

Lynch & Co.
PROPERTY MANAGEMENT
RESIDENT HANDBOOK



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LYNCH & CO. WELCOMES YOU

Lynch & Co. welcomes you as a new resident. To achieve a successful tenant/management relationship, we prepared the Lynch & Co. Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so you may refer to it easily.

In this handbook, you will find management policies, maintenance guidelines, rental payment instructions, general information, safety tips, vacations guidelines, emergency instructions, holiday tips, and more.

Lynch & Co. Property Management Company has been retained by property owners to handle affairs on their behalf. As a result, Lynch & Co. has the power and legal authority to exercise landlord rights on behalf of the owner. There is an agreement between the owner and Lynch & Co to manage your property, and all residents are required to communicate with Lynch & Co. on all issues relating to or arising out of your lease agreement. Residents are required to contact Lynch & Co. when you need assistance, and the instructions for how to contact the Lynch & Co. office are on pages 4, 5, and 6. All residents must pay the rent due under their lease agreement to Lynch & Co. at the address specified in this Handbook and shall note that **TERMINATION OF THE MANAGEMENT AGREEMENT DOES NOT TERMINATE YOUR LEASE AGREEMENT.**

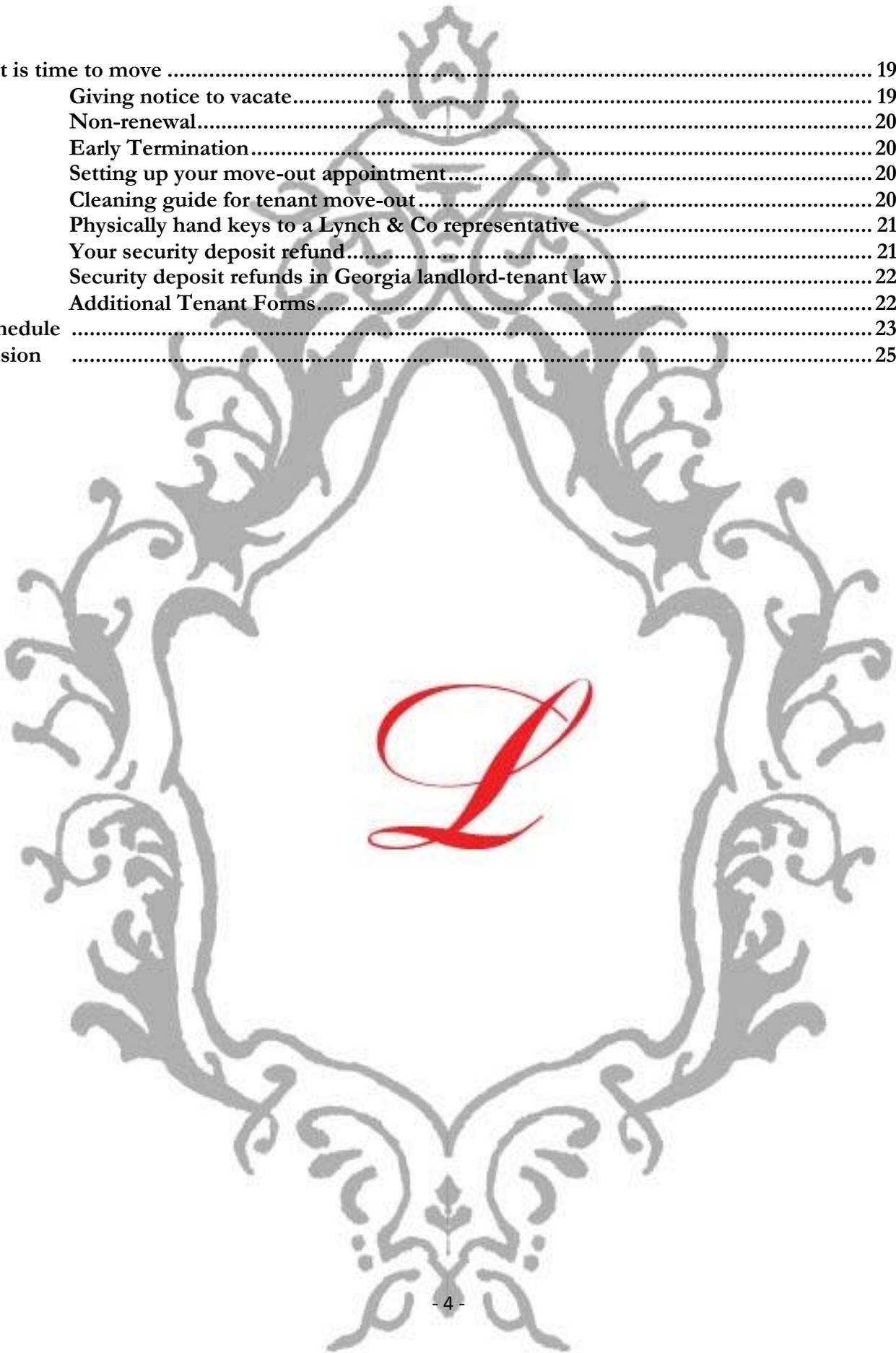
If you have questions or concerns about any of the information contained in this handbook, contact our office at any time. Lynch & Co. is here to help you.

