



B.R.G. Groups Handbook

Table of Contents

General Information	5
A. Office hours, numbers and basic company information.....	5
B. Staff, management zones, phone numbers and emails	5
C. B.R.G. Groups, LLC Core Values.....	5
D. B.R.G Groups, LLC Mission Statement	6
Paying Rent.....	7
A. Payment Options.....	7
B. Due Date	7
C. Personal Checks	7
D. No Cash.....	7
E. Late Fees	7
F. Late Letter	7
G. NSF Check	7
H. After the 6th	7
I. Credit Card	8
J. Pro-rated Rent	8
K. Last Month	8
L. Payment Ledgers	8
M. Using the Mail.....	8
N. Paying less than the balance due.....	8
O. Reporting.....	8
Maintenance Issues	9
A. Emergency Maintenance	9
1. Emergency Defined	9
2. Examples	9
3. The Following are NOT Emergencies	9
4. Warning.....	9
B. How to submit a work order request	9
C. Resident's Maintenance Responsibilities.....	9
D. Maintenance Tips	11
E. Maintenance Priorities	13
F. After Hours Maintenance Charges	14
G. Scheduled Maintenance Visits	14
H. Division of Maintenance Responsibilities	15
I. Maintenance charge-backs.....	17
J. Furnace Filters.....	17
Critical Issues in the Lease.....	18
A. Right of Access	18
B. Move-In Inspections	18
C. Lease Renewals (60 days)	18
D. Automatic Rent Increase	18
E. Lease Renewal Fee	18
F. Subletting.....	18
G. Early Termination	19

H. Lawn Care	19
I. Termites	19
J. Pest Control	19
K. Contact with the Owner	19
Housekeeping Documents	21
A. Pets (Authorized and Unauthorized)	21
B. Smoke Detector	21
C. Renter's Insurance	21
D. Mold / Mildew	21
E. Roommates	21
F. Utilities / Property Visits	21
G. Property Visits	21
H. Lead Paint / Flood Disclosures	22
Utilities	22
A. Get Utilities Connected Before Move-in	22
B. Keep Utilities On and Bills Current	22
C. Keep Utilities on through the Move-out Inspection	22
Homeowner Association Issues	23
A. Pictures	Error! Bookmark not defined.
B. Parking	23
C. Access to Amenities	23
D. Mailbox Keys	23
Foreclosure Issues	24
A. What to do if you receive a foreclosure notice	24
B. Renter's Rights in Foreclosure	24
Move-out Process	24
A. Move-out Inspection	24
B. Why is there a lockbox on my door?	24
C. What happens if I limit showings?	24
D. How do I get my security deposit back?	25
E. What are maintenance charges to me if all items are not satisfactory at move-out?	25
F. Once you have determined the charges for repairs, can I get back in and do it myself?	25
G. Where will the security deposit check be mailed?	25
H. What happens if I accidentally take the garage door remotes?	25
I. Do I have to be present during the move-out presentation?	25
J. What if I do not have the time to do house cleaning, carpet cleaning, flea treatment, landscaping or other repairs?	25
K. How is the security deposit disbursed if there are roommates?	26
L. What are my responsibilities if I had a pet?	26
M. How do I handle utilities?	26
N. What happens if my deposit is insufficient to pay all I owe?	26
O. What happens if I am not out the date I expected to be out?	26
Miscellaneous	27
A. Lockouts	27
B. Home Warranties	27

Buying A Home27

 A. The Home You’re Renting27

 B. A Home Outside BRG Groups.....27

This handbook is B.R.G Group's way of informing our residents of the vital information they need in order to enjoy their B.R.G. rental experience. It will serve as your guide regarding paying rent, handling maintenance, lease renewals, early terminations, Homeowner Association issues, property visits, and a host of other topics. You'll find just about everything you need in this handbook.

General Information

A. Office hours, numbers and basic company information

B.R.G. Groups is open during normal business hours 9:00 am to 5:00 pm Monday thru Friday.

