



FARREN PROPERTY MANAGEMENT
— HASSLE FREE RENTING —

2023 TENANT HANDBOOK

Farren Property Management

A Full Service Real Estate Company

www.FarrenPM.Com P.O. Box 802, Hayesville, NC 28904

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WELCOME TO YOUR NEW HOME

Farren Property Management welcomes you as a new resident. To achieve a successful Tenant/Landlord relationship, we prepared the Farren Property Management 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 maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips and more. The owner of the home you have rented has retained Farren Property Management as their Property Management Company and representative to manage the home. Effectively, Farren Property Management is acting as your Landlord and you need to contact Farren Property Management when you need assistance. Please do not contact the owner of the home or the HOA as they cannot give you answers to your questions. See instructions for how to contact Farren Property Management office on pages four, five and six.

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

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

GENERAL OFFICE INFORMATION

Address Information

Farren Property Management
P.O.Box 802
Hayesville, NC 28904

If you find you must get something to us in a hurry, you can use UPS to overnight it, but it must be addressed using the Post Office's physical address or it won't be received.

UPS mailing address: **Farren Property Management, 136 Sanderson St, Hayesville 28904**

Communication

Business: 706/970-0114
Email: Lynda@FarrenPM.com
Email: Repairs@FarrenPM.com
Website: FarrenPM.Com

Office Hours

Monday – Friday: 9 am-5 pm
Saturday & Sunday: Closed
Holidays: Closed

Emergencies

Call 706/970-0114

TENANT COMMUNICATION

General office information is provided below. Communication is important in any area of life.

Telephone Calls

We prefer that all communication be done through email and texting. During office hours we are usually available to answer your call. Please state the reason for your call so we can direct you to the right person. If you get our answering service, leave a detailed message with your name, phone number and home address. We will return your call during regular business hours.

After Hours Calls

The 24-hour live answering service will take all calls after hours and messages will be returned the following **business** day.

Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach Farren Property Management's answering service during office hours, or after the office is closed, immediately state your name, full contact information, the home address and the emergency so that we may help you immediately.

Maintenance Requests

Please remember that all maintenance requests, unless there is an emergency, must be in writing and sent via email to **Repairs@FarrenPM.Com**. Please review the detailed instructions on submitting a maintenance on page request before submitting your request. Detailed instructions can be found on page 11 under PROCEDURES FOR REQUESTING MAINTENANCE. A vendor will be in contact with you within 72 hours. If you haven't heard from anyone within 72 hours, please email **Repairs@FarrenPM.Com**

Change of Information

It is important that you notify Farren Property Management of any changes in your telephone, fax, cell number or email as soon as practically possible. This must be done via email at **Lynda@FarrenPM.Com** or texting Lynda; we will not accept notification via phone.

Email

Email is a great and convenient way to communicate with us. Please contact us at **Lynda@FarrenPM.Com**.

Website

The Farren Property Management website, **www.FarrenPM.Com**, contains important information for Tenants.

Tenant Portal

We are excited to announce that we now have a 24/7 online Tenant Portal available for your use. Once you have joined our family and become a tenant, you will receive an email with instructions for accessing your Tenant Portal. The email will give you your username and temporary password along with a SIGN IN button. Clicking on the SIGN IN button in the email will take you to the log-in page. On the right hand side you will see RESIDENT SIGN IN. Enter your username and temporary password.

After signing in and changing your password, whenever you wish to enter your Tenant Portal, go to the web page, **www.FarrenPM.Com**, and under the TENANT tab, go to TENANT PORTAL and click on the TENANT PORTAL LOG IN link.

MOVING IN

Move-in Inspection

The purpose of the move-in inspection report is for you to review and document any additional damage to the home for which you do not wish to be held financially responsible at the time of move-out. According to Georgia law, you have three business days from the date the Lease begins to return your supplemental documentation to Farren Property Management. If you do not return the supplemental documentation to Farren Property Management within three business days, then the **existing report in the Lease shall become binding**.

