



# RESIDENT HANDBOOK

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## Welcome Home!

The JCW Quality Rentals Staff would like to welcome you to your home! To achieve a successful relationship, we have prepared this handbook to assist you with your occupancy and provide answers to some of the questions you may have about your new home!

In this handbook, you will find maintenance guidelines, rental payment information, and resident responsibilities. It explains what is asked of you as a resident and what you may expect from us regarding the proper care and upkeep of your home. It also explains various rules of occupancy not specifically outlined in your lease.

This handbook is provided for your information and guidance. The information and practices contained in this handbook are subject to change without prior notice to you.

You are expected to comply with the terms and conditions in your lease and abide by the guidelines in this handbook. We recommend that you keep this in a convenient location so it can be referred to easily.

## Meet The Staff

**Terry Adams, Property Manager**

*20+ Years of Experience in Property Management and Business Administration*

[tadams@landmark24homes.com](mailto:tadams@landmark24homes.com)

**Brooke Olliff, Assistant Property Manager**

*6+ Years of Experience in Property Management*

[bolliff@landmark24homes.com](mailto:bolliff@landmark24homes.com)

**James Mincey, Maintenance Technician**

*5+ Years of Experience | EPA Certified*

*Certifications in: Heating + Air, Small Appliance, and Plumbing*

[maintenance@landmark24homes.com](mailto:maintenance@landmark24homes.com)

**Kory Tidwell, Maintenance Technician**

[maintenance@landmark24homes.com](mailto:maintenance@landmark24homes.com)

## Office Information

**Mailing Address:**

2702 Whatley Avenue

Suite A-1

Savannah, Georgia 31404

**Important: We are not on-site at this location. DO NOT VISIT THIS LOCATION.**

**Phone:** (912) 920-3150

**Website:** [www.jcwqualityrentals.com](http://www.jcwqualityrentals.com)

**Temporary Office Information:**

413 West Montgomery Crossroads

Suite 502

Savannah, Georgia 31406

*(Between Kingdom Life Church and Culvers)*

**Our temporary office is  
a shared office space  
with another business.  
Please make an  
appointment for in  
person visits.**

## Lease

A lease is a contractual obligation which is drawn up to protect the rights of the resident and the property owner. It describes the basic rights and coverage for both parties involved. All questions and problems concerning leases should be directed to JCW Quality Rentals.

It is the resident's responsibility to know all the ramifications and terms of the lease. Management will not seek out the resident to explain procedures.

**That is the purpose of this handbook.**

## Move-In Checklist

Upon moving into your new home, an inspection form will be given to you to make note of any defects or damage to the property, fixtures, appliances, flooring, etc.

You have five (5) business days to return the completed form to our office.

**It is your responsibility to inform management of any damages in your property and enter service requests at [www.jcwqualityrentals.com](http://www.jcwqualityrentals.com).**

## Resident Responsibilities

Your residence is your home. When you move into your home, you assume definite responsibilities for its care and maintenance. These include day-to-day house cleaning, proper care of appliances and equipment, maintenance and upkeep of grounds and yards, proper trash/waste disposal and adherence to the necessary rules of occupancy. These rules are stated in your lease and outlined in this handbook. If you live in a covenant-protected property, you must also comply with any association bylaws, rules, and regulations. If there is a discrepancy between association bylaws, rules, and regulations and your lease, the most restrictive shall apply.

The following are only a few responsibilities of the resident while living at the property:

- Remember to be respectful of the personal rights and property of your neighbors
- Be considerate of your neighbor's right to live in a peaceful way
- Keep your property clean inside and out
- Report necessary repairs
- Replacement of light bulbs, A/C filters, etc.
- Check for leaking sinks, tubs, drains, and appliances
- Change A/C filters every 30 days
- Small repairs; replace screws
  - Examples: towel rods, loose doorknobs, toilet paper holders
- Plunge toilets before submitting service requests

**Again, these are only a few responsibilities of the resident and many more apply.**



## **Refrigerator**

Make sure the drain at the bottom of the appliance (under vegetable bins) is unobstructed. Periodically, move the appliance to clean underneath. In addition, remove the front grill to vacuum the coil area and clean the drip pan.

