

Tenant Handbook



PROPERTY MANAGEMENT

CONTACT INFORMATION

Main 912.332.1682

After Hours Emergency 912.271.4649

Emergency is fire, water, gas, sewer back up or tenant safety

Staff@beyondthefrontporch.com

**218 Fraser Drive
Hinesville, Georgia 31313**

Welcome!

We are looking forward to having you as our tenant and would like your experience with us to be a pleasant one. Along with your lease, this tenant handbook is a very useful reference tool as it contains helpful information that will make your tenancy a satisfying one.

BTFP is an abbreviation used in lieu of the full company name, Beyond The Front Porch Properties LLC, and will be used throughout the BTFP Tenant Handbook.

Your first month's rent must be paid within 2 days of lease signing. Security Deposit will be paid upon walk through and acceptance of property. All payments will need to be paid through the tenant portal as no personal checks or cash will be accepted. - Security deposit must be paid separately, all other funds may be combined into one payment. If your move-in date is on a day other than the first of the month, your first month's rent payment will be prorated. If your move-in date is after the 25th of the month, your first month's rent payment will be the prorated amount plus the next month's rent. As we approach your move in date, please contact our office to set up an appointment to receive your keys. Please bring proof of utilities transfer to your appointment.

If you have provided pet information in your initial application, we'll send a copy of our pet application through Dotlop to you for your signature. Please note that it requires a photo of your pet to be submitted along with the application - you can email us a photo at Staff@beyondthefrontporchproperties.com.

Your rent is payable online through the tenant portal on our website on the first of each month. Please note that you can either set up automatic recurring payments or initiate payment each month yourself. Please make sure that funds are available in your account before initiating your rent payment. **Weekends and holidays are not exemptions to the rent payment deadlines.** Please plan accordingly.

Utilities are to be in your name. Please have the change over completed by the date of your move-in. Any utilities or services not in your name are subject to be discontinued without notice. Utility numbers in the Tenant Handbook are provided as a courtesy. If any of the numbers are incorrect, please let us know so we may update our list. Please note: You will be asked to leave the utilities in your name for 5 days after move out. The owner/s will be asked to put the utilities in their name immediately after your move out, but circumstances may arise when this is not possible.

Per your lease you are required to carry renter's insurance. Property owners generally carry a standard fire and liability policy, but these policies normally do not cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are "non-owner" occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. To avoid a loss, acquire renter's insurance now.

While we strive to ensure that all of our properties are in excellent condition, occasionally maintenance or repair issues will arise while moving into or occupying your new residence. You can submit maintenance/repair requests through the tenant portal on our website, www.beyondthefrontporch.managebuilding.com, we will do our best to promptly address any issues.

Please let us know if you have any further questions!

Warm Regards,



Utility's

Electricity

Georga Power	888-660-5890
Canoochee EMS	800-342-0134
Coastal Electric Coop	912-884-3311

Water

City of Hinesville.	912-876-3564
Water Utility Management.	912-352-9339

Emergency

911

Hinesville Police	912-368-8211
Llberty Co. Sheriff Dept	912-876-2131
Hinesville Fire.	912-876-4143
Ludowici Police Dept	912-545-9472
Long County Sheriff Dept	912-545-2118
Long County Fire Dept	912-545-2244
Richmond Hill Police	912-756-5645
Bryan County Sheriff Dept	912-756-2181
Bryan County Fire Dept.	912-756-1982

General Information

Education

Liberty County Admin	912-876-2161
Long County Admin.	912-545-2367
Bryan County Admin.	912-851-4000
Fort Stewart Admin.	912-304-7112

Hospitals

Liberty Regional	912-369-9400
Winn Army Hospital	912-435-6635
St Josephs Hospital	912-819-4100
Candler Hospital	912-819-6000
Memorial Hospital / Trauma.	912-350-8000

Cable / Satellite TV

Direct TV	800-531-5000
Comcast Cable	800-XFINITY

INTERNET / PHONE

Centurylink	866-642-0444
Xfinity	800-XFINITY

Getting To Know Your Property

Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products

If electricity in part of the house doesn't work:

Reset the GFI outlet if applicable. These are usually located in the garage, patio, kitchen, or bathroom. If this doesn't work, check the circuit breaker box for a tripped breaker. Make sure you check ALL circuit breakers. A tripped circuit breaker is often difficult to see and it could appear that it is not tripped. Therefore, you must turn the breaker all the way off and then turned the breaker all the way on. If you do not turn the circuit breaker all the way off, it does not "re- set" itself to correct the problem.