UTILITY COMPANIES

It is your responsibility to have utilities turned on in your name on the first day of your lease. Farren Property Management cancels the utilities in the owner's name prior to the first day of your Lease. To avoid discontinuation of service, contact the utility companies prior to move-in. Refer to your lease to see which utilities you are responsible for and which are paid by the Landlord. A list of metro area utility providers is included below.

Electric Companies

BRMEMC	(706) 379-3121
Duke Energy	(800) 777-9898 - Murphy & Andrews

Water Companies

Clay County	(828) 389-1361
Towns County	(706) 896-4372
Hiawassee	(706) 896-2202
Blairsville	(706) 745-2000
Cherokee County	(828) 837-2510
Union County Notla	(706) 745-4598
Union County Coosa	(706) 745-6773

Garbage/Refuse Service

Georgia

Benny's Sanitation	(706) 896-2573 - Hiawassee & Young Harris
Holbrooks Garbage	(706) 745-8823 - Blairsville
Union County Dump	(706) 439-6102
Towns County Dump	(706) 896-5743

North Carolina

Benny's Sanitation	(706) 896-2573 - Hayesville
Warmans Garbage	(828) 644-5171 - Murphy
Arrowhead	(828) 389-3262

Hayesville Dump (828) 389-9113

Cable, Internet & Television Service

Windstream Cable (800) 251-6412
Eller Electronics (706) 896-1900 - Dish & Direct

Internet Service Providers

North Carolina

Excede (866) 989-3105
Hugh Net (877) 574-9673
Dnet (877) 601-3638
Viasat (844) 702-3199

Georgia

Excede (866) 989-3105
Hugh Net (877) 574-9673
Brmemc (706) 379-43121
Windstream (800) 251-6412

Propane Gas

Amerigas (706) 745-6645
Suburban (800) 359-8781
Thompson (706) 632-2881
Heritage (828) 837-8787
Freeman (828) 837-1777
Proflame (706) 745-5538
Budget (706) 747-5337

PROTECT YOUR RENTAL AND CREDIT HISTORY

Some day you will eventually move out of the home. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the home and move out properly. This will give Farren Property Management the opportunity to provide a good reference for you when you vacate the home.

RENTAL PAYMENT POLICIES

Full Payment

Partial payments are not acceptable and constitute a breach (default) of the lease agreement. We accept only one full rent payment per unit per month. Multiple checks from multiple tenants are not acceptable. All payments are deposited immediately.

Method of Payment

Payment will be accepted in the form of bank draft or check.

If you elect to pay by check, please read the section below, **When Payment is Due**, to avoid any late fees.

Also, if paying by check, please make sure you **WRITE YOUR ADDRESS** on your payment to assure proper credit as all accounting is done by the address of the property. To avoid any misunderstanding, please put your address on every correspondence with our office. Remember, if you choose to pay by check, you need to make sure you mail it in plenty of time to reach us by the last business day of the month. If it hasn't been received by then, there will be a late fee added.

Please make your check payable to: Farren Property Management
Mailing address: **Farren Property Management, P.O. Box 802, Hayesville, NC 28904**

If you find you must get your rent payment to us overnight, you can use UPS to overnight it but it must be addressed using the Post Office's physical address or it won't be received.

UPS mailing address: **Farren Property Management, 136 Sanderson St, Hayesville 28904**

When Payment is Due

Farren Property Management will take the worry out of paying your rent by automatically drafting it from your checking or savings on the 1st of each month even if the 1st is on a weekend or holiday.

If you elect to pay by check, your rent check must be **in our hands** no later than the **Last Business Day of the Previous Month**. Plus, there is an additional \$25 fee for processing the check that will need to add to the amount of your rent each month.

Grace Period

There is NO Grace Period. Rent is due on the 1st of every month even if the 1st is on a Saturday or Sunday or holiday. It is late on the 2nd of the month.