## **Stove/Oven/Range Hood**

All ovens/stoves cook and bake differently. We suggest you experiment with cooking times and heat settings. All stove tops and ovens should be cleaned regularly. Drip pans should be replaced regularly, and new ones installed upon vacating the property. Ensure that the grease guard/screen in your stove hood is cleaned regularly. It is dishwasher safe.

## **Microwave Oven/Exhaust Hood (Landlord Provided)**

Use only microwave safe cookware and other approved, non-metal items to prevent melting and fire. Keep all inside surfaces clean. Never place metal objects inside. Ensure that the grease guard/screen in your microwave exhaust hood is cleaned regularly.

## **Counter Tops**

Kitchen counters are easily burned and scratched. Do not put hot objects directly on them and do not slice food on them. Avoid placing cigarettes on counter edges and do not iron on them.

## **Windows**

Windows shall not be obstructed. The use of foil or other similar materials over windows is prohibited. You may not remove mini blinds (if furnished.) If you install draperies over the blinds, any damage will be repaired at your expense. Do not hang blankets, sheets, etc over the windows or doors. Clean windows sills periodically, to avoid mildew caused by condensation.

### **Interior Walls/Doors**

Pictures or heavy wall hangings should be secured using proper hanging hooks that do not penetrate through the entire dry-wall boards. Decals and stickers are prohibited on walls, windows, doors, and surfaces in the premises. Touch-up paint can be requested for small areas.

You are welcome to hang your TV on the wall. Any holes should be filled at your time of move out.

### **Flooring**

Please do not iron on the carpet; it is polyester and will melt. Vacuum regularly and have it professionally cleaned yearly. Hard surface flooring should be cleaned with mild floor cleaning products only. Waxing the hard surface floors is prohibited.

### **A/C Filters**

The filter in your HVAC system should be changed every 30 days, regardless of what the manufacturer packaging says. Some homes have two filters. Filter sizes can be found on the side of the filter. Filters can be purchased at Wal-Mart, Target, Lowes, Home Depot, Dollar General, and many other stores.

## Exterior

Please ensure that your home is appealing from the outside. This includes, but is not limited to:

- No trash carts viewable from street
- No overflowing trash carts
- No cigarette butts on the ground surrounding building
- No broken-down vehicles
- No unsightly clutter viewable from street

Holiday decorations are encouraged and may be displayed. However, they must be removed 15 days after the holiday. All lights must be for the exterior only and must be attached by clips. Do not use nails or screws to attach to the unit.

## Trash Carts

We require that all trash carts and recycling bins are to be pulled back behind the building, out of sight, by 10am the day after scheduled pick-up days.

Please also keep up with regular cleaning of your carts. If you have a broken cart, please contact your sanitation provider.

# Resident Communication & Code of Conduct

If you need to speak with the office staff, we encourage you to make an appointment with us. This allows us to provide you, as a resident, and any persons meeting with us, our utmost attention uninterrupted and private. We discuss private and personal information in our office; to be able to do so all visitors must call or email to make an appointment.

## **Office Hours: Monday-Friday 8:30 a.m. – 4:45 p.m.**

During office hours, your call will be answered in person. If you get our voicemail, this means we are on another line, with a client, or at another property. Please include your name, address, a callback number, and your reason for calling. We will call you back at our soonest convenience. Our voicemail is checked throughout the day. Please do not hang up and continue to call without leaving a message.

**Email** is our preferred form of communication to/from you. It allows us to fully understand your reason for communication and allows us to best serve your needs. Email also allows us to keep a written chain of communication. For management's email addresses, please refer to page four.

**If your contact information changes from what was originally on your application, please update the office.**

## Communication with Management

Communication with management can take place in a variety of ways: email, phone calls, office visits, or mail. In the beginning of this handbook, you can find all the phone numbers, emails, and addresses you may need to contact management. When communicating with management, we ask that you remain professional.

**Management may choose at any time to only communicate through email/writing.**

## Professionalism

Management asks that residents remain professional when communicating with office staff, maintenance technicians, plumbers, contractors, electricians, carpets cleaners, etc. Failure to maintain professionalism with office staff may result in restricted communication methods. (i.e. – email or written communication only)

## Domestic Issues

JCW Quality Rentals will not intervene in domestic disputes. This includes spouses, roommates, guests, etc. If you are experiencing domestic issues with someone in your home and need help, please contact the police department.

