



PMI MARIETTA

RESIDENT HANDBOOK - QUICK LINKS

[WHEN IS MY RENT DUE?](#)

[HOW DO I SUBMIT A MAINTENANCE REQUEST?](#)

[WHAT IS A MAINTENANCE EMERGENCY?](#)

[WHAT ARE MY MAINTENANCE RESPONSIBILITIES?](#)

[WHAT ARE MY RESPONSIBILITIES BEFORE MOVING OUT?](#)

WELCOME TO THE PMI MARIETTA FAMILY!!!

PMI Marietta welcomes you as a new resident at one of our managed properties. To achieve a successful tenant/landlord relationship, we prepared the PMI Marietta Tenant Handbook 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 information about:

- Office information
- Maintenance
- Rental payments,
- Safety tips,
- Vacation guidelines,
- Emergency instructions,
- Holiday tips and more

The owner of the property you have rented has retained PMI Marietta as their Property Management Company and representative to manage the property. Therefore, you need to contact PMI Marietta 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. PMI Marietta is here to help you.

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

GENERAL OFFICE INFORMATION

PMI Marietta

1870 The Exchange SE, Ste 200,
Atlanta, GA 30339.

Business # 770-240-1057

FAX # 770-951-7006

Email: info@pmimarietta.com

Website: www.pmiMarietta.com



PMI MARIETTA

Office Hours

Monday – Friday: 9:00 am -5:00 pm

Saturday: 10:00 am – 1:00 pm

Sunday: Closed

Holidays: Closed

Please note: All office visits are by appointments only.

EMERGENCIES

For Fire, Gas and other life-threatening emergencies **Call 911** first, when you are safe,

Call us at 770-240-1057 and select the emergency option (Ext. 804)

RESIDENT COMMUNICATION

Communicating Maintenance Requests:

Please refer to the following section for information: [How to submit maintenance requests?](#)

Telephone calls during office hours

During office hours, we are usually available to answer your call. If you get our voice mail system, leave a message with your name, phone number, and property address. We will return your call as soon as possible.

After hours calls

The voice mail system will take all messages after hours. Messages will be returned the following business day.

Emergency calls

During normal office hours, immediately state if you have an emergency. If you reach the PMI Marietta voice mail system during office hours, or after the office is closed, immediately choose the emergency option (ext 804) and we shall be reached. Please note, for all life-threatening emergencies call 911 first and when you are safe, call PMI Marietta.

Change of information

You must notify PMI Marietta of any changes in your telephone, fax, cell numbers, or email. Email the office with your new information.

Email

Email is a great way to communicate. To reach the general office, you can email us at pm@pmimarietta.com

Website

The PMI Marietta website contains important information for tenants. You may submit maintenance requests, pay your rent, download a copy of the Tenant Handbook, or download other forms through the Tenant Portal.



PMI MARIETTA

PMI Marietta Office

We meet tenants and owners at our office by appointment only. Please call us before attempting to meet us at our office.

MOVING IN

Move-in Inspection

A move-in inspection report is included with your Lease. PMI Marietta uses Z-Inspector for move-in and move-out inspection. The purpose of the move-in inspection report is for you to document any issue at the property for which you do not wish to be held financially responsible at move-out. It is important to know that just because you listed an issue does not mean it will be fixed or replaced, but it is documented.

Utility Companies

PMI Marietta/Owner will cancel the utilities after your move-in date. All utilities must be transferred into your name before your move-in date. Please make sure to call all providers, pay all deposits, and provide your move-in date for the initial set up.

HOW TO PAY RENT

It is very important that during your tenancy, you think of your rental history and credit. After moving out when you want to rent again or want to buy a house, you will need good references and a good credit report. By avoiding late payment for rent and other dues, taking good care of the property, and following terms and conditions of the lease, you will confirm that PMI Marietta gives a good reference for you when you vacate the property.

Rent is due on the First, Late on the Second

Rent is due on the first day of each month. Rent is late if received after 5 pm on the Second of the month. If we receive your rent payment after the second day of the month, you must include a late fee according to your lease. Please note that it does not matter what date the payment was mailed: rent is considered paid when we receive it not when you mail it. We suggest either using our electronic payment service or mailing your check several business days early to ensure that we receive your payment on time.