Return Check Charges

Farren Property Management charges a returned check fee 5% of the rent amount in NC and \$50 in GA. This fee is added to the rent amount along with any applicable late charges and must be paid in the form of certified funds. Farren Property Management does not re-submit returned checks or ACH. Tenant is responsible not only for Tenant's own actions in tendering the payment or ensuring sufficient funds are on deposit, but also for the bank's actions. The returned check charge applies if the check is dishonored, regardless of whether the blame belongs to the bank or Tenant.

Consequences of Default (Late Payment)

Rent payment is the core of the rental agreement. If rent is not received by the 1st day of the month, it is considered late. All late payments must be in the form of certified funds and must include Late Fees, Letter Delivery Fee and Non Ach Charges. Farren Property Management is not at liberty to make exceptions to this policy. Please do not ask for an exception to be made as the answer will never vary. There will be no exceptions made.

Dispossessory Action & Eviction

Farren Property Management will start dispossessory action (the start of eviction) against Tenant at 4:00 pm on the day of delinquency. In the event a dispossessory action is filed against Tenant, a fee of \$500 will be assessed to the Tenant to cover the cost of filing fees, court costs, attorney fees, plus an administrative cost of \$250 per dispossessory action.

A few days after we file dispossessory action, the county Sheriff will visit the home and serve the warrant. If the Tenant is not at home, the Sheriff 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, the Tenant may bring the account current by paying the rent plus late fees, the \$750 dispossessory fees in certified funds (plus any other court costs or fees that may have accrued) and Farren Property Management will have the dispossessory dismissed. If Farren Property Management does not receive these funds, a court date will follow and the eviction process will proceed.

Farren Property Management takes no pleasure in evicting any Tenant. It is a fundamental truth; however, you do have to “pay to stay.” Please understand that once a dispossessory warrant has been filed, Farren Property Management cannot stop the county Sherriff from serving it. For example, if Farren Property Management files a dispossessory warrant on the 5th day of the month and we receive rent on the 6th day of the month, we will cancel the dispossessory warrant, but the Sherriff will still serve it. If Farren Property Management has notified you in writing that you have brought your account current, you may disregard the Sherriff’s warrant.

Credit Reporting

In the event of failure to pay rent as agreed in the lease terms, Farren Property Management will report the same to such credit reporting agencies as deemed appropriate.

CARE OF THE PROPERTY

Getting to Know Your Home

When you move into a residence, it is helpful to know where important items are located. If you are uncertain about any of the items below, contact the Farren Property Management office for help. Take the time to know or locate the following:

- Main circuit breaker in case of a power outage
- Gas shut off 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 leakage
- Method of cleaning the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on

VEHICLES

- No repairing of motorized vehicles will be allowed on property and no incapacitated or stored boats, motor or travel homes, trailers, or RVs shall be on the property without written permission from Farren Property Management.

PET SCREENING

ALL tenants, whether you have pets or not, are required to set up a pet profile and when renewing their lease, the pet profile for each pet must be renewed annually.

You can review the Pet Screening policy at www.FarrenPM.com and obtain instructions on setting up your Pet Profile under the TENANT tab. This will also give you all the information regarding costs for the Pet Screening. You will need to do so by going to <https://FarrenPM.Petscreening.com/>.

Please review your lease, sections #7 PETS and Addendum “B” #7 as the lease takes precedence over the handbook or the web site.

PLEASE NOTE: The pet profile must be set up prior to taking possession of the property unless other arrangements have been made. If, for some reason, it was extended until your lease renewal, your lease WILL NOT be renewed if the pet profile hasn't been set up.

RENTERS INSURANCE

Per Addendum “A” of your lease, Farren Property Management **REQUIRES** you to have Renter's Insurance in the amount of \$100,000 paid in full for the entire term of your lease. The Renters' insurance must have Farren Property Management, *P.O. Box 802, Hayesville, NC 28904*, named as additional insured.

If your insurance company doesn't add additional insured, below is a list of companies that do:

- American Family Insurance
- American National
- Aspen Insurance
- Century National
- CSE Insurance Group
- First American P+C
- Liberty Mutual
- National General
- State Farm
- USAA

You will not be able to move in until proof of renters insurance, paid in full for the entire term of your lease, has been received by Farren Property Management. Also, if you are renewing your lease, proof of renters insurance, paid in full for the full term of your renewal lease, must be received 7 days prior to the expiration date of your current lease or your lease won't be renewed.