## Right to Inspection

Your property is locally managed by employees of Landmark 24 Homes. We respect your right of privacy in your home. However, we are permitted to enter your home upon reasonable notice to perform routine inspections and maintenance. **Our agents will enter without advance notification if there is belief an emergency exists.** If any entry is made during your absence, you will be notified.

## Renters Insurance

**Although we do not require you to have renters' insurance, we STRONGLY encourage it.**

What is renters' insurance?

This provides liability insurance. The resident's personal property is covered against named perils such as fire, theft, and vandalism. Renters' insurance does not include coverage for the dwelling, or structure, with the exception of small alterations that a resident makes to the structure.

How much is renters' insurance?

According to the Independent Insurance Agents and Brokers of America, **the average cost is only \$12 per month**, or \$144 per year, for \$30,000 of property coverage and \$100,000 of liability coverage.

What is renters' insurance and what does it cover?

Renters insurance provides financial reimbursement to cover a resident's lost or damaged possessions as a result of fire, theft or vandalism. It also covers a resident's liability in the event that a visitor is injured on the premises.

What is the deductible for renters' insurance?

Deductibles vary, but the average Renters insurance deductible is \$500 to \$1000. For example, if you have a \$500 deductible, you are responsible for \$500 of the covered loss.

## Clauses/Waivers

### Military

If you are a member of the United States Armed Forces on extended active duty, you may terminate your lease due to the following reasons:

- Permanent change of station orders
- Deployment lasting longer than 90 days

**To terminate the lease, we will need a 30-day written notice and copy of the official orders or letter signed by the commanding officer.**

### Concessions Page

If you signed your lease during a special/promotion, you will be asked to sign a concessions page. Specials/promotions that would require this could be:

- Free Items (TVs, Gift Cards, etc.)
- Waived Rent

**The concessions page states that the resident must fulfill their entire lease to keep the promotion/special given to them.**

If you do not fulfill your lease agreement, other than for military reasons listed above, your concession page will state what you will have to do or pay as a result. This could include:

- Returning the free item
- Paying for free item
- Paying for the percentage of rent that was waived
- Other: *option listed on Concession Page*

## Rent

Rent is due on the 1<sup>st</sup> day of each month, regardless of what day the first day of the month falls, including holidays. We have a grace period until the fifth day of each month, regardless of holidays. **Rent is considered late when received on the 6<sup>th</sup> day of each month.**

We do not accept personal checks once rent is late on the sixth day of the month or thereafter. Rent will not be accepted if late fees are not included with the payment. Partial payments will not be accepted.

### **Forms of payment accepted:**

- Money Order/Cashier's Check
- Personal Check
- Online Payments (*Available as of May 1, 2024*)
  - Convenience fees:
    - ACH - \$5
    - Credit/Debit - 2.99%

Rent payments can be mailed to:

2702 Whatley Avenue  
Suite A-1  
Savannah, Georgia 31404

If there is an emergency regarding your rental payment, please call our office as soon as possible to discuss with us.



## Filling Out Your Rent Payment

On your rental payment, please include:

- Your name
- Your address on the “for” line of your check or money order.
- Make checks payable to: JCW Quality Rentals/JCW [OR] the company listed in your lease agreement.
  - Wardlaw Investments
  - Teresa Wardlaw Properties
  - JW Properties

## Deposits, Fees, Costs, and Service Charges

### Security Deposit

Residents are required to pay a security deposit upon moving into the property. The security deposit will be held until you move out and will be returned less any deductions for cleaning, damage repair, unpaid rent, or any other amounts due.

The security deposit will be returned 30 days after your occupancy in your property is terminated and you have returned your keys and left your forwarding address. If your security deposit is insufficient for the purposes stated above, you will be billed for any amounts due over and above the original deposit.

### Fees, Fines, and Service Charges

Charges and fees may be charged when expenses have incurred for extra services and are considered extraordinary or excessive. These charges may be for, but not limited to, maintenance and repair (beyond normal wear and tear), late rent payment fees, returned check fees, and legally allowable court costs.

