MANAGEMENT FEES, LEASING FEES, REPAIR RESERVES AND ANY OUTSTANDING REPAIR INVOICES, SECURITY SYSTEM MONITORING, OR UTILITY INVOICES.

Monthly Payment of Rents



When your tenant pays on time, we process your distribution of monthly rent (minus applicable fees and charges) by the 10th of each month. If you have a mortgage on the property, we strongly recommend maintaining a reserve equal to at least two months of mortgage payments to avoid any disruptions.

Please be aware that banks control the flow of funds, and processing times are governed by their internal policies.

When a tenant submits rent through their portal, the payment is first received by our software provider's partner bank (Wells Fargo), which holds the funds for three business days

IMPORTANT!!

A banking day is when the banks are open and operational. For example, MLK day is not considered a banking day; it is a bank holiday. This means that the banks are closed and do not process any funds. It is important to understand this because if there is a holiday or any day the banks close, your rent will be delayed.

After that, the funds are transferred to our operating bank, where they are held for an additional three business days. Once the funds are released and made available in our account, your rent is directly deposited into the bank account you've designated in your owner portal. Your receiving bank may also place a temporary hold on the deposit, so we recommend checking with your bank to understand their specific deposit policies.

Example: July 4th Holiday

- Tenant makes his payment July 1.
- Bank holds payment for 3 banking days. Banks may close on July 3rd so funds may be held until July 8th, depending on the day the 4th of July falls, ie, if the 4th falls on a Thursday, funds won't be released until the 8th.
- Bank releases fund to our bank and they hold for 3 banking days.
- We process payment of funds to your bank. Your funds will be deposited into your account in 1 to 3 business days.

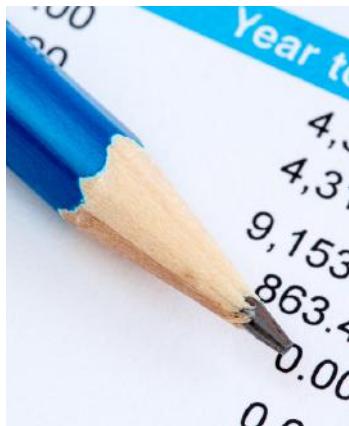
Owner On-Boarding

OWNERS PORTAL

Once you've signed the management agreement, you'll receive an email invitation to set up your owner portal and create a password. After setup, you'll have 24/7 access to your portal from any device. If you don't activate your account within 48 hours, please contact your Property Manager to reset your access.

Your bank account should already be linked to receive distributions, but we recommend logging in to confirm. If it's not set up, you can enter the information directly through your portal.

Within your portal, you'll also find copies of your management agreement, monthly statements, lease documents, and other tenant-related files. If you need any special reports, just reach out to your Property Manager—we're happy to assist.



STATEMENTS

We generate detailed statements alongside your monthly distribution, which include all rents collected, charges, and disbursements, and you will be notified via email that your statement is ready. If you need a statement for a specific date range, simply contact your Property Manager and we'll provide it. Should you need help reviewing or understanding any part of your statement, your Property Manager is available to assist. (See the Appendix for a sample statement.)

EMERGENCY CONTACT

While rare, there have been instances where an owner has passed away, become incapacitated, or suffered a serious injury—and we were unable to reach anyone regarding the property. To avoid delays in urgent decisions, please ensure your emergency contact information is always up to date. Your designated contact should be someone who is authorized and able to act on your behalf if needed.



IMPORTANT TIP!

IN CASE OF EMERGENCY, WE NOTIFY YOU AS SOON AS PRACTICAL. THE NATURE OF THE EMERGENCY/DISASTER DETERMINES THE ACTION WE TAKE IN ORDER TO LIMIT FINANCIAL LOSS, REDUCE YOUR LIABILITY, AND PROTECT LIFE.