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

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LYNCH & CO. SENIOR MANAGEMENT

Office Coordinator

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404-721-4242

Senior Property Manager

Francis "Mikki" Hutchins
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404-721-4242

Property Manager/Broker

Melanie Lynch
Melanie@atlmanagement.com
404-721-4242

GENERAL OFFICE INFORMATION

Address Information

Mailing/Physical address 201 17th St NW
Suite 300
Atlanta, GA 30363

Communication

Business 404.721.4242
Fax 678.608.0197
Email info@atlmanagement.com
Website www.atlmanagement.com
Intranet/Tenant Portal lynch.managebuilding.com

Office Hours

Monday - Friday 9:00am – 5:00pm
Saturday By appointment only
Sunday Closed
Holidays Closed

Emergencies

Emergency Hotline (404) 277-7465

****Non-Emergency related calls or messages made to (404) 277-7465 will be billed at a rate of \$100.00 per call/voicemail/text message***

TENANT COMMUNICATION

Telephone calls during office hours

During office hours, listed on page 5, we are usually available to answer your call. Please state the reason for your call so that we can direct your call to the right person. If no one is available to speak with you directly, please leave a message with the operator. Be sure to include your name, phone number, and the property address. A staff member will return your call.

After hours calls

The operator will take all messages after hours. Messages will be returned the following business day.

Emergency calls

During normal office hours, call the emergency hotline phone number (404.277.7465) and immediately state your emergency. ***Non-Emergency related calls or messages made to (404) 277-7465 will be billed at a rate of \$100.00 per call/voicemail/text message**

Change of Information

It is important that you notify Lynch & Co. of any changes in your telephone, fax, cell numbers, or email. You may change your information by logging onto the Lynch & Co. intranet, lynch.managebuilding.com, and clicking the “My Info” link.

Email

Email is a great way to communicate. Please contact us at info@atlmanagement.com

Website

The Lynch & Co. website, www.atlmanagement.com, contains important information about our company. Once you are granted access to the Lynch & Co. intranet, you may log into and submit maintenance requests from your personal tenant portal created with your email address. You may also download a copy of this Tenant Handbook as well as other forms that will be helpful to you.

Lynch & Co. Office

Our office is located in Atlantic Station at 201 17th St NW, Suite 300, Atlanta, GA 30363. We meet tenants and owners at the Atlantic Station location by appointment only. Lynch & Co. staff work in a secure location in Atlanta and if you visit the Atlantic Station office without an appointment, no Lynch & Co. staff will be there to help you. Please call us before attempting to meet us at the Atlantic Station location.

UPON APPLICATION APPROVAL & PRIOR TO MOVE-IN

Approval, Move-in Costs & Reservation Fee

Once your rental application has been approved by Lynch & Co., your move-in costs will be due within 48 hours. The total amount due is equal to a full month's rent and must be in the form of certified funds or money order (cash and personal checks are not accepted for move-in costs).

If your move-in costs are due before you receive the Comprehensive Damages List from our office, your total move-in cost will be held as a Reservation Fee until you have received and signed the Comprehensive Damages List. The purpose of the Reservation Fee is to have Lynch & Co. take the property off the market and hold the home for you approve the damages list. For this reason, it is not refundable if you do not sign the damages list or take occupancy.

MOVING IN

Move-In Fee, Security Deposits, & Move-In Inspection

To cover the cost of the lease preparation, move-in inspection, re-key of locks and new keys, and security deposit accounting, Lynch & Co. charges a non-refundable move-in fee to all new tenants. The move-in fee is deducted from the total move-in cost and the remaining amount becomes your refundable security deposit. Your security deposit is held in the escrow account listed in your Lease for the duration of your tenancy. If the escrow account is moved to a bank other than that which is listed in your Lease, you will be notified in writing within 30 days of such move.

Why do I need to pay a security deposit?

A security deposit protects Lynch & Co. if you vacate the property without making required payments or if you damage the unit. Lynch and Co. will return the security deposit to you within thirty (30) days after the termination of the lease or the surrender and acceptance of the premises, whichever occurs later ("Due Date") provided you meet the following requirements: (1) the full term of the Lease has expired; (2) Tenant has given a 60 day written notice to vacate; (3) no damage has been done to the Property or its contents, except for normal wear and tear; (4) the entire Property is clean and free of dirt, trash and debris; (5) all rent, additional rent, fees and charges have been paid in full; (6) there are no holes and scratches on walls or cabinets other than normal wear and tear; and (7) all apartments keys, keys to recreational or storage facilities, access cards, gate openers and garage openers, if any, have been returned to Lynch & Co. If Lynch & Co. is retaining all or part of the security deposit, a statement specifying the exact reasons why the security deposit is being retained will be sent prior to the Due Date.