**We will not accept your next rental payment without the fees, fines, or other charges. For large amounts, please contact the Leasing Office for payment arrangements.**

### **Late Fees**

\$75.00 will be charged to your account on the 6<sup>th</sup> day of the month. All late fees are due with your rent payment in a money order, certified or cashier's check. Eviction proceedings will follow on the 10<sup>th</sup> day of each month if rent has not been paid.

### **Dispossessionary Fees**

A fee, determined by the county, will be added to your account if the eviction proceeding is processed with the courts.

- Chatham County: \$95 for Head of Household + \$25 per additional occupant over the age of 18
- Bryan County:
- Effingham County:

If the process receives a judgment from the courts, an additional fee will be charged. *(This is charged if an eviction is necessary. This fee is charged for each filing with the courts, any additional court and attorney fees will be added if necessary.)*

### **Returned Check Fees**

\$35.00. (This is charged for a check returned by your bank for any reason.) Late fees will also be assessed on a return check. If one (1) of your personal checks is returned for insufficient funds, we will no longer be able to accept personal checks from you.

### **Adding a New Resident**

\$140.00 will need to be paid to add a new tenant to your lease. This will cover the application fee and administrative fees to alter the lease agreement.

## Change in Resident(s)

### Adding a Resident

Before a new person moves into the property, they are required to complete an application, pay a \$140.00 fee, and be approved by our office. They will then be required to sign the lease rental agreement.

**Any person 18 and older, who stays in the apartment/home for more than 3 consecutive days, is considered a resident and must be added to the lease agreement.**

### Removing a Resident

If you have a roommate who wants to move out, a 'Roommate Release Form' must be signed by all parties on the lease agreement. Please contact the Leasing Office for the 'Roommate Release Form'.

The deposit stays with the apartment, and any money paid is between the person leaving and the current residents. Management will not be involved in splitting any monies between roommates.

All persons staying on the lease agreement will be solely responsible for the rents due and the condition of the residence. Remaining residents will also need to prove that they can qualify without departing resident.

## Pets

**Pets are not allowed at any of our apartment communities. Only a few of our single-family homes are pet friendly with a pet addendum and a non-refundable pet fee.**

If you reside in a pet friendly home or have an assistance animal, our leasing office needs:

- a picture of your pet
- updated immunization information
- written authorization from a doctor for assistance animal

Failure to provide records will incur charges until compliance.

### **Pet Fee**

The pet fee does not cover damages; it is a fee only for having a pet. Our addendum states that you may be responsible for damages sustained by your pet. You will also be responsible for cleaning and/or replacing the carpet and flea treatment.

Should you ignore our no-pet policy, a written warning will be issued to you specifying the complaint and a \$100.00 charge will be added to your account. If the pet is not removed from the property, you will be charged an additional fine along with a lease termination notice. You will be responsible for all damages on the time of move out.

## Maintenance and Repairs

JCW Quality Rentals wants to ensure that all maintenance emergencies are dealt with quickly. To help us do this, we ask that our residents review and follow the guidelines below.

**Please complete our online maintenance request form on our webpage, [www.jcwqualityrentals.com](http://www.jcwqualityrentals.com).**

Non-emergency maintenance requests are prioritized and handled accordingly in a timely manner. If you have not been contacted by management or maintenance within 3 business days, contact our office to ensure your request was received.

Emergency requests take priority and are handled immediately.

**As a general rule, an emergency is anything relating to the property under the lease agreement that is threatening to life, health, or property and cannot wait until the next business day to be addressed.**

Maintenance Emergencies are considered:

- No A/C in weather conditions over 80 degrees
- No heat in weather conditions under 32 degrees
- Water leaks that will cause structural or property damage
- Structural issues
- Fire
- **Both** toilets not working

The resident is responsible for the payment of any invoice for which the repair was made for damages caused by misuse or neglect. The resident is also responsible for allowing access to the apartment for any vendors for repairs hired outside maintenance abilities. The resident is also responsible for the payment of any service call charged by a vendor for a missed appointment. You will be billed for a service call under the following circumstances:

- You scheduled a service call appointment and failed to be present at your request at the scheduled time
- You cancelled the day of the appointment
- The problem was caused by improper use of the provided facilities.