VACATION NOTICE

If you plan to be away for an extended period and may be unreachable, please provide us with an alternative way to contact you or designate someone who can make decisions on your behalf during your absence. This ensures we can continue managing your property without delay.

Rent Ready - Preparing Your Property

We know you want your property rented quickly, and we feel that urgency too. However, listing a property before it's truly ready often leads to longer market times and gives the impression that something is wrong.

For liability reasons, we also don't list properties that are still tenant-occupied, as this can lead to claims of damage or theft. We wait until the home is vacant and show-ready to protect your investment and attract quality tenants.



When it comes to having a home in rent ready condition, the following is our minimum standard requirements that we found attracts the best tenants:

- Professional "Hotel Room Clean" – Includes carpets, appliances, bathrooms, kitchen, floors, and fireplace; full deep clean required.
- Walls – Clean or freshly painted with no mismatched touch-ups.
- Personal Items – All furniture, decor, tools, cleaning supplies, shelves, etc., must be removed.
- Exterior – Yard cleared of debris, lawn cut, bushes trimmed, and mulch added to beds.
- Smoke/CO Detectors – Installed in each bedroom and main living area (per county code), with fresh batteries; no plug-in models.
- Window Treatments – Curtain rods required on sliding doors; all windows must have working, undamaged blinds (no curtains unless custom).
- Lighting – All fixtures must have working bulbs of correct type, wattage, and color.
- Doors – Must open/close smoothly with doorstops installed.
- Caulking – Fresh and mildew-free in bathrooms and kitchen.
- Mechanicals – All systems must function properly, including HVAC, plumbing, electrical, appliances, sump pumps, water systems, etc.
- Safety – All railings (interior/exterior) must be secure.
- Wells – Exterior window wells and water wells must be covered and secured.
- Fireplaces – Wood-burning units must have screens or glass doors. If non-functional, seal off the opening to prevent use.

One final note: When tenants vacate, Georgia law only requires them to return the home in "broom clean" condition—not to the "Hotel Clean" standard we provide at move-in. This means we cannot withhold any portion of their security deposit for failing to meet our higher standard.

Because we are bound by Georgia's Landlord-Tenant laws, we cannot legally require tenants to meet our stricter expectations. To maintain property appeal and attract quality tenants, we perform our minimum standard cleaning and preparation between each tenancy. Please note, you will be responsible for the cost of deep cleaning and any related turnover services.

Renting Your Property

PREPARING TO RENT YOUR PROPERTY

When prospective tenants view your rental, we want it to stand out and compete with other listings in the area. To help with this, we'll review any repairs or improvements needed to enhance its appeal. If the home isn't ready for showings, we'll list it as "Coming Soon" until it meets showing standards. Once it's ready, we'll activate the listing and begin scheduling showings.

SETTING THE RENT



Rent is influenced by supply, demand, and seasonal or economic factors. We provide a detailed rental market analysis to help set a competitive starting rent, with adjustments based on your property's condition and upgrades.

While your property is listed, we monitor interest and showing activity. If it isn't generating applications, we will reduce the rent in \$100 increments to increase activity. Keep in mind that higher-priced rentals are harder to lease, as they compete with buyers or renters considering more prestigious areas or lower payments.

SHOWINGS

Most of our showings are self-guided tours, as prospective tenants prefer the flexibility and often avoid homes that require scheduled appointments with an agent. However, if requested, we're happy to have a licensed agent show the property.

To protect your home while it's vacant, we install a SimpliSafe security system in every listed property to deter squatters and unauthorized access.

For liability reasons, we do not list homes that are still occupied by tenants.

HOW LONG WILL THE PROPERTY BE VACANT?

This is our most frequently asked question—and unfortunately, there's no exact answer. While we work diligently to rent your property as quickly as possible by pricing it appropriately, our priority is placing a qualified, long-term tenant. We could fill vacancies faster by lowering our screening standards, but that often leads to costly problems and avoidable turnovers.