If the circuit breakers continually keep going off:

Check all appliances to see if too many appliances are running on the same circuit and causing an overload.

If the oven does not work:

Check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT.

If a drain is not draining:

You can try a liquid drain cleaner which will clean the gunk out of the drain line. If this does not clear the drain, you can also try fishing a piece of wire into the drain to manually clear the clog.

If the smoke alarm does not work:

First, check the batteries. Tenants are responsible for the replacement of batteries. You should test your smoke alarms every thirty days. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working and replacing the battery doesn't solve the issue, please call SUPRA property management to place a work order or submit a work order through your tenant online portal. Remember a smoke alarm is for safety and it is very important to check it regularly to see if it is working. NEVER disconnect or remove a smoke alarm.

Please do not flush any feminine products or any type of "wipe" down the toilet. Some wipes advertise that they are flushable but plumbers state that they can and will clog a sewer or septic line. Any clogs on the interior of the home or due to any items flushed are responsibility of the tenant.

General Information

THANK YOU for renting through Beyond The Front Porch Properties. It is our pleasure to welcome you as our tenant. Our aim, on behalf of the property owner, is to provide you with top quality property management service. In return, we look forward to your being a responsible tenant who pays the rent on time, takes care of the property, and enjoys the property you have rented.

We would like to take this opportunity to familiarize you with some of the items you'll encounter while living in and taking care of your new rental. We believe that if you are familiar with this information and these responsibilities, most misunderstandings will be avoided and a better relationship will be established between us. Please keep this handbook with your lease agreement. Your lease agreement should also be read thoroughly for clarification of the following information. We will be happy to answer any questions you may have at any time. You can reach us by email at staff@beyondthefrontporchproperties or by phone at 912-332-1682.

RENTER'S INSURANCE

You are required to obtain renter's insurance to cover you and your personal property in the event of an emergency or disaster. If your possessions are stolen during a break-in or damaged by a fire or severe weather, a renter's insurance policy can allow you to recover their value. If someone is injured during an accident in your home, renter's insurance can help protect you in a liability lawsuit. The property owner's insurance covers their physical property, but because it is not an owner-occupied unit, their insurance policy will not cover you or your personal property. You are responsible for obtaining renter's insurance to protect you and your personal property. The cost is minimal (most policies are less than a dollar a day) compared to the peace of mind you'll have knowing that you and your belongings are covered.

PROPERTY INSPECTIONS

Upon move-in and move-out, a property inspection is performed by a staff member. A detailed report with accompanying photos is used to document the condition of the property to protect both the tenants and property owners. Property inspections are also performed every 6 months, and at the time of lease renewals to check for any maintenance or repair issues that need to be addressed. They are also shared with the owner to update them on the condition of their property.

RENT PAYMENT POLICY

Rent payments are due on the first of each month. Payments must be made through the tenant portal at <https://beyondthefrontporch.managebuilding.com/Resident/portal/login>. Online payments can be set up as recurring payments that will be automatically withdrawn from your account or you can initiate the online payment yourself each month. If you initiate a rent payment (either online or by check) and the funds are not available, a fee of \$45.00 will be charged. We reserve the right to refuse third party checks. Post-dated checks are never accepted. A late fee of \$100 will be assessed for any rent payments made after the second of the month. We reserve the right to report to the local credit bureau of any unpaid charges, skips, and evictions. Please see your lease for specific details as some of the above charges may vary by property.

OCCUPANCY AND ROOMMATES

If you are renting the premises with other tenants, please remember that you are each jointly and severally responsible for the entire lease agreement. Do not incorrectly assume that if you pay "your" part of the rent then you are relieved from any further responsibility. The rent is one total amount. It is not divided up and apportioned to each tenant individually. If one tenant causes default, the consequences can affect all other tenants. If you desire to have additional persons living on the premises you should contact your property manager FIRST. A separate application is required for each adult, 18 years of age or older, intending to occupy the premises. Any new applicant must undergo a background and credit check and be qualified just as you were. As per guidance from the United States Department of House and Urban Development (HUD), maximum occupancy is two persons per bedroom. If an occupant vacates the premises during the term of the lease, they and/or any remaining tenants should immediately notify our office in writing of this change. This could affect how the security deposit is held or later how it is disbursed. Any persons occupying the property without approval will be considered a material default of your lease agreement and may result in eviction.