Our address and contact information are:

B.R.G. GROUPS, LLC

P.O. Box 3117

Augusta, GA 30914

B. Staff, phone numbers, and emails

Find the names, numbers, and emails for each staff member at Brgggroups.com

Phone: (706) 825-0818 (Johnny); jcheatham@brgggroups.com (Primary Contact)
(706) 804-6229 (Deon); deonbcunningham@brgggroups.com

C. B.R.G Groups Core Values

1. We commit that our marketing material and the information on our website will accurately represent who we are, what we've accomplished and what we do; no exaggerations.
2. We will always treat customers, vendors and each other with courtesy, respect, and professionalism.
3. We are committed to change — to keep up with the changing marketplace and changing technology without sacrificing the all-important priority of great customer service.
4. We are committed to providing our residents with a clean and safe place to live, regardless of the rent, and put their safety high on our list of priorities.
5. We will not tolerate unethical behavior by our staff or vendors.
6. We will follow the laws (and codes of ethics) that regulate our business.
7. We will constantly strive to protect our owners from the liabilities of owning rental properties.

8. We will strive to be a leader in the property management industry in Georgia and throughout the nation.

D. B.R.G Group's Mission Statement

BRG is a company that strives to make our tenants living experience unique and memorable. We focus on our client's happiness as our number one goal and being a company that gives our clients access to our upgraded smart homes as we bring them into a world that they will never forget.

Paying Rent

A. Payment Options

We offer several electronic payment options to assure prompt and secure rent payments. Credit card payments are acceptable under certain conditions with manager approval prior to submitting. You can use the simple electronic option to pay rent each month on our website for a nominal fee. We accept military allotment and direct bank deposits. We still take paper checks by mail but they are less reliable and harder to process. Electronic payments are faster, safer, and easier for everyone so we encourage electronic payments.

B. Due Date

Rent is due on the 5th of the month and is considered late 5 days after the 5th. If the fifth is a Sunday or a Holiday, deposits should be completed the day prior, anything after the 10th is unacceptable. We will provide rent payment labels upon request. Please note that Bill Pay through your online bank still mails us a check. If the check is not received by the 10th, a late fee will be assessed. We encourage all payments to be completed by the 5th to avoid any late fees

C. Personal Checks

Personal checks are acceptable. If at anytime checks are being returned for nonsufficient funds, your check acceptance will be revoked. BRG Groups will notify you in writing if a personal check will be refused. All return check fees, late fees, and eviction fees will be assessed.

D. No Cash

We have a "NO CASH" policy for everyone. Please use cashiers checks, money orders, and take directly to Queensborough Bank for deposit

E. Late Fees

After the due date, you will have a grace period of 5 days. After the 10th-day rent will not be accepted without the 10% late fee plus \$3.00 per day. We encourage you to pay rent before the 10th to avoid paying any late fees.

F. Late Letter

B.R.G. Groups- will mail you a late notice if rent has not been received on the 10th. This letter may

cross in the mail with your payment. You must pay with a certified check or money order after the 10th including the late fee and eviction filing fee.

G. NSF Check

NSF fee of \$30 is due regardless of the reason. (Your bank may reimburse you for this charge if they were at fault.) If this happens, B.R.G. Groups has the right to request certified funds from that day forward. You will be given 24 hours to make the check good plus NSF fee of \$30. If you fail to make payment in full within 24 hours and your pass the fifth you have to pay the rental amount, late fees, NSF fee, and eviction filing fee.

H. After the 15th

If rent is still unpaid by the 15th, BRG Groups will begin dispossessory proceedings. Once this has started, rent will not be taken without the late fee, and \$100 dispossessory fee certified funds

I. Credit Card

You may use a credit card for late fees, dispossession fees, NSF charges or maintenance charge-backs, but not Security Deposit or Rent.

J. Pro-rated Rent

BRG Groups only pro-rate rent on move in, NOT ON MOVE OUT. If your lease begins part way through the month, the pro-ration is paid based upon the days remaining in the month. A full month's rent will be required on the first of the month as stated in the lease agreement.

K. Last Month

Rent is required every month, including your last month. You may not use the Security Deposit to pay rent.