In our experience, waiting for the right tenant is worth the extra time. The two biggest factors that impact how long a home sits on the market are price and condition. When priced correctly and in good condition, most homes rent within 30 days.



MARKETING

We market your property on the MLS, Trulia, Zillow, Homes.com, Hotpads, Apartments.com, and other major rental sites. As premier agents on several platforms, your rental gets maximum exposure to qualified tenants.

Renting Your Property

APPLICATIONS

The most important part of our process is placing the best qualified tenant through thorough screening. While our standards are high, it's important to remember that tenants rent for various reasons—they may have credit challenges, be saving to buy a home, or simply prefer not to own.

Applicants complete an online application and upload pay stubs, ID, and other required documents. We use Acutraq, a professional screening service, to review credit, income, criminal and eviction history, bankruptcies, sex offender status, rental or ownership history, fraudulent documents, and occasionally social media. We evaluate all factors together to determine whether the applicant qualifies.

Our qualifications are published on our website.

GUARANTORS

We accept guarantors for some rentals when specific conditions warrant it. Guarantors must complete a full application and meet the same qualification standards as any tenant. While they are listed on the lease, they typically do not reside in the home. If the tenant vacates owing money, we will pursue all responsible parties—including the guarantor.

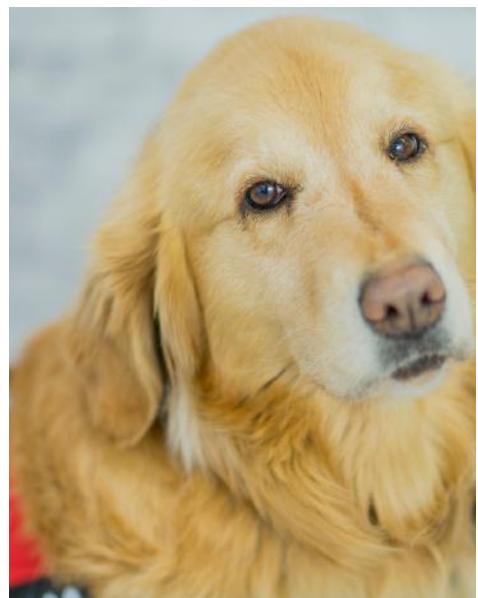
PETS

Statistics show that over 75% of tenants have pets. By excluding them, you significantly reduce your potential tenant pool and may extend vacancy time. Studies also show that tenants with pets tend to stay longer and are generally more satisfied, which is why we encourage allowing pets.

Our pet policy includes a 25-pound weight limit and prohibits vicious breeds. All pets must be screened through a third-party service that collects photos, medical records, and behavior history. If approved, tenants are charged pet rent, which is considered additional rent and distributed to you minus fees.

Service and Emotional Support Animals

Service and emotional support animals are not considered pets under federal law, and therefore cannot be restricted or denied. Under Fair Housing regulations, owners and property managers may not charge pet deposits, fees, or additional rent for these animals. Discriminating against individuals with disabilities who require assistance animals is strictly prohibited.



Working with Your Tenants

TENANT ACCEPTANCE

Once approved, applicants receive a Welcome Letter outlining their obligations, amounts due, and instructions for electronic lease signing. They must submit the first full month's rent and sign the lease within 48 hours. Once completed, we remove the home from the market and hold it until move-in.

At move-in, we complete a detailed move-in condition inspection report and send it to the tenant for signature. The report is signed prior to move-in, and the tenant is given seven days after move-in to document and submit any additional items that may have been overlooked. This report serves as the baseline reference at move-out. In addition, we collect the security deposit and any prorated rent. Our standard lease terms typically range from 18 to 24 months.



COLLECTING RENT

Each authorized tenant is given access to an online portal to submit monthly rent payments. Rent is due on or before the 1st of each month, with reminder notices sent in advance. Tenants may pay via ACH, recurring auto-pay, or credit card, and all charges—including tenant-responsible repairs—are clearly itemized on their ledger.