BEFORE SIGNING A LEASE

State laws establish an inspection procedure before signing the lease. Lynch & Co. will give the tenant a complete list of any existing damages to the premises on the Commencement Date.

Comprehensive Damages List

The purpose of the Comprehensive Damages List is to document any damage to the property for which you do not wish to be held financially responsible for after move-out. According to state law, you have three (3) business days from the date the Lease begins to return this form to Lynch & Co. If you do not return the filled-out and signed form to Lynch & Co. within three (3) business days, then a Damages List will not be attached to your lease agreement and your home will be noted "NO DAMAGE". As a result, any damages found upon move-out will be assessed to you.

Access Codes

Be sure to provide Lynch & Co. with all access codes to all entrance gates and security systems located on the Property.

Utilities

It is your responsibility to have utilities transferred into your name on the first day of your Lease. Unless otherwise stated in your lease agreement, Lynch & Co. may cancel the utilities in the owner's name on the second day of your Lease and will charge a one-time utility connection fee. For every day utilities are not transferred into your name, Lynch & Co. will charge a per diem utility transfer fee. To avoid discontinuation of service, contact the utility companies prior to move-in. Please refer to the list below for utility company contact information, if you need a provider not listed, please contact our office:

Electric/Gas Companies

Cobb County	Cobb EMC	(770) 429-2100
Atlanta Metro	GA Power	(888) 660-5890
Marietta	Marietta Power	(770) 794-5150
Atlanta Metro	GA Natural Gas	(770) 850-6200
City of Atlanta	Atlanta Gas Light	(404) 584-4000
Atlanta Metro	Scana Energy	(877) 467-2262

Water Companies

City of Atlanta	Atlanta Dept. of Watershed	(404) 658-6500
Fulton (outside 285)	Fulton Water Company	(770) 640-3040
Fulton County	Fulton Water Company	(770) 730-6830
Dekalb County	Dekalb Watershed	(404) 378-4475
Douglas County	Douglas County Water & Sewer	(770) 949-7617

Garbage/Refuse Service

Decatur	Decatur City Public Works	(404) 377-5571
Atlanta	City of Atlanta Public Works	(404) 330-6240

Cable Companies

Atlanta Metro	AT&T	(888) 824-8101
Atlanta Metro	Comcast	(678) 634-8327

HOW TO PAY RENT

Some day you will eventually move out of the property. 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 property, and move out properly. This will give Lynch & Co. the opportunity to provide a good reference for you when you vacate the property.

RENT IS DUE ON THE FIRST, LATE ON THE SECOND

Rent is due on the first day of each month **by 5:00pm**. As a courtesy, rent received after 5:00pm on the first will be accepted with the payment of an After Hours Fee (see Fee Schedule). **Rent is late if received on or after the second.** If we receive your rent payment after the first day of the month, you must include a late fee of \$150.00. **Please note that it does not matter what date the check was mailed; rent is considered paid when we receive it, not when you mail it.** We suggest mailing your check several business days in advance to ensure we receive it on time.

Lynch & Co. offers two ways to pay rent: payment by the US Postal Mail and payment by hand-delivery.

Payment by US Postal Mail

If you pay rent by US Postal Mail, you must use our physical address. **Mail sent to any other address may be considered late even if received on the first day of the month.** Make your rent check payable to **Lynch & Co.** Write your name and the address of your residence clearly on the check or money order and mail to:

**201 Seventeenth St NW
Suite 300
Atlanta, GA 30363**

Payment by hand-delivery

If you prefer to deliver your rent check by hand, you must do so during normal office hours. You will need to approach the service desk and purchase an envelope (\$.25) if you do not already have one. Rent checks can be hand delivered to the following address:

**201 Seventeenth St NW
Suite 300
Atlanta, GA 30363**

Rent checks can be hand delivered during the following office hours:

Monday – Friday 9:00am – 5:00pm

The office is closed Saturdays, Sundays, and legal/bank holidays.

NON-PAYMENT OF RENT

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

How does Lynch & Co. apply the rent I pay?

All funds received will be applied to the oldest outstanding balance FIRST. This can include, but may not be limited to: unpaid security, pet, or additional (credit) deposits; additional rent resulting from late payments of rent; fees associated with checks returned for insufficient funds; administrative fees; repair chargeback costs; fees associated with a dispossessionary action, and other charges assessed to your account. After payment has been applied to the oldest outstanding balance, it will then be applied to the rent due. Lynch & Co. will use the following order in allocating your payments:

1. **Deposits.** Any unpaid Security Deposit, Additional Deposit, or Pet Deposit charged to Tenant's account.
2. **Repair Chargebacks.** Maintenance or repair costs paid by Management or Owner for repairs or maintenance caused directly or indirectly by you, your guests and your invitees.
3. **Utilities.** Unpaid utilities billed by service providers to Management or Owner for Tenant usage.
4. **Lynch & Co Fees.** Outstanding late fees, administration fees, warrant or dispossessionary fees, utility administration fees, or other fees listed in this Handbook.