L. Payment Ledgers

BRG Groups keeps close track of all money due and paid by each resident. You can print out of this ledger for your personal records from the tenant portal. The portal is there for your use.

M. Using the Mail

You may always mail rent at tenant's risk to B.R.G Groups LLC P.O. Box 3117, Augusta, GA 30914. We recommend you mail your rent early and date your check between 1st and no later than the 10th of the month.

N. Paying less than the balance due

If there is an outstanding balance due on your account, we will notify you in writing twice. After that, we will refuse payment (return payment) unless it is for the full amount. We will work with you on a payment plan when necessary, but it must be approved by the property manager, in writing. You will not be able to keep a running balance due to BRG.

O. Reporting

B.R.G. Groups LLC will give you plenty of time to pay monies due under the lease. If you refuse to pay, B.R.G. Groups LLC will report monthly your failure to pay all monies due.

Maintenance Issues

A. Emergency Maintenance

BRG can be reached 24 hours / 7 days a week for maintenance emergencies. You will be charged fines if you call in issues that are not considered emergencies over the weekend and someone comes out to fix it. We define an emergency as anything that threatens the health of the occupants or destruction of the property like a flood, fire, sewer back up, burst water pipes, burst water heater, etc.

1. Emergency Defined

An emergency is anything relating to the property under the lease that is threatening to life, health, or the property.

2. Examples

Fire, a tree was blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the weather is below 45 degrees) a/c out (if the temperature outside is above 90 degrees for the consecutive days prior to calling in or forecasted). If the emergency is life-threatening, call 911 immediately!

3. The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, a/c out if the temperature outside is below 90 degrees and/or the property has 2 a/c units and one is still functioning properly, water heater out. BRG Groups is not liable for loss of food caused by appliance break down.

4. Warning

If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. Crying wolf will cost you money. If you call in an Emergency for a Non-Emergency you will be charged a \$100 fee. Do not call in an emergency unless it is truly an emergency.

You will also be charged a \$75.00 trip charge if you set up an appointment with any contractor and do not show up for the appointment.

B. How to submit a work order request

Because we put such a high priority on keeping the property in good condition for the enjoyment of the tenant, we make it easy to request maintenance. Because the phone is such a hard way for us to take a work order 24/7, we've set up an easier way online. Please follow up all work orders with a phone call if you don't hear from us within 24 hours.

C. Resident's Maintenance Responsibilities

Renting a house is not like renting an apartment. BRG does not have a maintenance handyman living in your neighborhood to run to the property and fix things immediately. There are some items that you can take care of yourself such as clogged garbage

disposals, GFI switches that need to be reset and minor items as explained in this document that you signed at your move in.

Single-family homes and condos are different than apartments. In an apartment community, there is usually a full-time maintenance man on site that can attend to repairs immediately. This is not the case when you rent a single family home or condo. Keep this in mind:

1. Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed (i.e. chipped paint, missing screens, doorbells that do not work, etc.).
2. Damages caused by abuse or misuse will be charged back to you. We will rely on the servicing contractor to tell us if you caused the problem.
3. If plumbing gets clogged due to items you or family members dropped in plumbing orifices, it will be charged back to you. This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e. roots in system). Clogged plumbing will be your responsibility.

BRG responsibility for plumbing problems run between the house and the street only. The city is responsible for water lines in the street.

The resident is responsible for dislodging things that have been flushed down any plumbing orifices inside the home. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has made an effort to solve the problem, BRG will take on the challenge.

If a BRG plumber reports that the problem was caused by the resident, i.e., brushes, toys, personal property in the system, the expense of the plumber's visit and repair will be incurred by the resident. BRG will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

4. Monitoring of security systems is not handled by your manager or the owner. You will need to make your own arrangements to set up service in your name.
5. We will make every effort to deliver the property to you free of pests. It is your responsibility thereafter to keep it that way. We recommend you use a licensed professional. It is your responsibility to deal with squirrels, insects, chipmunks, wasps and bees, ant beds, roaches, etc.
6. The owner will handle termites. Let us know if you see any.