General Information

SECURITY DEPOSIT

Your security damage deposit is made by you to indicate good faith that you will abide by all covenants of the lease agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for any loss suffered. If the deposit should be inadequate to cover the loss, you will be billed for the balance. *Your security damage deposit is not to be used for the last month's rent.* If there is no intention to impose a claim on your security it will be returned to you within 30 days from the end of your lease and vacating of the premises. The premises must be returned in the same condition as it was rented. In the event that damage was caused to the property, its contents, appliances or landscaping or if your deposit was not sufficient to cover the cost of cleaning and repairing the property, you will be notified by certified mail of the claim within five days.

Please read through the following pages regarding maintenance and repair requests, normal routine maintenance for which tenants are responsible, and expectations upon move out for further information.

PETS

Keeping pets on the premises is not a right, it is a privilege. Tenants must submit a pet application with appropriate fees which must be approved by the management office for each specific pet. Otherwise pets are expressly prohibited. Pets are permitted only on certain premises with prior approval of the owner/landlord. If you desire to have a pet, you should contact our office first and go through the pet application process before bringing the pet onto the property. Having a pet on the premises without permission could be grounds for termination of your lease.

PET APPLICATION CAN BE PROCESSED AT <https://btfp.petscreening.com>

IN EVENT OF INCLEMENT WEATHER

- Walk around the yard and note if there are any loose shingles, fence posts, gutters, shutters, window screens, hanging tree branches that need to be trimmed, etc.
- Secure any loose objects in the yard, i.e. patio furniture, bikes and other toys, planters, flags, etc.
- Make sure all windows and doors are securely closed. This also includes garage doors, shed doors, and gates if applicable. High winds plus heavy rain can equal unexpected water damage.
- Assemble a bad weather kit with batteries, flashlights, a battery operated radio, first-aid kit, prescriptions, eye-glasses, blankets, clothing, personal hygiene products, non-perishable food, and water.
- Review your renter's insurance policy and make updates as needed. Have insurance company contact information, policy information, and your property inventory list with photos in a secure location. Make sure you collect and secure any other important documents as well.
- In the event of a freeze, leave faucets dripping to reduce the risk of frozen pipes. Disconnect garden hoses from outside faucets. Keep pool filter running if applicable.
- Please remember that severe weather may increase the maintenance/repair queue and it may take additional time to send someone out to address your issue. Please limit requests during inclement weather to serious safety issues and necessary emergency repairs to help with this.
- Please also keep in mind that the BTFP office may be forced to close in the event of inclement weather and we may not be able to send someone out during the storm. We will do our best to take care of any outstanding issues as soon as they can safely be addressed.

EARLY TERMINATION OF LEASE

In the event you require early termination of your lease, please call our office to discuss the requirements stipulated by your lease. Should you have proper military orders in hand, BTFP honors those and moves forward according to the "Servicemembers Civile Relief Act".

ADDITIONAL NOTES

Please note that tenants are not permitted to access, enter, or store any items in any crawl spaces, attics, or any locked areas on the premises without prior written permission from the owner.

General Information

NORMAL INSECT CONTROL

Tenants are required to do normal insect maintenance. When storing pesticides, exercise caution for the safety of children and animals at all times.

For indoor insects, such as fleas, ants, spiders, silverfish, etc: Insect foggers are the most reliable solution and can be purchased at most grocery or garden stores. To use: follow the product instructions, cover all food and dishes, and vacate the property (including pets) for at least four hours.

For outdoor insects, such as ants, fleas, grasshoppers, etc: purchase granulized or liquid insect products at any garden supply store. Following the product directions apply around the perimeter of the house and fence. For spiders, use liquid premixed insecticide. Purchase bait for snails, sow bugs, slugs, and similar pests at garden supply stores. Follow the directions on the package for proper application.

If the insect problem persists, please enter a maintenance request through our website's tenant portal.

RODENT CONTROL

If you have ordinary mice, you can purchase several common controls such as repellent, bait, and traps at grocery or garden supply stores. It is important to treat this issue early as rodents can breed rapidly. Look for trails and droppings to determine the best places to set your traps. If you see rats or large rodents, please enter a maintenance request.

LANDSCAPE AND POOL CARE

Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering. If there are sprinklers, monitor the level of water needed. If you have questions, please contact Beyond The Front Porch Properties for additional help or instruction. If you have sprinklers or an irrigation system that is not working, please submit a maintenance request. Keep all landscape watered unless a Homeowner's Association specifically controls it.