When rent is not paid, here are the steps Lynch & Co. will take:

1. On the second day of the month, Lynch & Co. sends a letter by first class mail or email attachment to all tenants whose rent has not been received. This letter notifies the tenant that rent has not been received and that a \$150.00 late fee is due with the rental payment (including any past due balance payment) for that month. The letter requests the tenant to either pay the money owed or move out. The letter also states that Lynch & Co. will file a dispossessionary warrant at the county courthouse if payment is not received within three (3) business days. This is technically called a "demand letter" and is the first step in the eviction process.

2. Three (3) business days later, if the payment has not been received, Lynch & Co. will file a dispossessionary warrant at the county courthouse. At this point, in accordance with the terms of the Lease, a \$250 dispossessionary filing fee is added to the rent, which covers our expense for filing at the courthouse. A few days after we file, the county Marshal will visit the property and serve the dispossessionary warrant. If the tenant is not at home the Marshal will serve the warrant by "tack and mail" (the warrant will be attached to the door and a copy placed in first class mail).

3. After a dispossessionary has been filed, in most cases the tenant may get current by paying the past due balance (including rent for the current month), plus a \$150 late fee, plus a \$250 dispossessionary filing fee, plus a \$500 dispossessionary administrative fee in certified funds (plus any other court costs or fees that may have accrued) and Lynch & Co. will simply have the dispossessionary dismissed. If Lynch & Co. does not receive these funds, however, then a court date will follow and the eviction process will proceed.

Lynch & Co. takes no pleasure in evicting any tenant. It is a fundamental truth, however, that you really do have to "pay to stay."

Please note that once a dispossessionary warrant has been filed, Lynch & Co. cannot stop the county Marshal from serving it. For example, if Lynch & Co. files a dispossessionary warrant on the 5th day of the month and we receive rent on the 6th day of the month, we will cancel the dispossessionary warrant, but the Marshal will still serve it. If you have brought your account current, you may disregard the Marshal's warrant but Lynch & Co. cannot prevent the Marshall from serving it.

Maintenance reimbursement

Your lease prohibits you from altering, repairing, modifying, or improving the property in any way, including painting without prior written authorization from Lynch & Co. Generally, Lynch & Co. assigns a vendor to perform work you request in your residence. However, if you contact Lynch & Co. and request to perform the maintenance yourself, and Lynch & Co. has agreed in writing to authorize the repair and reimburse you:

- Pay the bill and send the receipt to Lynch & Co. Lynch & Co. will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

CARE OF THE 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 case power goes out
- 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 leaks
- Method of cleaning for 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

If you are uncertain about any of the above items, contact the Lynch & Co. office for help.

Rules and Regulations

The following rules and regulations are set in place by Lynch & Co. to ensure your stay runs as smoothly as possible. If you have any questions or concerns about the following items, contact the Lynch & Co. office.

- Tenants are prohibited from adding, changing or in any way altering locks installed on the doors of Premises without prior written permission of Lynch & Co. If all keys to Premises and Property are not returned when Tenant vacates Premises, Lynch & Co. may charge a re-key charge in the amount of **\$175.00**.
- Motor vehicles with expired or missing license plates, non-operative vehicles, boats, trailers, RVs and campers are not permitted on Property. Any such vehicle may be removed by Lynch & Co. at the expense of Tenant for storage or for public or private sale, at Management's option, and Tenant shall have no right or recourse against Lynch & Co. thereafter.
- Other than normal household goods in quantities reasonably expected in normal household use, no goods or materials of any kind or description which are combustible Property.
- Tenant shall not, on or in Property, improperly dispose of motor oil, paints, paint thinners, gasoline, kerosene or any other product which can cause environmental contamination on or in Property.
- No waterbeds are allowed in Premises without written consent of Lynch & Co.

- No space heaters or window air conditioning units shall be used to heat or cool Premises except with the written consent of Lynch & Co.
- No window treatments currently existing on any windows shall be removed or replaced by Tenant without the prior written consent of driveways, sidewalks and streets on Property.
- Tenant shall comply with all posted rules and regulations governing the use of any recreational facilities, if any, located on Property.
- Tenant shall not skateboard, skate, rollerblade or bicycle on Property without wearing proper safety equipment.
- Any location and means of installation and repair and/or maintenance of any telephone, cable TV, satellite, Internet or data wiring and/or systems are sole responsibility of Tenant, but must be approved, in advance, by Lynch & Co. Lynch & Co does not warrant and shall not be responsible for any portion of any telephone, cable TV, satellite, Internet or data wiring and/or systems serving Property.
- Tenant shall keep all utilities serving the Property on at all times during the term of the Lease and through the completion of the Move Out Inspection including but not limited to garbage, water, electric, and gas. Should Tenant fail to keep utilities on through the Move- Out Inspection Tenant shall pay Lynch & Co. the total cost of reconnecting the utilities, a connection fee, and a per diem transfer fee for every day the utilities are not on.
- Smoking is not permitted on the Premises.