7. Lawn care is your responsibility. You must do regular mowing, watering, trimming and edging, weeding, raking and other regular lawn care maintenance.
8. Change HVAC air filters every 30 days. The system will run more efficiently, you will save money, and have less dust in your home. If your refrigerator has a water filter it must be changed every 6 months.

Contractors are just like us – they have families and personal lives. They want to be home at night and weekends with their families. If you insist on meeting a contractor/repairman at your property after hours (weekdays after 5 pm, Saturday or Sunday) you pay their after-hours premium (usually \$75) for “non-business hours service.” Think of it as a “co-pay” for the convenience of getting “on business hours service.” The exception, of course, is emergencies.

D. Maintenance Tips

Renting a home requires that you pay attention to some small maintenance issues such as changing your filters, clogged plumbing, resetting your garbage disposal just to name a few. Taking care of these things can save you time and money.

1. Summer: HVAC (Air Conditioning)

If your A/C stops working, especially after a quick power outage or storm, then it could well be the breaker switch, not the A/C. **Please check the breaker first.** See "Reset Circuit Breakers" below.

If your unit is not working and you have submitted a maintenance request, please turn off the unit completely. The reason is that the majority of the time, the coils have frozen up and when the technician gets there, he won't be able to do anything until the coils thaw out. This means 2 trips for the HVAC technician and a longer wait for you.

2. Change Your Air Filters

<http://www.youtube.com/watch?v=H4x2NwdisV0>

3. Reset Circuit Breakers

If you have been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This happens many times when you are using appliances that may cause a temporary overload of the system such as a hair dryer or portable heater.

http://homerepair.about.com/od/electricalrepair/ss/tripped_brkr.htm

4. Garbage Disposal Reset, Use, and Care

o Reset the garbage disposal

If you get nothing when flipping the garbage disposal switch (and you have already checked the circuit breaker), lean down and take a look at the underside of the garbage disposal. Push in that little red button which resets the system. If the disposal was just overworked, or if there was a power surge, this may fix the problem. If this does not fix the problem, **do not attempt to**

fix the garbage disposal yourself since it could be very dangerous. - please submit an Online Maintenance Request so that we can have one of our contractors fix it for you.

- **Garbage Disposal Use and Care: Things to Never Toss Down the Drain**

http://www.associatedcontent.com/article/420611/garbage_disposal_use_and_care_things.html

- **Garbage Disposal Care**

<http://www.life123.com/home-garden/home-appliances/garbage-disposals/garbage-disposal.shtml>



5. GFCI outlets

GFCI stands for "Ground Fault Circuit Interrupt". These outlets (pictured below) are typically installed within a short-range from water, but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or a portable heater. In order to make the outlet functional again, simply press the button (white or red) that says "Reset". Try again and you should be okay. If the outlet continues to trip, then you are most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit an Online Maintenance Request. Please note, in some cases especially in newer homes, a GFCI outlet or reset switch could be located away from, but still controlling, the outlet that stops working such as in a nearby closet in a bathroom.



6. **Septic Tank Care**

<http://www.fcs.uga.edu/pubs/PDF/HACE-E-47.pdf>

7. **Clogged Internal Plumbing**

If our plumber determines that any clogged plumbing (bathtub, sink, toilet, etc...) that was caused by the resident, then very possibly the resident will have to pay the plumber's bill. If you think you've caused the problem and want to avoid this situation, you can try to unclog the plumbing yourself using these simple and helpful hints.

http://www.ehow.com/video_383_unclog-toilet.html [Video]

<https://www.youtube.com/watch?v=USuIvRbBEPc> [Video]

8. **Replacing the Toilet Flapper Valve**

This one's really easy and one of the simplest repairs in the house. We have a couple of videos for you, with the first being the shortest and most straightforward. Please note: even though the first video shows a wet vac to soak up water, you do not need that in order to complete the replacement, although a towel might be handy. Also note: the water in the reservoir is filled with clean water, so getting your hands a little wet should not be a concern.