Pick up all pet droppings on the property, even if you do not have pets. If you have pets, please keep them from causing damage. This includes digging holes and/or tearing up grass in the yard.

If there is a pool, it is necessary to maintain the water level and run the filter regularly. Please report if there is a problem with maintaining the water level as this may indicate a leak in the pool plumbing. Maintain chemical treatments and cleaning as necessary.

TENANT REQUIRED REPLACEMENTS

Tenants are required to perform minor routine maintenance. This includes, but is not limited to the following: Replacement of burned out light bulbs with the correct type/size. Please do not use light bulbs in excess of 60 Watts. Vanity lightbulbs should match original bulbs in shape, color, and wattage.

Replacement and/or cleaning of furnace and air-conditioning filters. Replace with the correct type/size at least every month.. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.

Replacement of smoke alarm batteries. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working properly, try replacing the batteries. If new batteries still do not work, enter a maintenance request through the online portal on our website immediately. You should test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working. Do not disconnect or remove a smoke alarm because it is not working or beeping. By doing so, you endanger all residents and guests and you could be liable for damages in the event of a fire.

CARPETS AND FLOORING

Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy and when moving at their own expense. Keep floors vacuumed. Immediately clean up spills to prevent stains and damage. Do not use wax on vinyl or tile. Use only hardwood floor cleaners on hardwood floors. Have carpets professionally steam cleaned when appropriate; *do not use home floor cleaning machines.*

General Information

WINDOWS AND WINDOW FURNISHINGS

Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy and when moving at their own expense. Check curtains before washing to see if they are washable, if not, dry clean curtains. Wipe all blinds with soft dry cloth or with products designed for the blinds. Close windows against weather elements when appropriate to avoid damage to interior. Any glass breakage is tenant responsibility. Close doors and windows when leaving the residence.

GENERAL CLEANING AND MAINTENANCE

In kitchens, clean up food crumbs and spills quickly to discourage pests. Clean oven and stove hood vents regularly to avoid potential grease fires. Refrigerator coils should be vacuumed and cleaned regularly to help the unit run more efficiently and avoid unnecessary repairs. In the event of a clogged garbage disposal, only liquid drain cleaner which is recommended for use on garbage disposals may be used.

Do not leave oven on and unattended when leaving the house at any time. Do not allow grease build up - this can cause fires. If the oven is a continuous clean oven, do not use a commercial oven cleaner, such as "Easy Off." This will only ruin a continuous clean oven. For continuous clean ovens, turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after oven cools. Do not leave oven on high heat for longer than 3 hours. For self-cleaning ovens, follow the cleaning directions, usually located on the top of the stove/oven. For regular ovens that are not continuous or self-cleaning, use a commercial oven cleaner, such as "Easy Off", and follow product directions.

Prevent mildew and mold from accumulating in bathrooms. If mildew and mold appear, use a product such as X-14 or Tilex to remove immediately. Keep bathrooms properly ventilated to prevent mildew and mold from happening. Use an exhaust fan or window while taking showers and for a reasonable time afterward to ventilate remaining steam.

Keep your drains free of grease, lint, sanitary products, foreign objects (ex. toys, tools, paint etc...) and food, which can clog them if they are not flushed out occasionally with a good chemical drain cleaner. The owner will pay only for stoppages that are caused by faulty construction, such as mortar or stones in the sewer, or by tree roots.

WOOD BURNING FIREPLACES

Always be sure to open the damper before starting any fire. If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house. Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Instead, use woods such as oak, almond, walnut, etc. Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a house fire. Use a fireplace screen at all times when using the fire place to prevent damage, particularly to the carpet.

Check to see if fireplace coals are cold before removing from the fireplace. Never store hot or warm coals in a combustible container (garbage can, paper bag, etc.), or near combustible products. Never store the coals in the garage or against the house.

TOXIC WASTE DISPOSAL

Properly dispose of toxic waste such as oil, antifreeze, batteries, and solvents. Place garbage in the proper receptacles provided and in accordance with city and/or county rules.

CHRISTMAS TREES, HOLIDAY DECORATIONS, AND LIGHTS

Hang lights and decorations properly and carefully. Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights. Only use lights and decorations during holiday seasons; remove them immediately when the season ends. Properly dispose of Christmas trees in accordance with city and/or county rules and regulations.