PMI Marietta offers 2 ways to pay rent: By Tenant Portal or By Mail.

Payment by Mail

If you pay rent by Mail, you must use our office address. Payment can be made by Cashier's check or Money order only. We don't accept personal checks. Make your rent payable to PMI Marietta. Don't forget to indicate your name and residence address on the payment instrument. Payment to be considered on-time, your payment should be received by our office by the due date.

Mail payment to: **Attn: Rent Payment**

PMI Marietta

1870 The Exchange SE Ste # 200

Atlanta, GA 30339

Payment by Portal

PMI Marietta uses a vendor, PropertyWare, to process electronic rent payments. Prior to your first use of the PropertyWare electronic payment system, you must receive an email invitation from PMI Marietta which will prompt you to create a secure password. Please contact the PMI Marietta office if you have not received your email invitation or need us to re-send it. Electronic payment of rent is available by electronic check only; we do not support payment of rent by credit card.

When you click the "Make a Payment" link on your Portal and log on to your account with your secure password, you will be able to see all current charges for your account. You may initiate payment on a one-time basis or you may configure automatic recurring rent payments for the duration of your lease.

Note that short payment is not accepted. For example, if your rent is \$1000 and you have accrued a late fee of \$100 and a dispossession fee of \$250, then your balance is \$1,350. Short payments will be rejected if you attempt to make them via our electronic payment service. If short rent payments are received, by mail, at our office, we will mail them back to you rather than depositing them. Please contact the PMI Marietta office if you have questions about your account.

If you attempt to send us short rent using electronic payment or if your payment is rejected for "not sufficient funds" (NSF) we may terminate your access to our electronic payment system for the duration of your lease. Once we have terminated your access to our electronic system, you must pay rent using certified funds only by mail. We recommend you initiate your bank transfer by 27th of the month, to allow e-payment settlement period.

WHAT WILL HAPPEN IF YOU DO NOT PAY THE RENT?

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

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

- On the third day of the month or following business day (if the third day is a weekend/holiday), PMI Marietta sends a "Courtesy Reminder" by email to all tenants whose rent has not been received, stating the late payment charges and total due.
- On the fourth day of the month or following business day (if the fourth day is a weekend/holiday), PMI Marietta sends a "Demand Letter" by Email to all tenants whose rent has not been received. A "Demand Letter" letter notifies the tenant:
 - That rent has not been received
 - A late fee has been added
 - The total amount must be paid within 1 business days from receipt of the letter
 - Requests the tenant to either pay the funds owed or move out
 - That PMI Marietta has the right to file a Dispossession Warrant at the county courthouse if rent is not received within one business day. This is the first step in the eviction process.
- If the rent and late fees are still not paid by the fifth day of the month or following business day (if the fifth day is a weekend/holiday), PMI Marietta or a third-party vendor on behalf of PMI

PMI MARIETTA

Marietta/Owner will file the dispossessory warrant. A few days after filing the county Marshal will visit the property and serve the Dispossessory Warrant. If the tenant is not at home then Marshal will serve the warrant by “tack and mail” (the warrant will be attached to the door and a copy placed in first-class mail).

- After a dispossessory has been filed, in most cases the tenant may get current by paying all funds due using certified funds and PMI Marietta will have the dispossessory dismissed. If PMI Marietta does not receive these funds, however, then a court date will follow and the eviction process will proceed.

PMI Marietta takes no pleasure in evicting any tenant. It is a fundamental truth, however, that you do have to “pay to stay”.

CARE OF THE PROPERTY

Being a tenant in a home owned by someone else is a privilege. PMI Marietta expects all residents to treat the home as if it were their own. Any abuse or neglect to the property will result in immediate eviction proceedings.

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 following:

- Main circuit breaker in case power goes out
- Gas shutoff valve – turn off during emergencies for safety
- GFCI outlets – 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
- HVAC filter location – Changing filters is YOUR responsibility!
- Disposal reset button
- Emergency garage door release

If you are uncertain about any of the above items, contact the PMI Marietta office for help.