Examples are:

- Flushed items that cause a clogged toilet or sewer line
- Your personal appliance (TV, washer/dryer, microwave, and fridge) starts a fire or interrupts electricity or leaks causing water damage, etc.
- Pouring grease in your sink that will cause a clogged sink or sewer line
- Using your garbage disposal to dispose of starchy food, corn cobs, bones, potato peels, toys, objects, etc.

**During maintenance repairs, please do not ask the technicians to perform additional repairs. If you obtain a technician's personal phone number, please do not call/text them with service requests. ALL requests must be submitted in writing.**

## HVAC Systems

Air conditioning can only lower the inside temperature from that of the outside by 10 to 15 degrees. With this in mind, the thermostat should not be set below 73°. Industry suggests setting your thermostat at 78° in the summer and 68° in the winter. It is not necessary to set the thermostat at 80° in the winter and 60° in the summer.

**It is your responsibility to change air filters.** Filters should be changed every 30 days, regardless of accumulation. If air cannot move through your system, it puts a great strain on the HVAC system, causing repairs and replacements. You may be charged for excessive damage and/or replacement caused by not simply changing the filter. Every system is cleaned and filters are changed upon your move-in.

## Plumbing

Clogged drains or toilets can be frustrating but most of the time, simple to unclog. We ask that you keep a plunger on hand to take care of these situations. Slow drains in your sinks and tubs are caused by soap scum, hair products, and hair. You can unscrew the drain cover in your sink or tub to clean the stopper, and you can also plunge the drain. *Please do not pour chemicals down the drain.* We ask that you try these suggestions first before placing a service request.

### What not to flush:

- |                     |   |
|---------------------|---|
| → Sanitary Products | → Prescription and Over-the-counter-drugs |
| → Wipes             | → Kitty Litter                            |
| → Floss             | → Diapers                                 |
| → Condoms           | → Paper towels                            |
| → Cotton Balls      | → Cigarette butts                         |
| → Trash             |   |
| → Q-tips            |   |



## Garbage Disposal

Your garbage disposal is not a garbage can! Corn husks and other high-fiber items shouldn't be put into the disposal as they may clog the drain.

**No expandable foods**, such as rice or noodles and fat of any kind should go down your disposal or sink. *To get rid of liquid fats or grease, store them in an empty can in the fridge and then put it in your trash can.*

If the disposal jams, consider running ice cubes or coffee grounds in the unit as a means of "cleaning" the unit. If it still will not operate, push the red reset button to reset the unit. If this does not work, place an online service request.

Remember, what you wash down the sink must make it to the road (City pipes.) If it is doubtful that a piece of food will get far without causing a back-up, don't wash it down your sink.

## What goes down garbage disposals

- Small amounts of leftover food from your plate
- Small food bits
- Carrot peelings

## What does not go down the garbage disposal

- Anything that is not biodegradable food (i.e. bones)
- Plastic and metal and combustible
- Potato skins, noodles, rice, etc.

**You can prevent the motor from burning up by always running cold water before, during, and after usage of your disposal.**

## Grinder Pumps

If your home has a grinder pump [Five Oaks Court and Palmetto Place], please report if a **LOUD, FLASHING ALARM** is going off to management ASAP.

**This means that the grinder pump is NOT working, and the septic tank is going to begin backing up into your home!**

While grinder pump is not working, please refrain from flushing toilets excessively or using large amounts of water. We encourage you to please not flush bowel movements or other bodily fluids while maintenance is out working on your grinder pump.

Please refer to page 18 for items that should not be flushed or put down the drain.

**\*\*NOTE: There is a silence button on the side of the box. Once you press that the sound will stop, but please call the office (912-920-3150) AND submit an online service request \*\***

## Safety and Security

Our owners, nor their respective agents, employees, or affiliates will be liable to you or any of your guests for injury, damage, or loss to person or property caused by the criminal conduct of other persons including and without limitation, theft, burglary, assault, vandalism, or other crimes, or your personal conflict with others. We are not obligated to furnish security personnel, security lighting, security gates or fences, or other forms of security.