Maintenance & Repair Requests

All maintenance and repair requests are handled through the tenant portal on our website:

<https://beyondthefrontporch.managebuilding.com/Manager/app/homepage/dashboard?initpage=1>

It is the responsibility of all tenants to report all maintenance and repairs needed. Please be sure to report the following to avoid incurring financial damages and/or loss of your security deposit:

- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances supplied in property
- Any sign of mold in the property
- All toilet and faucet leaks and any plumbing backups
- Any loose, missing, or failing grout and/or caulking around tubs, showers, sinks, etc.
- Roof leaks
- Broken windows and doors
- Fences/gates in need of repair
- Malfunctioning sprinklers
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- Any other necessary repairs or unsafe conditions
- If your maintenance or repair request is a non-emergency, your online work request will be addressed within 24 hours. We will assign a vendor to contact you to make a repair ap- pointment. Tenants are asked to be present for the repairappointment. Failure to be present may result in additional service fees being charged. Tenants are responsible for normal minor maintenance (expenditures under \$50) such as lightbulb replacements, smoke alarm batteries, HVAC filterreplacements, etc. Entering maintenance/repair requests for these types of items may result in an additional service charge to tenant. Repair charges may also apply if it is determined that tenants are responsible for damage to property.

Please keep in mind that not every problem can be solved immediately. You have a responsibility to take reasonable steps to protect not only your personal property, but also the owner's property until additional help arrives.

Example One: If your refrigerator quits cooling, it is your responsibility to take steps to protect your personal items - i.e. food, medicines, etc. - from spoiling. The owner's liability insurance will not cover your loss. Call the office immediately, but do not assume that a service call will be made within a few hours. It may take longer to have the appliance repaired or replaced.

Example Two: If you have a flood resulting from an air con- ditioner drain, water pipe leak, or sewer line backup - it is your responsibility take reasonable steps to keep the problem from getting worse: turn off the AC system, shut off the water, don't continue putting water and waste into the sewer, etc. Also, do what you can to protect your personal property from damage. The owner's liability insurance will not cover your loss.

If you continue to have issues with the same item after a repair has taken place, please call our office and let us know that you had a recent repair but there is still a problem. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

For after-hours emergencies where tenant safety or major property damage is in question, please call 912-271-4649. If leaving a voice message, please be sure to leave your name, phone number(s), property address, and a clear description of the emergency. The after hours number should be an emergency contact number to alert our office of immediate danger issues such as fire, gas, immediate electrical danger, and/or water issues such as backed up plumbing, busted pipes, etc. Please also contact 911, gas company, and/or utility service if applicable.

Move Out Expectations

When you are ready to move, the following will be required to avoid claims against your security deposit.

When you are ready to move, if you have questions on how to prepare your residence, please call your APM management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Cleaning

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

Draperies/window coverings/windows

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

Replacements

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

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

Pest control

- If you have a pet, you will be required to have the home professional sprayed for fleas by a licensed pest control company. Receipt must be turned in when vacating.
- If you have been exercising minimum insect control during your occupancy you will be required to have a professional insect spray completed with receipt provided when vacating. If a property is found loaded with ants, spiders, cobwebs, etc., you may incur additional pest control charges.

Landscape clean up

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

Trash

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

Painting

- We request that you do not spackle, putty, or touch up paint unless you are sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Cleaning Inspection list

This is just a suggestion but not limited to.....

1. Clean from room to room.
2. Clean top to bottom. Clean ceiling, air vent, ceiling fans, light fixtures, windows (inside and out) window sills, blinds, doors (front & back) door frames, walls, switch plates, electrical outlets, baseboards and then floors.
3. Use Pledge or Old English Polish on wood cabinets after you have cleaned them with a pine-sol water solution.
4. Vacuum out drawers and cabinets first and then wash them out with a pine-sol water solution.
5. Use soft scrub to clean around faucet handles.
6. Pull out refrigerator and stove, sweep behind, wipe down both sides of stove and front of stove with pine-sol water solution
7. Use self clean feature of oven first, then use oven cleaner. After applying oven cleaner, set the oven temperature to warm to expedite the drying of the oven cleaner solution. Then use a dry towel to remove residue from the oven cleaner. This may take several attempts. Don't forget to clean out stove drawer.
8. Clean / soak hood vent filter with degreaser.
9. Use soft scrub to clean bath fixtures and showers. Then buff with a dry towel or glass cleaner to get a streak free mirror finish on the chrome.
10. Use Pumice stone to remove hard water stains in toilets.
11. Vacuum window and patio door tracks, then use pine-sol water solution to clean well.
12. Vacuum carpets. Remember to schedule your professional carpet clean for your move out date.
13. Use degreaser and a scrub brush to remove oil from driveway, garage and storage.
14. Use Pine-sol water solution to wash down 90 % of the interior. Don't forget to clean front door, back door and garage door front and back to include frames. Make sure garage door is clean and free of dust, dirt cob webs etc.
15. Vacuum any dust from air handler vent and then wipe down with pine-sol water solution. Don't forget to put a fresh filter in place.
16. Make sure all lightbulbs are in working order and same color. If daylight then replace with daylight, don't forget the light under the microwave/hood vent.
17. Goo B Gone works well to remove gum and stickers .