Homeowner/Condominium Association

A homeowners or condominium association is the association of persons formed by the owners of a subdivision or building to address their common problems and issues connected with their residence and common living areas. It is your responsibility to comply with all rules and regulations set forth by the association. If you have a problem with, concern, or request of the association, please contact the Lynch & Co. office.

REPAIRS AND MAINTENANCE

How to submit maintenance requests:

All maintenance requests must be in writing. The easiest way to log a maintenance request is to use the online maintenance request form on the Lynch & Co. intranet website, lynch.managebuilding.com. There is a link to the maintenance request form on the home page called "request." Fill out the form and submit your request, or call in your request for an additional fee at 404-721-4242.

- In the notes, be sure to specify whether you want the vendor to contact you for an appointment or for the Lynch & Co. office to give a key to your unit to the vendor.
- If you choose to meet the vendor, it is your responsibility to accommodate the 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. Therefore, be certain to call the vendor with whom you made the appointment with as much notice as soon as possible if you are unable to keep an appointment.
- If you do not hear from a vendor or repair person within 5-7 business days, call the Lynch & Co. office and inform us that a vendor has not contacted you.
- A Lynch & Co. staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.

Please understand that Lynch & Co. manages a large number of single-family homes, townhomes and condos, and are spread out over a wide area. Our response time for repairs is very different than the response time a multi-family apartment complex might offer. An apartment complex has the advantage of an on-site maintenance crew that may be available for immediate service. All of their air conditioners, furnaces, dishwashers and other appliances are the exact same model and they usually have spare parts stockpiled for them. In contrast, Lynch & Co.'s managed homes are all over the metro area. A vendor or employee has to drive over to the property by appointment to respond to each maintenance request. No two of our homes have the same appliances as any other. If you report that your air conditioner has failed on the hottest day of the year, every HVAC vendor in the city will be backed up and it may take several days for a technician to get to your home. Once on site, the technician will diagnose the problem and may need to order parts. These parts may take several more days to be delivered. The total response time in such a case can be seven to ten days even for repairs which are expedited as much as possible.

What is an emergency?

An emergency is a threat to life, such as a fire, flood, electrical problem, gas leak, major tree-fall on the property, etc.

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas, call the gas company and if necessary, 911
- Emergencies involving immediate electrical danger, call the utility service provider or 911
- After contacting one of the above, call the Lynch & Co. office and report the problem
- An emergency is NOT a malfunctioning furnace, but Lynch & Co. recognizes this is important and will make it a priority with vendors to have the heat working as soon as possible.
- An emergency is NOT lack of hot water, in-operable appliance, flooded lawn caused by sprinklers, etc.

For rush repairs such as backed up plumbing, flooding, tree damage, etc., call the Lynch & Co. office number, (404) 721-4242. Please leave a message with the operator with your complete contact information, property address and a description of the problem, and we will be notified.

Tenant Alterations are prohibited

Tenants are not permitted to make repairs, alterations, modifications or improvements, including painting. If you wish to have the walls painted a different color, for example, submit a maintenance request. Lynch & Co. will contact the owner and if the owner agrees we will hire professional painters to paint the unit and bill you for the work. You will also be responsible to pay for the walls to be painted their original color after you move out. For an upgrade, such as the installation of security lights, if we can obtain the owner's approval we will install the lights and bill you for the expense. Tenants may not improve, modify, alter, or repair the home without Management's prior written permission.

Plumbing problems

The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. While the owner is responsible for the repair 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 and causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Management.

Garbage disposals

Please be careful with your garbage disposal, if you have one. 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. If you can’t chew it, don’t put it in the garbage disposal.

Tenant maintenance responsibilities

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. Any lease provision which makes the tenant responsible for repairs is challengeable under Georgia law. The property owner is responsible for keeping the building structure, roof, heating, and plumbing operational. Before an owner can be required to make a repair, he must be given notice of the defect. We want you to report all maintenance items. Lynch & Co. has provided you with an easy-to-use maintenance request feature on the Lynch & Co. tenant portal. Paper maintenance request forms are available upon request. The duty of the owner to repair does not include damages caused by the tenant, the tenant’s household members, guests, or visitors.

However, there are items that are the tenant’s responsibility and we have listed them here.

- Replacing Heating, Ventilation, and Air Conditioning (HVAC) Unit filters with the correct size every ninety (90) days.
 - If the property is equipped with an HVAC unit, it is your responsibility to change the filter to maintain air quality and system performance
 - During scheduled inspections by Lynch & Co., if we find that the HVAC filter is not being maintained by you, Lynch & Co. will charge you a filter change failure fee per inspection
- Replacing smoke alarm batteries
 - The property is equipped with smoke detectors in good working order and repair. It is your responsibility to check the smoke detector every thirty (30) days and notify Lynch & Co. immediately if the smoke detector is not functioning properly
 - During scheduled inspections by Lynch & Co, if we find that the smoke detector is not being maintained by you, Lynch & Co. will maintain it and charge you a smoke detector maintenance fee per inspection
- Reporting non-functioning smoke alarms immediately if fresh batteries do not solve the problem
- Replacing light bulbs with the correct size
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Basic insect control
- Basic rodent control, such as mice
- Landscape cleanup if a service is not provided
 - If landscape service is not provided, then you should keep the lawn mowed and edged, beds free of weeds, shrubs trimmed, trash and grass clippings picked up on a regular basis (minimum of once every two weeks in growing season and fall leaf season) and should keep the property, including yard, lot grounds, Premises, walkways and driveway clean and free of rubbish, trash and debris