A large majority of crimes committed are “crimes of opportunity.” Do not assist by unknowingly providing opportunities.

### **If you see suspicious activity, call 911.**

#### Safety Tips:

- Lock your door and windows, even while you are inside
- Use the locks on your doors while you are inside
- When answering the door, make sure you know who it is
- Do not leave your doors open
- Do not give keys to anyone
- Do not leave blinds or windows open when you are not home
- Lock your car
- Do not leave valuables inside the car
- Do not leave keys in the car
- Do not leave car running while you’re inside

Note: No security system is fail-safe. Even the best system cannot prevent crime. Always be aware of your surroundings.

**Video doorbells are allowed.**

## Parking

Parking on the grass is prohibited. Please use the garage and driveway only for parking.

Street parking allowance is determined by the community/county you live in. Please check HOA guidelines and county ordinances.

*Apartments: (Palmetto Place and 7725 Johnny Mercer Blvd) Parking spaces are not assigned. Be mindful of neighbors and keep in mind that you may not always be able to park in front of your door.*

### **Towing:**

Any unauthorized vehicles will be towed at the owner's expense and management will not be liable for any damages incurred at time of towing.

Gordon's Wrecker Service  
111 Douglas Street, Savannah, GA 31406  
912-352-2727

Minimum Tow: \$175  
\$25/Day Storage

## Locked out of your home?

### **ICW Quality Rentals does not provide lockout service.**

Unfortunately, we do not possess the manpower to provide this service. Although, if you manage to get locked out, you do have a few options.

OPTION 1: If you can get to the Leasing Office during normal business hours, we can lend you our Maintenance Key. This key will need to be returned to the Leasing Office on the same day.

OPTION 2: Contact a locksmith

*If you have renters' insurance, this could be covered by your policy!*

## Notice To Vacate

All residents, unless you are currently in a month-to-month lease, must give 60-day written notice for non-renewal of their lease or move-out. Failure to submit a 60-day notice will result in payment of the days your notice is short.

Please Note: Your notice will start the day we receive it in the office, not the day it is dated.

### Early Termination:

If you plan to terminate your lease early, the Leasing Office will need a 60-day written notice.

You will be responsible for paying for those 60 days. After that, you are responsible for only  $\frac{1}{4}$  of the remaining balance. You will also forfeit your security deposit.

### Military

If you are a member of the United States Armed Forces on extended active duty, you may terminate your lease due to the following reasons:

- Permanent change of station orders
- Deployment lasting longer than 90 days

To terminate the lease, we will need a 30-day written notice and copy of the official orders or letter signed by the commanding officer.

### **Non-Renewal by Owner:**

Management reserves the right to not renew your lease, for any reason. If your lease is not renewed, you will be given adequate notice.

#### Common reasons for non-renewal:

- Excessive late payments
- Multiple Dispossession Warrants
- Unprofessionalism with Management
- Failure to maintain property
- Unauthorized pets or residents

### **Termination of Lease**

Management may terminate your lease should it be considered that the resident and/or situation pose a potential danger to individuals and/or community.

#### We reserve the right to terminate your lease for the following reasons, which include, but are not limited to:

- Failure to pay rent or any other amount owed
- Violation of any policies, rules and regulations, or fire, health, or criminal laws
- Making any false statements or misrepresentation of any information
- Conviction of a felony offense
- Any illegal drugs or illegal drug paraphernalia are found on your property
- Failure to maintain property that results in major damage
- Unauthorized pets

## Move-Out

On your time of move-out we will need the following items:

- Forwarding Address
- Professional Carpet Cleaning Receipt – Machine rentals will not be accepted
- All Keys, Garage Door Openers\*, Amenity Cards\*
  - A \$25 fee will be charged to your account for each garage door opener and amenity card not returned.

*\*- on qualifying homes*

### Carpet Cleaning

You are required to have the carpets professionally cleaned and provide us with a receipt to us on your time of move out. If you do not have the carpets cleaned, we will have the carpets cleaned and deducted from your deposit

### Key Return

It is the responsibility of the tenant to deliver all keys to our office or make arrangements with management.

### Utilities

You are responsible for contacting the utility companies to have your water, electricity, and trash service terminated.