Common Fees & Charges

Application Fee

- \$100 per application, 2 adults per application
- The application fee covers the administrative cost of reviewing a tenant's suitability for your property. This includes the initial application, tenant background and credit checks, and administrative processing.

Late Rent Charge

- \$100 for any rent payments not made on or before the 1st day of the month.
- Rent is due on the 1st of the month. The late charge will be applied to any payments made after the 4th of the month.

Insufficient Funds Charge

- An insufficient funds charge of the greater of \$45.00 will be charged for any payment that is returned due to insufficient funds.

Non-Refundable Pet Fee

- \$300 per pet

Pet Application Fee

- <https://beyondthefrontporch.petscreening.com>
- Please visit the above listed website and complete your pet screening application.
- Fee is \$20 for the first pet and \$15 for the second one.
- Renewal fee of \$10 to confirm or document any changes.

Resident Changes

- \$50
- Administrative fee for adding residents to or removing residents from lease contract. Each change will incur a separate charge (i.e. \$50 for an additional resident, \$50 for removal of a resident). If adding resident, new resident must make application with \$55 application fee, undergo background and credit checks, and must receive approval from BTFP property management team.

Keys

- \$10 for key replacement during tenancy
- \$150 minimum for unreturned keys, mailbox keys, and/or garage remotes at move out

Legal Notices

- \$40 service fee for delivery of legal notices (three-day notices, eviction letters, etc.)
- \$10 fee for certified mail

Document Requests

- \$5 for copy of lease
- \$5 for copy of account statement
- \$25 for copy of move-in condition report
- \$25 for rental verification for mortgage

Maintenance Oversight

- \$10/hr or \$75/day
- This fee is applied if maintenance, repairs, or other work at the property requires broker agent oversight because either a.) tenant cannot be present at time of maintenance appointment or b.) upon landlord request. The party held responsible for the fee will depend upon the nature of the request.

Pet Application Process

Consent is hereby granted to TENANT(S) to keep the described pet(s) on the leased premises provided the below listed conditions are abided by:

- Complete Petscreening application at <https://beyondthefrontporch.petscreening.com> Petscreening.com pet screening fee is \$20 for first pet, \$15 for second pet and a \$10 annual renewal fee.
- A non-refundable pet fee of \$300 is paid by Tenants. This fee covers one (1) pet. Additional pets above 2 per household must receive specific approval. Additional fees may apply.
- Only pets specifically on this agreement are allowed and such pets must be pre-approved prior to bringing pets on premises. Photo of each pet must accompany each lease.
- All pets must weigh under the weight limit of 75 lbs per pet unless an Hoa has other requirements.
- Pets must be kept on a leash at all times while outside of the premises. Pets must not be tied or kept outside doors, in the hallways, or on the balcony/patio/lanai, if applicable.
- Tenants are responsible for cleaning up after pets on a weekly basis. Any and all feces in yard, front and back must be removed upon move out.
- Tenants will be responsible for FULL replacement and/or repair cost of carpet, walls, blinds, flooring or any other items damaged in any way by pets. Tenants also will be responsible for the full cost of any exterminating that may be required because of pets to include a professional flea spray upon vacating the property.
- Tenants agree to fully indemnify the Landlord, owner or agent for any damages arising out of injury to another person or to another pet by their pets.
- Tenants agree that approval or denial of all pets is at the sole discretion of owner or agent. Landlord, owner or agent reserves the right to withdraw consent at any time by giving Tenants written notice to remove pets from the premises for any reason including but not limited to noise, barking, disturbances, damage, threatening behavior towards other tenants or employees of owner or agent. In the event the pets are not removed within 48 hours after notice, Tenants will be subject to eviction. Tenants agree that keeping a pet on the premises is a revocable privilege and not a right.