NOTICES

From time to time, we may issue tenant notices for matters such as HOA or county code violations, unauthorized pets, or unapproved occupants. These notices are corrective in nature, and most tenants comply. If issues persist, enforcement may escalate to fines or, if necessary, eviction.

Please also provide our contact information to your HOA and ensure we are included on all future communications and notices.

TENANT RESPONSIBILITIES

Tenants are generally responsible for all utilities, lawn maintenance, pest control, and renters insurance. However, if you prefer to retain a specific vendor—such as a lawn care company—you're welcome to do so. In that case, the cost will be included in the rent, and we'll coordinate with the vendor directly. While this may be an added expense, maintaining consistent service—especially for landscaping—can help preserve your property's value and curb appeal over time.

TENANT CONTACT

If a tenant contacts you directly, please refer them to us—with exception. We will handle all communication and address any concerns. Direct involvement can create confusion, miscommunication, or conflict without full context, and may limit our ability to protect you in the event of a legal dispute.

Working with Your Tenants

DRIVE-BYS AND INSPECTIONS

We perform periodic drive-by inspections and offer an annual internal inspection (fee-based) to ensure the tenant is complying with lease terms and maintaining the property. Additionally, our maintenance team may identify repair needs during service calls.

IMPORTANT TIP!



**DON'T EXPECT TENANTS TO LANDSCAPE YOUR YARD.
TENANTS ARE RESPONSIBLE FOR MOWING, MULCHING AND KEEPING
THE PROPERTY FREE OF DEBRIS.
YOU ARE RESPONSIBLE FOR WEED CONTROL, RE-SEEDING, AND
TRIMMING BUSHES AND TREES.**

SECURITY DEPOSIT REFUNDS

Proper handling of the security deposit is required by Georgia law. We prepare a timely security deposit reconciliation and determine any deductions in accordance with state guidelines. We work with tenants to help them recover as much of their deposit as possible, but any portion retained is used to cover damages or repairs needed to restore your rental.

TENANT PROBLEMS

With years of experience, we've handled a wide range of tenant issues and know how to navigate them effectively. Our first line of defense is placing high-quality tenants, which helps prevent many problems before they start. Still, even great tenants can have challenges. We address each situation with a common-sense approach, always following landlord/tenant laws and using proper documentation.

If a serious issue arises, we'll contact you and work to find a practical, fair solution that protects your investment. Our policy is to approach each case with a "what if" mindset, aiming for resolution and the safe return of your property.

LATE PAYMENTS

Rent is due on or before the 1st of each month. If payment is not received by the end of business on the 3rd, late fees will be applied and will continue to accrue until paid.

COLLECTIONS

If a tenant falls behind on rent, our billing team begins the collection process and works with the tenant to resolve the issue. If eviction becomes necessary or the tenant vacates owing money, we submit the account to an outside collections agency. If funds are recovered, the agency retains approximately 40%, and the remaining balance is sent to us. We will then deduct any amounts owed to us and forward the rest to you.

Dispossessory Action

EVICTION - LEGAL ACTION

DON'T GET UPSET • IT HAPPENS!

Even with thorough screening, unexpected life events—such as job loss, divorce, illness, or death—can quickly affect a tenant's ability to pay rent. When this happens, we reach out right away to understand the situation and explore the best possible path forward.

Because of COVID-related delays and ongoing court backlogs, eviction cases can take several months. Once an eviction is filed, the law prohibits us from accepting any rent—partial or full—during the process, which can result in the tenant remaining in the home without payment for an extended period. To help avoid this, we often work toward a mutual agreement in which the tenant voluntarily vacates and is released from the lease. We make it clear that an eviction can significantly harm credit and future housing opportunities, and in many cases, resolving the matter outside of court is far more cost-effective.