It is imperative to carry Renter's Insurance to cover your belongings. Contact an insurance agent if you do not have renter's insurance. You can find them in the telephone directory, on the Internet, or through recommendations. The Internet can provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.** If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to replace them. You will be surprised how the list can add up.

MAINTENANCE

When you rented the home, your Lease contained detailed maintenance instructions. Please review them before requesting a maintenance repair. Farren Property Management has more tips in this handbook. Please be aware that maintenance of single-family homes is not like maintenance of apartment homes. There is no maintenance person on staff. We hire independent vendors that are licensed, bonded and insured to work on all properties. Each service call costs money and if Management and/or Owner discover through the vendor that the problem has been caused by Tenant's actions, neglect or

unnecessary request then Tenant will be charged for the entire cost of the service call and repair and/or trip charge.

Tenant Alterations

It is the Farren Property Management policy that Tenants cannot make repairs or alterations. You agreed to this in the Farren Property Management Lease. If you do want to make a special request for renovation or repair to the home:

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

Tenant's Routine Maintenance Responsibilities

It is required that you will be responsible (as applicable to your property) in the following areas of routine maintenance.

- Repairing clogged toilets, sinks and garbage disposals
- Wood-burning fireplace maintenance (sweeping etc.)
- Checking and replacing smoke detector batteries
- Weeding, mowing, trimming and yard debris cleanup
- Replacing light bulbs
- Replacing furnace filters at least four times per year and cleaning air ducts as necessary
- Replacing water or refrigerator filters as needed
- Disposing toxic waste (oil, antifreeze, batteries and solvents)
- Cleaning interior (including carpets) and exterior of home as necessary

Tenant's Reporting Responsibilities

The homeowner has a duty to maintain your residence in compliance with Landlord/Tenant Law.

It is your responsibility to report repairs and maintenance problems. The following are examples of what should be reported immediately. This is not an all-inclusive list.

- Mold (excluding shower mildew)
- All plumbing leaks or backups
- Electrical problems
- Heat/air problems
- Faulty appliances
- Roof leaks
- Broken windows/doors
- Broken fence
- Malfunctioning sprinklers

All non-emergency work orders MUST be submitted via email to Repairs@FarrenPM.com see the section titled PROCEDURES FOR REQUESTING MAINTENANCE on how to submit a maintenance request.

Do Not Call Your Own Contractor

You are not authorized to perform or contract for any repairs on the Property. If you call a contractor and incur any bill or invoice for any repair on the Property, you are doing so at your own risk and cost. Neither Management nor Owner will reimburse you for those costs. You must contact Management so we can arrange for all repairs/maintenance on all systems, appliances, and the structure of the property.

Repair & Deduct

Do not repair the property on your own and then withhold any/all of your monthly rental payment. Your rent will be considered late and all applicable penalties will apply. It is a very serious misconception that a tenant can take repair matters into one's own hands.

Plumbing Problems

The only items safe to put down the drains of the residence are human waste and toilet paper. The following items are prohibited: paper towels, grease, **feminine products, sanitary napkins**, food, contraceptives, paint, toys, and litter from pet waste. While Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, Tenant is responsible for repairs caused by Tenant's negligence. If Tenant puts any item down the drain other than human waste and toilet paper, that causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Landlord.

Garbage Disposals

Please be careful with your garbage disposal, if there is one at the residence. You will be charged the vendor fee for unblocking a 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, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. As a rule, if you can't chew it, don't put it in the garbage disposal.

Procedures for Requesting Maintenance

BEFORE submitting a repair request:

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem unless you have an emergency.

If, and only if, it is an emergency, please call (706) 970-0114.

If it is not an emergency your maintenance request **MUST be submitted via email** to repairs@FarrenPM.com, or the **US mail**, and **MUST** include the following information. We will NOT accept a text message.