MAINTENANCE

Avoid being charged for maintenance

Your lease describes certain maintenance issues that YOU are responsible for; there is also a list below under “Tenant Maintenance Responsibilities”. If you insist on a maintenance visit for an issue you are responsible for, you will pay for the entire service call. We highly suggest working closely with our maintenance coordinator, who will troubleshoot issues with you by email, or on the phone, to avoid

unnecessary vendor visits and charges to you. These simple maintenance items are far less expensive for you to handle under your lease.

You don't want to pay a \$95 vendor visit for a \$10 air filter easily found at Home Depot!

How to submit maintenance requests?

All maintenance requests must be in writing. The easiest way to submit a maintenance request is to visit the PMI Marietta website, www.pmiMarietta.com. There is a link to sign in to our maintenance system. The email you used at move-in has been used to create an account for you. It is your responsibility to accommodate the vendor's schedule, not the vendor's responsibility to accommodate your schedule. If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee plus administrative fees. Therefore, be certain to call the vendor as soon as possible if you are unable to keep an appointment.

- If you do not hear from a vendor or repair person within 2 business days, call the PMI Marietta office and inform us that a vendor has not contacted you.
- A PMI Marietta 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.

Response Time

Keep in mind that you are living in a Townhomes/Single-family home, not an apartment building. The response time you experience will be very similar to any other homeowner. We hire vendors to service your needs; they are independent business people and schedule their own time. While we do insist on reasonable response time from our vendors, that should not be interpreted as "immediate". If you report that your air conditioner has failed on the hottest day of the year every HVAC vendor in the city will be backed up and it may take several days for a technician to get to your home. Once on-site, the technician will diagnose the problem and may need to order parts. These parts may take several more days to be delivered. Our role, on your behalf, is to ensure that all maintenance is completed in a "reasonable" timeframe.

What is an emergency?

An emergency is a life-threatening or home-destroying issue such as a fire, flood, gas leak, break-in, major tree-fall on the property, etc.

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving natural gas, call the gas company and if necessary, 911
- Emergencies involving immediate electrical danger, call the utility service or 911
- After contacting one of the above, call the PMI Marietta office and report the problem.

NOTE: An emergency is NOT air conditioning, non-working dishwasher, sprinklers, insects or rodents, etc.

For emergencies such as flooding, tree damage, etc., call the PMI Marietta office number, 770-240-1057. If you get voice mail, choose option 804, leave a message with your complete contact information, property address, and a description of the problem, and we will be paged.

Tenant alterations are prohibited

Tenants do not have the right to make alterations, modifications, or improvements to the property, including painting. If you wish to have the walls painted a different color, for example, submit a maintenance request.

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

Satellite Dishes

Tenants are not permitted to mount satellite dishes directly on the house. Tenants must get with the provider and mount the dish on a poll that is in the view from the street.

Plumbing problems

The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. While the Landlord is responsible to repair the plumbing systems when they break in the course of normal use, the Tenant is responsible for repairs caused by negligence. If Tenant, tenant's children, or guests put any item down the drain other than human waste and toilet paper causing a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent.

Garbage disposals

Please be careful with your garbage disposal, if you have one. You will be charged the vendor fee for unblocking garbage disposal if any of the following are found to have blocked the garbage disposal: Bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, "twister" seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, eggshells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. If you can't chew it, don't put it in the garbage disposal.

Tenant Maintenance Responsibilities

The property owner has to maintain your residence in compliance with the Uniform Housing Code. PMI Marietta has provided you with an easy-to-use maintenance request feature on the PMI Marietta website. We want you to report maintenance items!

However, some items are the tenant's responsibility and we have listed them here. Please refer to your Lease for more details on the list below:

- Replacing smoke alarm batteries
- Replacing light bulbs (including all appliance bulbs)
- Reporting non-functioning smoke alarms immediately if fresh batteries do not solve the problem
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Basic insect/rodent control
- Replacing HVAC filters every 3 months
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Landscape watering unless restricted by local or state ordinance.

- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of a homeowners 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 from the fireplace until they have cooled outside for a week.
- Check to see if the damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly following local and county laws.

MISCELLANEOUS

Home Owners Associations (HOA) – If your community has one!

All tenants are to abide by the codes set forth by the HOA. If you do not have a copy of the covenants and restrictions, contact PMI Marietta. If PMI Marietta does not have access to the document, you will be given a contact number to obtain these documents.

The owner is obligated to pay any assessments that are associated with the property. The tenant is obligated to pay for access to any amenities and to pay for any fines that occur during his or her tenancy.

RENTERS INSURANCE

A burglary, fire, or flood can be devastating. It is your responsibility to purchase Renter's Insurance. Neither PMI Marietta nor the owner has any responsibility for the loss of your or your visitor's possessions stored in the home due to theft, disaster, or any other cause. If there is a burglary, fire, flood, or any other problem at the property resulting in loss of or damage to your's or your visitor's possessions, you must bear the cost of replacement yourself if you do not have renters insurance. To avoid a loss, acquire renters' insurance now. PMI Marietta recommends at least \$50,000 Renters personal property insurance coverage.

Liability Insurance

Residents are required to obtain Liability Insurance coverage of \$300,000. This coverage is not to be confused with renter's insurance coverage. If you have already obtained renters insurance, your current provider may be able to supply the liability coverage as well for an additional cost. If you do not provide proof of the liability coverage at the time of your move-in, PMI Marietta will purchase one on your behalf at your cost.

PETS

Under no circumstances are pets allowed in a home without both written permission and a pet deposit being paid. PMI Marietta's pet deposit is \$500 for the first pet and \$250 for any additional pet. **Important note: "No pets allowed" also refers to any relatives, friends, and loved ones that have pets and want to bring them to the home even for only a few hours. A \$25.00 monthly pet fee will be charged**

in addition to the deposit and due each month with the rent. If a pet is found at the residence or evidence of a pet is found at your residence, the tenant will be charged a \$250 fine.

All pets must be listed in the application. PMI Marietta reserves the right to turn down an application if the pet is from the prohibited breed as listed in the Lease Agreement. Vicious Breeds are not allowed under any circumstances. If one is found at a residence after the tenant has moved in, the tenant will be put in eviction status immediately.

WHEN IT IS TIME TO MOVE

Giving the notice to vacate

Eventually, you will want to move and we want you prepared when this time comes. The lease requires tenants to give a minimum 30-day written notice as of the last day of a calendar month.

When you give notice, you will have either completed the full term of the Lease or you will be terminating early.

Before Giving Notice:

- Refer to your Lease to determine whether your termination is a non-renewal or an early termination.
- The day PMI Marietta receives the notice is the date the notice begins.
- Notice must be in writing. You may send it by email as a scanned file, by fax, or by U.S. postal mail.

Non-Renewal

If you complete the full term of your Lease, as part of the move-out process you must do all of the following:

1. Give a minimum 30-day notice as of the end of a calendar month.
2. Pay all rent due through the minimum 30 day notice period.
3. Move out and remove all possessions and occupants from the property by the move-out date.

Early Termination

If you choose early termination, in addition to the requirements of non-renewal above, you must also pay all fees and abide by the terms mentioned in your lease. If you choose early termination, comply with all the requirements for it, and move out of the property leaving a zero balance, PMI Marietta will give you a good tenant reference.

Default – Liquidated Damages

If you move out of the property without complying with the requirements for non-renewal or early termination, then you default on your lease. You will owe rent through the notice period (30 days as of the last day of a calendar month) plus two month's rent in liquidating damages plus any other fees and balance owed on your move-out statement. If you do not pay this amount in full, you will be given a negative rental reference, your account will be placed with a collection agency and your credit will be marked.