Every situation is unique, so we evaluate each case with your property's long-term best interest in mind. If the hardship appears temporary and the tenant has a strong payment history, we may recommend allowing time for recovery. If not, we may move forward with eviction or an early lease termination. Please note that while an eviction is active, the home cannot be re-rented, regardless of occupancy, and all eviction-related costs remain the owner's responsibility until the legal process is complete.



EVICTION PROCESS

If eviction becomes the only remaining option, it's important to understand that the process can take several months due to ongoing court backlogs from the previous eviction moratorium. Eviction is truly the last resort, as it is the most time-consuming and costly path forward.

Here's a general overview of how the process works:

- Notice to Pay or Quit – Starting on the 5th if tenant has not responded to us, a formal demand is issued and tacked on the tenant's door.
- Filing in Court – If the tenant does not respond, we file a dispossessory action in court.
- Service of Summons – The tenant is served and has a limited time to respond.
- Court Hearing – If the tenant contests or responds, a hearing is scheduled. This may take weeks or months.
- Writ of Possession – When judgment is awarded, a writ is issued to regain possession of the property.
- Physical Eviction – The sheriff schedules and carries out the physical removal.

Moving

MOVING IN

When a tenant moves in, they have the option to submit photos and detailed notes of any additional damage not captured in the original Move-In Condition Report. This information is added to the report and used during the move-out inspection to ensure fairness.

The lease also includes a clear list of move-out responsibilities to help the tenant recover as much of their security deposit as possible by meeting cleaning and condition expectations.

MOVING OUT

When a tenant submits a written Notice to Vacate, we begin preparing for the move-out process. Once the property is fully vacated, we complete a move-out inspection report to document any damages. This report is compared to the original Move-In Condition Report to determine which damages were caused by the tenant. We calculate the repair costs and deduct them from the tenant's security deposit, which is then used to cover those repairs.

If the cost of tenant-caused damage exceeds the amount of the deposit, you will be notified and are responsible for covering the remaining balance. If the tenant fails to pay these additional charges, we submit their account to a third-party collections agency for recovery.

Please remember that tenants are not responsible for normal wear and tear, such as worn carpet, minor scuffs on walls and doors, small nail holes, or light mildew in bathrooms. These items cannot be charged against their deposit under Georgia law.



EARLY TERMINATION

Occasionally, tenants need to break their lease due to job transfers, divorce, or other major life events. Our lease includes a Buy-Out Option, which allows tenants to end their lease early—for any reason—under specific conditions.

To exercise this option, the tenant must provide 30 days' notice and pay a fee equal to two months' rent. One month is retained by us to cover the leasing and marketing fee, and the second month is paid to you as compensation for the early termination.

Maintenance and Repair

We always keep your financial interests in mind when handling repairs, and our philosophy is to repair rather than replace whenever possible.

When a repair request is submitted, you are automatically notified by email or text. This notification is for awareness—not approval. If the repair is within your reserve limit and the request is reasonable, we will move forward with the work to avoid delays.



IMPORTANT TIP!

DURING THE FIRST 3 MONTHS OF EVERY LEASE, TENANTS SUBMIT NUMEROUS REPAIR REQUESTS AS THEY GET SETTLED IN. THEY USE THE PROPERTY DIFFERENTLY THAN THE PREVIOUS TENANT OR YOU, IF YOU LIVED THERE LAST. WHAT PREVIOUS TENANTS COULD LIVE WITH MAY NOT BE WORKABLE TO THE NEW TENANTS.



If you have a preferred contractor for a specific repair, we're happy to coordinate with them for a small administrative fee. If the contractor does not complete the work or the quality is substandard, we will make one attempt to have them return and correct the issue. If there is no response or the problem is not resolved, we will dispatch one of our trusted vendors to complete the repair, at your expense.

We have spent years building a network of reliable contractors who understand the urgency of repairs, the importance of tenant satisfaction, and the need to protect your investment. Work performed through our vendors is guaranteed, and we ensure every repair is completed properly.