A work order will not be processed if the request isn't completed with the following:

1. Your name
2. Complete address of the property
3. A phone number you can be reached during the day
4. Your email address

5. Please indicate the problem and what steps you have taken to solve it
6. Please indicate the best way to gain access to your property
 - a. You will make arrangements to meet the vendor
 - b. You will have someone else meet the vendor
 - c. You will let the vendor know where the key is
 - d. You will let the vendor know the access code
 - e. Other - please indicate

ONLY ONE REPAIR REQUEST PER SUBMISSION. If you have multiple items needing repair, please submit a request for each item. If you include more than one item on a request, only the first item will be accepted.

PHONE CALLS OR TEXT MESSAGES WILL NOT BE ACCEPTED

Before submitting a request, please make sure you have checked all breakers, made sure item is plugged in and turned on if that is necessary. If you submit a work order and the vendor states that there was nothing wrong or it was something as simple as flipping a circuit breaker then you will be responsible for paying the vendor's bill.

It is your responsibility to accommodate the Farren Property Management maintenance vendor's schedule. If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee of \$100.00. Therefore, be certain to call the vendor with whom you made the appointment as soon as possible if you are unable to keep an appointment.

Please email us at **Repairs@FarrenPM.com** if you do not hear from a repairperson within 72 hours. Farren Property Management's maintenance supervisor will contact the vendor to find out the cause of the delay and then inform you when to expect the vendor to call or better yet, set an appointment and notify you.

What is an Emergency?

There are few true emergencies. An emergency is a threat to life or the property such as fire, flood and/or uncontrollable water, live exposed electrical circuitry or smoke from outlets or fixtures, a gas leak, a fallen tree on the structure, or sewage backing up into house.

- Emergencies that are life threatening, call 911 immediately and report to us after the situation is under control and the authorities are on the scene.
- Emergencies involving fire, call 911 immediately and report to us after the situation is under control and the authorities are on the scene.
- Emergencies involving natural gas, call your utility service provider and if necessary call 911. Report to us after the situation is under control.
- Emergencies involving immediate electric danger, call your utility service provider and if necessary call 911. Report to us after the situation is under control.
- Emergencies involving flood or uncontrollable water in the property, shut off water to the property or call your utility service provider and if necessary call 911. Report to us after the situation is under control.
- Emergencies involving a fallen tree on the structure, call us to report. It is not considered an emergency if the tree is not on the structure.

Do not call after hours unless a true emergency exists. If you claim you have an emergency and we discover that one never existed, you will be charged for the service cost from the vendor plus \$100.00 per hour for management's time responding to your call. Unnecessary calls will cost you money.

Non-Emergency Repairs

Some examples are: refrigerator not running, locking yourself out of the property, power or natural gas off, water heater not heating water, oven not working, dishwasher not running, electrical fixture not working, furnace not working when outside temperatures do not fall below 50 degrees or air conditioning not working if outside temperatures do not exceed 90 degrees. While these issues are certainly inconvenient, uncomfortable, and exasperating, they are not emergencies. These items will be repaired during normal business days and times at regular service rates. While manufacturing HVAC system is not an emergency-this is a priority item and we will make it priority with our vendors to have it working as soon as possible. Please remember that neither Management nor the Homeowner is ever liable for any loss or damage to any of your belongings, including food, for any reason or cause whatsoever. Please ensure that you have your renter's insurance policy and contact information so that you can recover any possible personal property losses.

After a Repair

Please contact Farren Property Management if a recent repair has taken place and you still have problems, Please email [**Repairs@FarrenPM.Com**](mailto:Repairs@FarrenPM.Com). A recent repair is defined as a repair that occurred within the last 60 days. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

Preventive Cleaning Tips

Cleaning is easier when you use a preventive approach. Here are some tips:

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops and range.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings and mildew.
- Mop tile, wood and linoleum to avoid "dust bunnies" and the buildup of grime.
- Do not use wax on linoleum or tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces from outside areas.