- If the landscaping is found to be poorly maintained or is not maintained at all, Lynch & Co. will maintain and charge you a landscaping fee per property visit
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Landscape watering unless watering is restricted by local or state ordinance
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of a homeowners or condominium association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week
- Check to see if damper is open before starting a fire in the fireplace
- Disposing of toxic waste properly in accordance with local and county laws

Preventative cleaning tips

Cleaning is easier when you use a preventative 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 in 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 Lynch & Co. 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 property
- 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 too high. This is a dangerous temperature level
- Counsel all children on how to prevent water waste

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. A clean filter helps the air conditioner to run more effectively.
- 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 Lynch & Co. 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.
 - To help in preventing the freezing of pipe, you must do the following when the temperature outside falls below 32F:
 - (a) Leave the thermostat regulating the heat in an “on” position and set to a minimum of 60F; and
 - (b) Leave the faucets dripping.
- 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.

Renters Insurance

Contact an insurance agent if you do not have renters insurance. You can find them on the internet or ask a friend. The internet can also 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 really add up.

Safety tips

The safety of you and your family is important to Lynch & Co. and many things can affect it. 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 and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged in a plugged bathtub.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to Lynch & Co.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TV's, 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 Lynch & Co. immediately.
- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit. Notify Lynch & Co. 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 BBQ, 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 Lynch & Co. how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence Lynch & Co. 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 water heater off.
- Anything else living in your house besides you, such as plants or pets? Then 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

Why did I receive a notice when I paid rent on the 2nd of the month?

- As outlined in this Handbook before, the rent is due on the first and late on the second. Our notices are generally sent out on the second day of the month. Occasionally a late tenant payment and our late notice will pass each other in the mail. Lynch & Co. serves notices based on Georgia landlord/tenant law requirements and our obligations to the owner of the property.

Why may I not clean the carpet myself?

- We require professional carpet cleaning to preserve the life of the carpet and the floor beneath it. Home or rental machines do not handle the deep cleaning necessary.

May I paint the walls a different color?

- No. Painting the walls is prohibited in your lease. You may, however, request that the walls be painted a different color. Lynch & Co. will then obtain the owner’s permission. With the owner’s approval, we will send a professional painter to paint the walls and bill you for the work. You must also agree to pay to have the walls returned to their original color after you vacate.

May I repair or modify the property myself?

- No. Altering, improving, repairing or modifying the property is prohibited in your lease. Make a maintenance request if repairs are needed. If you wish to have the property modified or upgraded, submit a request in writing and Lynch & Co. will request the permission of the owner. If approved, Lynch & Co. will complete the work with our vendors and bill you for the cost.

May I install extra telephone lines?

- You may install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify Lynch & Co. and obtain written permission to install the lines.

May I have a satellite dish?

- Yes, you may have a satellite dish. However, you must submit a request to Lynch & Co. and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call the Lynch & Co. office for details.

I did not have a pet when I moved in; may I have a pet now?

- Notify the Lynch & Co. office of your request for a pet. Do not move a pet into the property without permission. Lynch & Co. will contact the owner and submit your request. If the owner does allow the pet, an increased security deposit will be required and a pet exhibit signed.

What happens if my pet dies or runs away, may I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

- Notify the Lynch & Co. office. The Property Manager will contact the owner and submit your request. If the owner allows an additional pet, an increased deposit will be required and a pet agreement must be signed.

My roommate wants to move, but I want to stay. What do I do now?

- Contact the Lynch & Co. office. Lynch & Co. will need documentation from you to show that you can support the property by yourself. If you are approved to remain in the property without the financial support of the departing roommate, Lynch & Co. will draft an amendment that released the departing roommate. Lynch & Co. will not partially refund part of the security deposit to your roommate since it is a condition of your Lease. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

How do I add or remove a roommate?

- The prospective roommate will have to submit an application and Lynch & Co. must approve the person PRIOR to them moving into the property. If Lynch & Co. denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign a Lynch & Co. Roommate Change/Add form.

Why do the owners want to see the property?

- The owners may want to assess the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. When owners request a site visit, Lynch & Co. will contact you to set a date and time.

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. Lynch & Co. tenants are required to give a minimum 60 day written notice as of the last day of a calendar month. According to your Lease this written notice must be made using the Notice to Vacate Form that is included as Exhibit C in your Lease.