TENANT RESPONSIBILITY

We rely on tenants to help keep your property in good condition, so we “train” them from the start to report any concerns—no matter how minor. We encourage them to submit issues like missing doorstops, broken stove burners, stuck doors, unsecured windows, or worn caulking. Small repairs caught early can prevent much costlier problems later.

Tenants submit maintenance requests through their portal, where our maintenance manager reviews, prioritizes, and assigns the work. Staying on top of repairs during a tenancy is crucial—studies show tenants are more likely to end their lease if maintenance is neglected. If the tenant causes the damage, they are financially responsible for the repair.

Maintenance and Repair



SMALL AND LARGE REPAIRS

Repairs under \$500 (your repair reserve amount) are typically completed without prior approval and will appear on your monthly statement for review. All invoices are uploaded to your portal so you can easily view the work performed.

If we anticipate a repair will exceed the reserve, we'll send you an estimate for approval before moving forward. Once approved, the work begins, and you'll receive a separate invoice to pay through your portal.

For larger renovation projects you request, we charge a 10% management fee to cover our time and effort in securing bids, ordering materials, coordinating vendors, supervising work, handling invoicing, and ensuring compliance with permits and code inspections.

WHILE ON THE MARKET

Once your property is listed and vacant, we perform weekly refresh visits to keep it in show-ready condition. This includes light dusting, sweeping, replacing air fresheners, and minor yard touch-ups. Some of this upkeep may be billed to you depending on the scope of work needed.



PREVENTATIVE MAINTENANCE

To help preserve your property's value, we occasionally recommend preventative maintenance like gutter cleaning, eave repairs, or power washing. You'll receive an email with an exterior inspection report, photos, and cost estimates. You choose which items to move forward with, and we'll handle the rest.

WEAR & TEAR

Ordinary wear and tear refers to the natural, gradual deterioration of a property that occurs through normal, everyday use.

For example, carpet may show wear patterns or become threadbare over time, and paint may fade, peel, or develop scuff marks. Even the most responsible tenant cannot prevent this aging process, and courts do not hold tenants financially responsible for such wear. To help your property rent for the highest possible price, we will provide recommendations for updates or touch-ups once the home is vacant and before it is shown.

Cancellation of Management Services

We strive to earn your business every day, which is why our property management agreement is month-to-month and can be canceled at any time with 30 days' written notice. While we hope you'll give us the opportunity to resolve any concerns, you are never locked in.

If you choose to end our services, the 30-day notice allows us to prepare the tenant, property, and financial records for a smooth transition. To cover the close-out costs — such as legal documents, lease transfers, security deposits, key handling, mailing, required notices, repair, and marketing, we retain those costs from rent or reserve funds.

WRITTEN NOTICE

Once we receive your written notice to cancel, you'll need to provide the contact information for your new property management company so we can coordinate a smooth transition of the tenant, property, and records.



"WE EARN YOUR BUSINESS EVERY SINGLE DAY!"

NOTICE TO CURRENT TENANTS

We will notify the current tenants of the turnover date and introduce the new management company. We'll coordinate directly with your new manager to ensure a smooth transition. However, it will be your new management company's responsibility to inform the tenant where and how to make future rent payments.

DISTRIBUTION OF FUNDS AND DOCUMENTS

Once we receive your signed authorization, we will release the keys, lease, move-in report, and related documents to the new management company, completing our engagement.

To limit liability, we will return the security deposit to the tenant and may hold the repair reserve and remaining rent for up to 60 days to cover any outstanding invoices.