Energy Saving Tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to Farren Property Management as soon as possible.
- Report water dripping under sinks.
- Running toilets are big water wasters.
- Report malfunctioning sprinkler systems.

- Report standing pools of water.
- Report malfunctioning water appliances such as dishwashers and washing machines that come with the home.
- Run the dishwasher only when it is fully loaded.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth or washing your face.
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to high. This is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- To lower air conditioning bills:
 - During warm or hot months, close the windows and doors to your home early in the day to keep cool air in, particularly when the air conditioner is running.
 - Georgia Power recommends setting the thermostat at 78 degrees or higher.
 - Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
 - Replace the air filter often and with the right size, at a minimum of every three months, and monthly if you smoke. A clean filter helps the air conditioner run more efficiently.
 - When leaving your residence, turn the air conditioner up a few degrees. A closed house without activity normally stays cooler. This is particularly important when going on vacation.
 - There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.
- To lower heating bills:
 - During the cooler months, keep all windows and doors tightly closed.
 - Report any major drafts to the Farren Property Management office.
 - Use a reasonable level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill. Georgia Power recommends a temperature of 55 degrees at night and 68 degrees in the daytime.
 - Turn the heat down during the night and use warm covers and comforters.
 - When leaving home, turn down the temperature on the thermostat.
 - Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
 - If there is a fireplace, close the damper if you are not using it, but be sure to open the fireplace if you do start a fire.

Safety Tips

The safety of you and your family is important to Farren Property Management and many guidelines can be effective. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely. Turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to Farren Property Management.

- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct size bulb.
- Avoid running extension cords over walkways, under rugs or any other place that could cause tripping.
- If you suspect an electrical problem, report it to Farren Property Management immediately.
- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit.
- Notify Farren Property Management immediately if any smoke alarm is inoperable even with new batteries. Never remove smoke alarms.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or barbecue, use common sense; never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the wall of the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

VACATION CHECKLIST

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify Farren Property Management how long you will be gone and supply an emergency telephone number. Should any problems arise concerning your residence Farren Property Management will be able to reach you.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office or any related service people.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people that you are away.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.

- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Is there anything else living in your house besides you, such as plants or pets? If so, be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

FREQUENTLY ASKED QUESTIONS

Please do not hesitate to send us questions and we will do our very best to answer. However, we have multiple questions and answers on our website that you may find helpful. From our web page, www.FarrenPM.Com, click on the TENANTS tab and then the FAQ's tab.

RENEWING YOUR LEASE

At the anniversary Date, and subsequent Anniversary Dates, this Lease shall automatically renew for one year with a 3% rent increase as stated in your lease. If tenant doesn't wish to renew, tenant must notify Farren Property Management, in writing, at least sixty (60) days prior to the anniversary date of the current lease.

Written notice can be in the form of an email or US postal service, we **WILL NOT** accept notification via phone or text. If written notice is not received at least sixty (60) days prior to the anniversary date, Tenant acknowledges they have authorized Farren Property Management to renew the lease for another year. Tenant also acknowledges if written notification not to renew the lease is received less than sixty (60) days prior to the anniversary date, it is deemed Tenant is requesting early termination of the renewed lease and must follow the steps outlined in the lease under #35 EARLY TERMINATION

WHEN IT IS TIME TO MOVE

Giving Notice to Vacate

Eventually, you will move, and we want you to be prepared when this is necessary. Farren Property Management requires Tenant to give written notice at least sixty (60) days prior to the anniversary date of the current lease. Written notice can be in the form of an email, text or through the US postal service, we **WILL NOT** accept notification via phone.

When you give notice, you will either complete the full term of the Lease or you will terminate early.

If you complete the full term of the Lease, we consider your notice to vacate a non-renewal of the Lease. If you vacate prior to the full term of the Lease, we consider your notice to vacate an early termination of the Lease.

Before giving notice, refer to your Lease to determine whether your termination is a non-renewal or an early termination. The day Farren Property Management receives the notice is the date the notice begins. Notice can be emailed or texted.