### **Final Account Statement**

Before you receive your deposit, you will receive your Final Account Statement. This statement will show any deductions for cleaning, damage repair, unpaid rent, or any other amounts due.

### **Security Deposit Refund**

**Your security deposit refund will be sent to your new address 30 days after your final account statement.**

You are required to provide a forwarding address for all statements and bills to be sent. If your address is not properly provided, it will be mailed to your last provided address. It is not our responsibility to figure out your new address.

If your security deposit is insufficient, you will be billed for any amounts due over and above the original deposit for damages or monies owed.

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## Move-Out Instructions

### Kitchen:

- If property includes refrigerator, clean the shelves, crisper, under the crisper, exterior sides, and under foot guard. Pull out fridge and clean behind it.
- Clean cupboards, sink, faucet, fixtures, tile, and exhaust fan
- Clean oven with no oven cleaner left in oven or dripped on floor
- Clean stove, including burners, controls, and underneath heating elements. Ensure to clean beside, beneath, and behind stove. Also, drip pans will need to be replaced with correct fitting.
- Floors mopped, baseboards wiped down
- Clean dishwasher, inside and out
- Replace blown light bulbs

### Bathroom:

- Clean tub/shower, toilet tank, and storage areas. There should be no discoloration. The proper chemicals will remove all hard water stains. Using bleach for everything does not work
- Clean bath fixtures and exhaust fan
- Floors mopped, baseboards wiped down
- Replace blown light bulbs
- Do not use bleach products near or on carpets areas

### Living Room, Dining Room, Bedroom:

- Carpet must be cleaned by a carpet professional; furnish receipt to management. Carpet cleaning machines are not acceptable.
- Clean baseboards
- Remove fingerprints and other marks from switches, walls, doors, and around doorknobs
- Clean windows and sills
- Dust all fans and mini-blinds, clean all fixtures
- Replace blown light bulbs

Overall:

- Replace A/C filters, surrounding unit should be clean
- Remove all nails and fill small holes with sheetrock mud
- Remove all personal belongings including hangers, newspapers, cleaning products, clothes, furniture, etc.

**Furniture and trash removal is \$25.00 *per* item/bag; large items will be charged a public dump fee.**

Other move-out charges are, but not limited to, the following:

- Excessive cigarette smoke residue and smell
- Excessive pet odor
- Excessive odor caused by an unknown source
- Failure to complete any of the above items

## Important Contact Numbers

### Electric:

Georgia Power  
[www.georgiapower.com](http://www.georgiapower.com)  
1-800-437-3890

### Water/Sewer:

City of Savannah  
[www.savannahga.gov/utilities](http://www.savannahga.gov/utilities)  
(912) 651-6460  
305 Fahm Street, Savannah, GA 31401

City of Richmond Hill  
(912) 756-3345  
40 Richard R. Davis Drive, Richmond Hill, GA 31324

Consolidated Utilities  
[www.consolidatedutilities.com](http://www.consolidatedutilities.com)  
(912) 233-3254  
119 W. Oglethorpe Ave, Savannah, GA 31401

City of Pooler  
(912) 748-4800  
100 SW US HWY 80, Pooler, GA 31322

Water Utility Management  
[www.waterga.com](http://www.waterga.com)  
(912) 352-9339  
28 Abercorn Street, Savannah, GA 31401

City of Rincon  
(912) 826-5745  
302 S Columbia Ave, Rincon, GA 31326

**Trash:** *If trash is not included in water, check with local curbside services.*

Waste Management  
[www.wm.com](http://www.wm.com)

Atlantic Waste Services  
(912) 964-2000

Curbie Sanitation  
[www.curbiesanitation.com](http://www.curbiesanitation.com)  
(912) 352-2229  
*Unincorporated Chatham Co.*

ABC Waste  
[www.abc-waste.com](http://www.abc-waste.com)  
(912) 443-0127  
*Georgetown, Pooler, W. Chatham, Wilmington, Whitmarsh Island*

**Cable:** *Satellite services are permitted. Please do not attach dish to building; place on pole behind building that is not viewable from the road. Management will need to sign approval form. Dish is to be removed on time of move out.*