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Setting Up Your Move Out Inspection

For you to have your security deposit returned, PMI Marietta must conduct a “Move-Out” inspection. PMI does not require a tenant to be present during the move out inspection. If you would like to be present, please make sure to advise the manager at the time you provide your Notice to Vacate. To arrange this:

- If you prefer to be present at the inspection, Contact the PMI Marietta office to schedule a move-out appointment.
- PMI Marietta only performs move out appointments during weekdays, 9 am to 5 pm.
- Supply a forwarding address and telephone number for your security deposit refund.

Showings to Prospective Tenants During the Notice Period

According to the Lease, PMI Marietta may show the property to prospective tenants after either PMI Marietta or the tenant has given the notice to vacate. During the notice period, PMI Marietta has the right to place a yard sign in the lawn and a lock-box on the door. The property may be shown by PMI Marietta staff or by licensed Georgia real estate agents by appointment. When either a PMI Marietta staff member or a real estate agent has a prospective tenant who wants to see the property, we will give you a courtesy call before showing the property. If we do not get a reply to our courtesy call message, we will show the property at the time noted in the message we left.

Security Deposit Refunds in Georgia Landlord-Tenant Law

PMI Marietta complies with the Georgia landlord-tenant law in determining the amount of security deposits refunded.

- If applicable, the Security Deposit shall be returned to Tenant by Landlord within 30 days after the termination of the Lease or the surrender of Premises by Tenant.
- Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Property caused by the negligence, carelessness, accident or abuse of Tenant, Tenant’s household or their invitees, licensees, and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if Premises is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid charges.
- PMI Marietta shall deliver the Move-Out Statement, along with balance, if any, of the Security Deposit. The Move-Out Statement shall either be mailed to the last known address of Tenant or sent to via email to the email that is on file. If the letter containing the payment is returned to PMI Marietta undelivered and if PMI Marietta is unable to locate Tenant after a reasonable effort, the payment shall become the property of the Landlord 90 days after the date the payment was mailed.

CLEANING GUIDE FOR TENANT MOVE-OUT

When you are ready to move, if you have questions on how to prepare your residence, please call the PMI Marietta office, and discuss your concerns with us. We want your move to be a pleasant and successful one.

Below is our Cleaning Guide for Tenant Move-Out. We provide it for your convenience. Please note that PMI Marietta staff will use this same checklist in our move-out inspection of the property together with the move-in inspection form on file to calculate damages, if any, to withhold from your security deposit.

1. All rooms

- a. Remove all nails, tacks, anchors, and window covering hangers.
- b. Clean baseboards and corners being careful to remove all dust and cobwebs.
- c. Get all Carpets Professionally Cleaned.
- d. Wash off shelves in closets and remove all hangers and shelf lining.
- e. Clean light fixture coverings, around light switches, and door frames.
- f. Clean out fireplace (if applicable).

2. Kitchen

- a. Clean oven, oven walls and grills, broiler pan, and storage space.
- b. Clean vent-a-hood (run through the dishwasher if available).
- c. Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
- d. Clean refrigerator including walls, containers.
- e. Clean sink and countertop.
- f. Clean floor.
- g. Clean light fixture coverings.
- h. Remove all cleaning solution residue.

3. Bathroom

- a. Clean all light fixtures and coverings.
- b. Clean medicine cabinet and mirrors (should be free from streaks).
- c. Sweep, mop, and clean all vinyl and tile flooring.
- d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
- e. Clean all wall/floor/tub/shower tile, grout, and caulk with a mold and soap scum cleaning solution.
- f. All soap, dishes, handles, racks, faucets, and walls should be free of dirt and stains.

4. Exterior, basements, out-buildings, and yard (if you are responsible for yard maintenance in your Lease)

- a. Cut, rake, remove the trash and leaves from the yard.
- b. Sweep off all porches and decks.
- c. Sweep out the basement, carport, garage, and any outbuildings, leaving only those items which came with the property.
- d. Place all trash, garbage, and debris where the garbage company instructs for pickup, or remove from the property. If you leave items that the garbage company will not accept, have them hauled off at your expense.



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CONCLUSION

We hope that you have found the PMI Marietta 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 the PMI Marietta office.

Please note, this document is for information purposes only. Any discrepancies in information between this document and the lease agreement, then the information in the lease agreement applies.