MONTHLY STATEMENT EXAMPLE

Atlanta Marietta Inc

404 Powers Ferry Rd
Marietta, GA 30067
(404) 692-3543
<https://www.AtlantaAreaPropertyManagement.com>



OWNER NAME

Owner Address
City, State Zip

Owner Statement
Jan 01, 2024 - Jan 16, 2024

1234 Any Street Name, City, State, Zip

Property Cash Summary

Beginning Balance		309.99
Cash In		2,650.00
Cash Out		-595.00
Owner Disbursements		-2,164.98
Ending Cash Balance		200.01
Property Reserve		-200.00
Net Owner Funds		0.01

Transactions

Date	Payee / Payer	Type	Reference	Description	Cash In	Cash Out	Balance
Beginning Cash Balance as of 01/01/2024							309.99
01/01/2024	Tenant Payment	eCheck receipt	DBB2-9FD0	Rent Income - January 2024	2,650.00		2,959.99
01/08/2024	Atlanta Area Property and Management, Inc	Check	ACH 1.8.24	Plumbing - Replace pipe in crawlspace; Deodorize crawlspace - Repair and Maintenance	300.00	2,659.99	
01/08/2024	Atlanta Area Property and Management, Inc	Check	ACH 1.8.24	Admin Repair Fee - 10% Repair and Maintenance	30.00	2,629.99	
01/08/2024	Atlanta Area Property and Management, Inc	Check	ACH 1.8.24	Management Fees - Management Fees for 01/2024	265.00	2,364.99	
01/09/2024	Owner Name	eCheck	56DC-529E	Owner Distribution - Owner payment for 01/2024	2,164.98	200.01	
Ending Cash Balance							200.01
Total					2,650.00	2,759.98	

WHAT ABOUT HOME WARRANTIES?

We're often asked whether it's worth purchasing a home warranty—or keeping one you already have. To help you make an informed decision, we've included two articles from reputable financial planners that offer insight and perspective on the pros and cons.



Never Buy a Home Warranty

QUESTION: Jay on Twitter asks how Dave feels about home warranties. Dave tells Jay to never buy one.

ANSWER: Never buy them. Don't buy home warranties. Don't buy extended warranties. Don't buy any of those kinds of things. The reason is very simple. About 85% of the home warranty amount is absolutely profit and commission to the people. It is unbelievable—the vast majority. About 12% of the extended warranty or the home warranty or the electronics warranty is actually the risk that you're taking. In other words, the cost of the average item breaking down within the warranty period usually runs about 12%. The rest of what you're paying is profit, commissions, overhead and marketing costs. I would rather just take the chance. Put \$.88 in my pocket of every dollar—\$888 of every \$1,000 that I would've spent on warranties and \$12 in savings, and on average, I'm going to cover the breakdown that those warranties would've covered.

If a warranty pays out more than it costs, on average, the warranty company goes broke. Think about it. If a car insurance company pays out more in claims than they take in car insurance premiums, they go broke. They have to do a statistical analysis, put it in a form called an actuarial table, which is the probability of the item breaking or the event that is insured occurring, and that probability per 1,000 policies sold gives them their cost of issuing the insurance, the warranty, the extended warranty—whatever it is. Then you have to add to that the other things.

There are some things you should not self-insure. They're the big hits. We recommend you transfer the risk on those things. But the little things—for God's sake, if your iPhone breaks and you can't afford to replace it, you shouldn't have bought an iPhone. Don't buy an iPhone warranty or a Droid warranty. If you can't afford to fix it, you can't afford to buy it. Same thing with your car. A warranty comes with a car—new cars. I'm talking about a warranty that you pay for. Save your money.

The big items, you transfer the risk on. That's why we buy life insurance. That's why we buy homeowner's insurance. If your house burns down, you can't self-insure through that one. You can self-insure through your DVD player breaking. If you can't, you don't need to be buying a DVD player. You could self-insure through your heating and air going out. It's called an emergency fund. You can't self-insure through a triple bypass, so you have health insurance. On the big things, you transfer the risk. On the little things, you self-insure. By the way, that gives you more money to self-insure with because you're not spending all your money on home warranties, extended warranties, electronics warranties and all these other rip-off things.



**"Investments managed.
Peace of mind delivered."**

**Great property management isn't just about homes
— it's about people, trust, and lasting value.**



**Customer Service: 404-692-3543
CS@AtlantaMarietta.com**