Pay Water Bill

Pay water bill in full through the end of your lease and submit receipt

Non-Renewal

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

- Give a 60-day written notice as of the end of a calendar month, see “Giving Notice to Vacate” above.
- Rent must be kept current and paid in full prior to move out.
- Move out and remove all possessions and occupants from the home by the move-out date.
- Return the premises to clean and rent-ready condition.
- Physically hand keys to a Farren Property Management representative on or before the move-out date at 12 noon per your lease.

Early Termination

Farren Property Management does not encourage early termination but we understand situations can arise that are out of your control.

Tenant shall not have the right to terminate this lease early. If Tenant has a right to terminate the lease early, tenant must:

- A. Give Farren Property Management written notice no less than 30 days prior to the termination. Written notice can be in the form of an email, text or through the US postal service, we **WILL NOT** accept notification via phone.
- B. Comply in ALL respects with the requirements set out in paragraph 28 of your lease.
- C. Pay one (1) month additional rent not later than 3 days from the date notice to terminate is received.
- D. Pay an early lease Termination Administrative fee equal to one (1) month rent not later than 3 days from the date notice to terminate is received.

Please review your lease, section #2 THE TERM as the lease takes precedence over the handbook or the web site.

Showings to Prospective Tenants During the Notice Period

According to the Lease, Farren Property Management may show the home to prospective Tenants after either Farren Property Management or the Tenant has given notice to vacate. During the notice period Farren Property Management will place a yard sign in the lawn and possibly a lock-box on the door. The home may be shown by Farren Property Management staff or by licensed Georgia or North Carolina real estate agents. When either a Farren Property Management staff member or a real estate agent has a prospective Tenant who wants to see the home, we will give you a courtesy call prior to showing. If we do not get a reply to our courtesy call message, we will show the home between the hours of 9:00 am and 6:00 pm.

CLEANING GUIDE

You need to really CLEAN if you want to get your entire security deposit back when you move out. The law states you are responsible for leaving the home in the same or better condition as when you moved in. You will need a bucket, mop, broom, dustpan, vacuum cleaner, extra vacuum bags, toilet brush, rags, paper towels, sponges and more. Cleansers that you may need: window, floor, and appliance cleansers, non-abrasive products, oven cleaner and all-purpose cleansers. Ask Farren Property Management if there is any particular cleanser you should or should NOT use, especially if you have hardwood or special tile floors and/or wood cabinets. **Expect that your idea of clean and our idea of clean will most likely be different. Please take photos when done to protect yourself. If the property isn't left in the proper**

condition, we will hire whoever is necessary to make sure the property is clean. If we must do this, the amount for this service will be deducted from your security deposit.

If you have questions on how to prepare your home for move-out, please call the Farren Property Management office, and discuss your concerns with us. We want your move to be pleasant and successful. Below is our Cleaning Guide for Tenant Move-Out. Please note that Farren Property Management staff will use this same checklist in our move-out inspection of the home together with the move-in inspection form on file to calculate damages, if any, to withhold from your security deposit.

Remember you are responsible to return the home in a similar condition, as it was when you moved in. This means the yard too.

Entire Dwelling

- Remove *all* your belongings.
- Repair any minor damage you caused. If substantial, hire a professional to fix it.
- Wash down walls, light socket covers, the heater vents and baseboards with a clean rag soaked in a diluted solution of dish detergent and warm water.
- Wash windows, inside and out.
- Dust and clean out cobwebs.
- Vacuum and sweep floors.
- Wipe and dust window blinds and sills.
- Wipe down shelves in closets and remove all hangers and shelf lining.
- Remove all garbage and clean trash receptacles.
- Wash light fixtures and replace burned out light bulbs.
- Remove all nails, tacks, anchors and window covering hangers.
- Clean baseboards and corners being careful to remove all dust and cobwebs.
- Clean floors vacuum carpet.
- **Shampoo carpet using Bulldog (828-557-1758) and submit receipt**
- Clean light fixture coverings, around light switches and door frames.
- Clean out the fireplace (if applicable).
- Bomb the house with 7 canisters if you have a pet