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

Before giving notice:

- Refer to your Lease to determine whether your termination is a non-renewal or an early termination. Check the relevant box on the form for non-renewal vs. early termination.
- The day Lynch & Co. receives the notice is the date the notice begins.
- Notice must be in writing. Your Notice to Vacate must have your signature on it. You may send it by email as a scanned file, by fax, or by U.S. postal mail. Do not send notice by email if the email does not contain your signature.

Non-renewal

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

1. Give a minimum 60 day notice as of the end of a calendar month.
2. Pay all rent due through the minimum 60 day notice period.
3. Move out and remove all possessions and occupants from the property by the move-out date.
4. Physically hand keys to a Lynch & Co. representative on or before the move-out date.

Early Termination

If you choose early termination, in addition to the requirements of non-renewal above, you must also pay an early termination fee of \$75.00 and one month's rent penalty on or before the move-out date. If you choose early termination, comply with all the requirements for it, and move out of the property leaving a zero balance, Lynch & Co. will give you a good tenant reference.

Setting up your move-out appointment

- The Lynch & Co. office will confirm receipt of your notice to vacate and notify you of your scheduled move-out inspection by letter sent regular US Postal Service.
- Lynch & Co. only performs move out appointments during weekdays, 9 am to 5 pm.
- Remember to supply a forwarding address and telephone number for your security deposit refund.

According to the Lease, Lynch & Co. may show the property to prospective tenants after either Lynch & Co. or the tenant has given notice to vacate. During the notice period Lynch & Co. may place a yard sign in the lawn and a lock-box on the door. The property may be shown by Lynch & Co. staff or by licensed Georgia real estate agents. When either a Lynch & Co. staff member or a real estate agent has a prospective tenant who wants to see the property, we will give you a courtesy call prior to showing the property. If we do not get a reply to our courtesy call message, we will show the property at the time noted in the message we left. If Lynch & Co. is denied access to the property at the time noted in the message, you will be fined a denied access fee and must grant access to the property within 24 hours.

Cleaning guide for tenant move-out

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

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

- 1. All rooms**
 - a. Remove all nails, tacks, anchors and window covering hangers
 - b. Clean baseboards and corners being careful to remove all dust and cobwebs
 - c. Clean floors and vacuum carpet.
 - d. Wash off shelves in closets and remove all hangers and shelf lining.
 - e. Clean light fixture coverings, around light switches and door frames.
 - f. Clean out fireplace (if applicable).
- 2. Kitchen**
 - a. Clean oven, oven walls and grills, broiler pan, and storage space.
 - b. Clean vent-a-hood (run through dishwasher if available).
 - c. Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
 - d. Clean refrigerator including crisper, walls, containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
 - e. Clean sink and counter top.
 - f. Clean floor.
 - g. Clean light fixture coverings.
 - h. Remove all cleaning solution residue.
- 3. Bathroom**
 - a. Clean all light fixtures and coverings.
 - b. Clean medicine cabinet and mirrors (should be free from streaks).
 - c. Sweep, mop, and clean all vinyl and tile flooring.
 - d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
 - e. Clean all wall/floor/tub/shower tile, grout and chalk with a mold and soap scum cleaning solution.
 - f. All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains.
- 4. Exterior, basements, out-buildings and yard(if you are responsible for yard maintenance in your Lease)**
 - a. Cut, rake, and remove trash and leaves from yard.
 - b. Sweep off all porches and decks.
 - c. Sweep out basement, carport, garage and any outbuildings, leaving only those items which came with the property.
 - d. Place all trash, garbage and debris where garbage company instructs for pickup, or remove from property. If you leave items which the garbage company will not accept, have them hauled off at your expense.

Physically hand keys to a Lynch & Co. representative

In order to return possession of the unit to Lynch & Co., you must physically hand the keys, access cards and remotes to a Lynch & Co. representative. You may do this at the move-out inspection or you may drop off keys at the Lynch & Co. office at 197 14th street NW, Suite 200 Atlanta, GA 30318 on business days between 9:00 am and 5:00 pm. Do not leave the keys, access cards, and remotes in your unit. If you do not physically hand the keys to a Lynch & Co. representative, you may continue to incur charges pro-rated by the day according to your Lease. You are still legally in possession until you deliver keys to us.

Your security deposit refund

When you follow the move-out procedures and leave to property in good condition, it simplifies the task of refunding your security deposit. Lynch & Co. remits security deposits refunds within 30 days in accordance with Georgia landlord/tenant law. Remember, Lynch & Co. wants your move out to be a pleasant and successful process.

Security deposit refunds in Georgia landlord-tenant law

Lynch & Co. complies with Georgia landlord-tenant law in determining whether to withhold or refund tenant security deposits. Below is a summary of requirements for refunding security deposits under Georgia law.