Notice of Tenancy Change

for

(street Address)

City state. ga

**Beyond The
Front Porch Properties**

218 Fraser Drive
Hinesville, Ga 31313
Office 912-332-1682
Mobile 912-271-4649

I would like to renew my lease for another year. Please send me an updated lease renewal.

I would like to extend my lease on a month to month basis. I understand that this will increase my rent by 10 % as per the renewal clause in my lease agreement.

I will be vacating the premises on _____ at the termination of my lease agreement.

I will be vacating the premises on _____. This is an early termination of my lease agreement and I understand that additional fees will be applied.

Beyond The Front Porch property management is dedicated to providing the best service to our tenants and assist with your move if possible. If vacating the property, we may ask what is/are the driving reason(s) behind your move?

___Relocation for job.
property

___Relocation for other

___ Purchasing

___ Looking for larger property.
better property

___ Looking for smaller property

___ Looking for

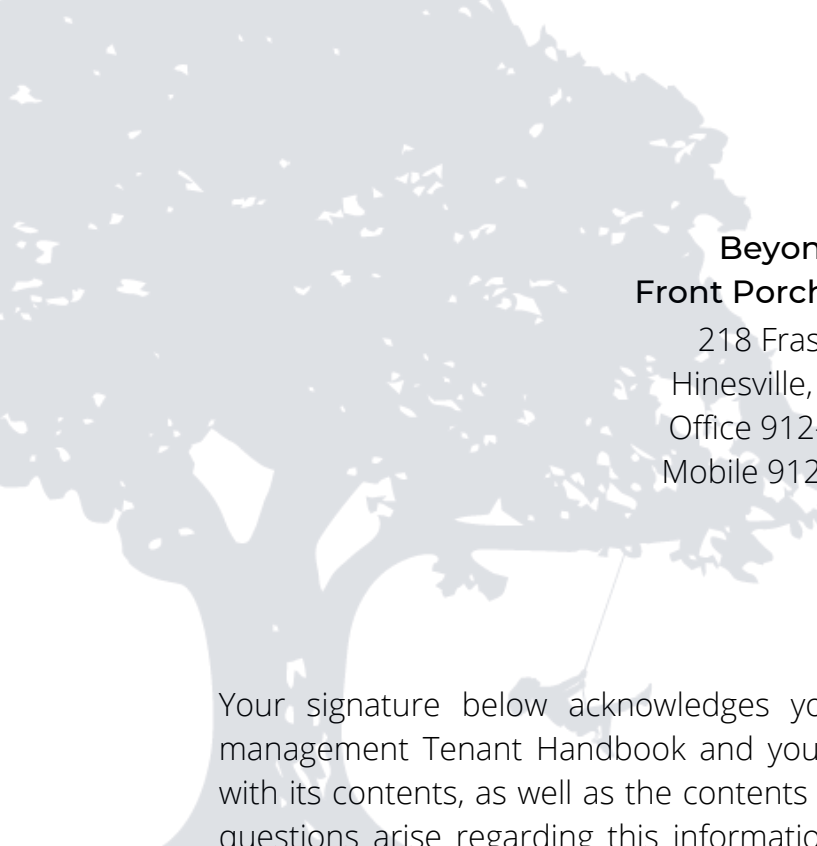
___ Military relocation (please include copy of orders if terminating lease early)

Please remember that at least 30 days notice must be given to terminate annual leases. Annual leases that have been changed or have defaulted to month to month require notice to be given at least 30 days prior to the end of any monthly period. If notice of tenancy change is not submitted, lease will automatically default to month to month with the increase in rent as described above. Failure to give proper notice before vacating will result in additional rent and fees being charged. Please see your lease for specific details.

Tenant

Tenant

Please submit this form by email to staff@beyondthefrontporch.com. Thank you!



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Your signature below acknowledges your receipt of the BTFP property management Tenant Handbook and your responsibilities to become familiar with its contents, as well as the contents of your lease agreement. Should any questions arise regarding this information, please contact management by phone at 912-332-1682 or by email at staff@beyondthefrontporch.com

_____ Tenant

_____ Tenant

*Information and forms in the Tenant Handbook are subject to change and Beyond The Front Porch property management will make every effort to inform you of such changes.