Kitchen

- Clean oven, oven walls and grills, broiler pan and storage space.
- Clean stovetop with appropriate cleanser. Clean under and around burners. Clean hood and fan.
- Wipe kitchen cabinets and clean inside, outside and on top. Remove all liners. Handle drawers in the same manner.
- Remove all food from the refrigerator. Clean refrigerator including crisper, walls and containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
- Clean sink and countertop.
- Clean light fixture coverings.
- Wipe down all surfaces with cleanser.
- Remove all cleaning solution residue.
- Sweep or vacuum floor
- Mop floor—do this last

Bathrooms

- Clean all light fixtures and coverings.
- Clean medicine cabinets and mirrors (should be free from streaks).
- Sweep, mop and clean all vinyl and tile flooring.
- Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
- Clean all wall/floor/tub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
- All dishes, handles, racks, faucets and walls should be free of dirt and stains.
- Scrub toilet inside and out.
- Wash shower curtain in a hot washing machine cycle with towels, detergent and white vinegar; hang to dry.
- Wipe down all surfaces with cleanser, including cabinets, drawers (inside and out), and vents.
- Sweep or vacuum floor.
- Mop floor with cleanser.
- Vacuum and/or wash rugs.

Exterior/Garage/Driveway

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

Key Return

In order to return possession of the home to Farren Property Management, you must physically hand the keys, access cards and remotes to Farren Property Management. You will need to coordinate getting the keys to us. Unless otherwise instructed, do not leave the keys, access cards, and remotes in your unit. If you do not physically hand the keys to a Farren Property Management representative, you may continue to incur charges pro-rated by the day according to your Lease. **You are still legally in possession until you return keys to us.**

Security Deposit Refund

When you follow the move-out procedures and leave the home in good condition, it simplifies the task of refunding your security deposit. Farren Property Management remits security deposits refunds within 30 days in accordance with the Georgia/North Carolina Landlord/Tenant law. Remember, Farren Property Management wants your move-out to be a pleasant and successful process.

Security Deposit Refunds & Georgia /North Carolina Landlord-Tenant Law

Farren Property Management complies with Georgia & North Carolina Landlord-Tenant law in determining whether to withhold or refund Tenant security deposits. Farren Property Management carefully follows the requirements for refunding security deposits under Georgia and NC law.

- The Security Deposit shall be returned to Tenant by Farren Property Management within 30 days after the termination of the Lease or the surrender of Premises by Tenant, whichever occurs last.

- Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Home 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 home; and/or (5) late fees and any other unpaid fees and charges. 6) The cost to re-key the home.
- Within 3 business days after the date of occupancy, Farren Property Management shall inspect the premises and compile a comprehensive list (Move-Out Inspection Report) of any damage done to the premises that is the basis for any charge against the security deposit and the *estimated* dollar value of such damage. Tenant shall have five business days after termination of occupancy to ascertain the accuracy of the list, sign and return the Move-Out Report to Farren Property Management. This shall be conclusive evidence of the accuracy of the list. If the Tenant refuses to sign the list, Tenant shall state specifically in writing the items on the list with which Tenant disagrees and sign the statement. If no signed document is received from Tenant, the Move-Out report shall stand as prepared and signed by Farren Property Management.
- Farren Property Management shall deliver Statement of Deposit Account (SODA), along with the balance, if any, of the Security Deposit, within 30 days of move out date. The SODA shall be mailed to the forwarding address or last known address of the Tenant via first class mail. If the letter containing the payment is returned to Farren Property Management undelivered and if Farren Property Management is unable to locate Tenant after a reasonable effort, the payment shall become the property of Landlord 90 days after the date the payment was mailed.

CONCLUSION

We hope that you have found the Farren Property Management Tenant Handbook useful and informative. We try to keep the handbook current at all times but in the event of any conflicting information between your lease agreement and the Handbook, the lease shall control.

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 Farren Property Management office.

Our entire team at Farren Property Management welcomes you and wants you to enjoy your residency here with us.