- The Security Deposit shall be returned to Tenant by Landlord within 30 days after the termination of the Lease or the surrender of Premises by Tenant, whichever occurs last (hereinafter “Due Date”).
- Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Property caused by the negligence, carelessness, accident or abuse of Tenant, Tenant’s household or their invitees, licensees and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if Premises is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid fees and charges.
- Move-Out Statement: Landlord shall provide Tenant with a statement (Move-Out Statement) listing the exact reason for the retention of the Security Deposit or for any deductions there from. If the reason for the retention is based upon damage to Premises, such damage to Premises, such damages shall be specifically listed in the Move-Out Statement. The Move-Out Statement shall be prepared within three business days after the termination of occupancy. If Tenant terminates occupancy without notifying the Landlord, Landlord may make a final inspection within a reasonable time after discovering the termination of occupancy. Tenant shall have the right to inspect Premises within five business days after the termination of occupancy in order to ascertain the accuracy of the Move-Out Statement. If Tenant agrees with the Move-Out Statement, Tenant shall sign the same. If Tenant refuses to sign the Move-Out Statement, Tenant shall specify in writing, the items on the Move-Out Statement with which Tenant disagrees within 3 (three) business days. For all purposes herein, a business day shall not include Saturday, Sunday or federal and state holidays.
- Landlord shall deliver the Move-Out Statement, along with balance, if any, of the Security Deposit, before the Due Date. The Move-Out Statement shall either be delivered personally to Tenant or mailed to the last known address of Tenant via first class mail. If the letter containing the payment is returned to Landlord undelivered and if Landlord 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.

Lynch & Co. Additional Tenant Forms

We have created the following forms that could be useful to you in the future. All tenant are available upon request.

- Move-in checklist/utility numbers
- Comprehensive Damages List
- Cleaning guide for tenant move-out

- Maintenance request form
- Tenant information change form
- Notice to Vacate



LYNCH & CO. FEE SCHEDULE

Prior to Move-In Costs

Application Fee	\$60
Co-Signer Application Fee	\$45
Co-Signer Lease Fee	\$100
Notary Fee	\$25
Move-In Costs/Reservation Fee	Varies (Due within 48 hours of approval)
Security Deposit	Based on Rent
Move-In Fee	\$200
Pet Fee	\$75/pet
Pet Deposit	Varies based on weight/age/breed
Rush Move-In Fee	\$75
After Hours Fee	\$35
Change of Move-In Date Fee	\$75
Late Arrival Fee	\$25/hour
Missed Appointment Fee	\$100

After Move-In Costs

Failure to Transfer Utilities Fee	\$200
Utility Billing Fee	\$50 per month
Utility Administration Fee	\$15
Late Fee	\$150
Late Fee Coupon	\$75
Returned Check (NSF) Fee	\$65
Installment Payment Fee	\$35
Dispossessory Filing Fee	\$250
Dispossessory Administrative Fee	\$500
Demand Letter Fee	20% of total amount demanded
Certified Letter Fee	\$10
Reinstatement Fee	\$95
Add Roommate Fee	\$45
Lease Renewal Fee	\$75 (12 mths)- \$100(less than 12 mths)
Reinstate Renters Insurance Fee	\$35
Unauthorized Pet Fee	\$75/month
Re-key/Lockout Fee	\$175
Repair Reimbursement Fee	\$50
Invalid Maintenance Request Fee	\$25
Non-emergency Message Fee	\$100
After Hours Maintenance Fee	\$50
Phone-In Maintenance Fee	\$15
Failure to Keep Appointment Fee	\$65
Landscaping Maintenance Fee	\$105
Pest Control Fee	\$75
Smoke Detector Maintenance Fee	\$45
Freezing Pipes Violation Fee	\$75
Combustible Goods on Property Fee	\$60

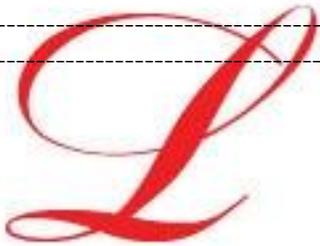
Failure to Report Fee	-----	\$75
Sublet/Assignment Violation Fee	-----	\$75
Unlawful Activity Fee	-----	\$500
Improper Waste Fee	-----	\$65
Failure to grant access	-----	\$65
Unauthorized Parking/Vehicle Fee	-----	\$35
Unauthorized Consent	-----	\$85
Tenant Modification Violation	-----	\$300
Smoking Violation Fee	-----	\$75
Failure to comply Fee	-----	\$35
Association Violation Fee	-----	\$75

At Move-Out Costs

Early Termination Fee	-----	1 month's rent + \$250 admin fee
Month-To-Month Lease Fee	-----	\$75
Holding Over Fee	-----	\$50 per diem
Utilities off at move-out inspection Fee	-----	\$200
Excessive move-out damages Fee	-----	\$125
Back-up Inspection Fee	-----	\$75
Rapid Security Deposit Refund Fee	-----	\$125
Collection Fee	-----	\$100

Miscellaneous Fees

Stop Payment Fee	-----	\$60
Re-Issue Check Fee	-----	\$45
Un-deposited Check Fee	-----	\$25 after 30 days



CONCLUSION

We hope that you have found the Lynch & Co. Tenant Handbook useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions please don't hesitate to contact us.



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