<http://www.youtube.com/watch?v=2FOWj-J0wLU&feature=related> [Video]

9. **How to Reset a Garage Door Remote Control**

http://www.ehow.com/how_5004652_reset-garage-door-remote-control.html

10. **Winter: Preventing Frozen/Burst Pipes**

When the temperature drops below freezing, there is a very real possibility of your water pipes freezing in your house, which could cause your pipes to burst and ruin your house with water when they thaw.

<http://tinyurl.com/prevent-frozen-pipes>

E. Maintenance Priorities

Everything isn't an emergency. We have established five categories of maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times as guidelines.

Category 1: Emergency Maintenance

Emergency defined: Anything relating to the property under the lease that is threatening to life, health, or the property. Fire (please call 911), flood, sewage back-ups, gas odors (please call gas company), broken water pipes, a tree falling on the house. **Target: 5 to 8 hours**

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, a/c out and the

the property has two (2) a/c units, oven not working, water heater out. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. BRG Groups is not liable for loss of food caused by appliance break down or for damaged belongings due to water leaks. Please make sure that you have adequate renter's insurance to cover unforeseen personal losses.

Category II: Urgent Maintenance

Broken windows, plumbing repairs (Not clogged plumbing. See notes below), loose railings, wobbly decks, electrical problems. **Target: 2-4 business day service**

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

Category III: Normal Maintenance

Appliance repair, garage repairs, leaky faucets. **Target: 4-8 business day service**

Category IV: Non-Essential Maintenance

Fence repair, gutter cleaning. **Target: 30-day service**

Category V: Not a Habitability Issue

Screens; broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing doorknob; all light bulbs including stove, chandelier, and refrigerator; and fireplace gas keys. **Target: Point these items out during next property visit or bring up at lease renewal time. These items may not be approved for repair by the owner.**

Tenant Damages

Damages caused by abuse or misuse will be charged back to you. We will rely on the servicing contractor to tell us what caused the problem.

If internal plumbing gets clogged due to items dropped in the bathroom(kitchen) sinks, toilets, bathtubs (toys, brushes, diapers, napkins, any personal items, any non-flushable items), clogged or misused garbage disposal, the cost of the plumber will be your responsibility (minimum \$150). This is not considered equipment failure and you should do everything you can to handle these issues by yourself (buy a plunger). Unless the contractor can prove it was not caused by you (i.e. roots in the system, pipe collapsed, septic tank backup), we assume the problem was caused by people, not by a defect of the property. Internal Clogged plumbing is your responsibility.

F. After Hours Maintenance Charges

If you schedule with the contractor after normal business hours, you will need to pay any after-hours premium charges. Our contractors work normal business hours and are only available after hours for true emergencies (and for additional compensation). They have families just like you and don't want to be working evenings, weekends and holidays.

G. Scheduled Maintenance Visits

It is possible that the homeowner has selected a few proactive maintenance procedures that may be done without your prompting. We will let you know when contractors will be coming to the property to address issues like gutter cleaning, HVAC servicing, termite

inspections, fall landscaping, etc. Tenant will be responsible to make premises accessible to contractors to complete repairs during normal working hours (8 am – 5 pm) Monday through Friday. Remember if you cannot be available BRG Groups will open the house and ensure the property is secured after the repair for a \$50 fee. Missed appointments are \$75 dollars.

H. Division of Maintenance Responsibilities

Below is a visual of maintenance items to remind you of what things you are responsible for and what BRG Groups is responsible for.

Landlord vs. Resident's Responsibilities

Item	Landlord	Resident
Water systems breakdowns	X	
clogged plumbing in the house		X
clogged plumbing between house & street	X	
broken garbage disposals	X	
reset garbage disposal		X
HVAC breakdowns	X	
setting HVAC controls		X
changing furnace filters		X
electrical system failures	X	
resetting GFI switches		X
replace all light bulbs		X
all utilities (unless provided by the community)		X
mandatory association dues	X	
termite treatment and rodents	X	
household pest control		X
maintain yard fencing	X	
lawn mowing & trimming		X
shrubbery & pine islands maintenance		X
security system repairs	X	
security system monitoring		X
microwave turntable		X
smoke detector installation	X	
smoke detector batteries		X
exterior drain hose bibs (winterize)		X

I. Maintenance charge-backs

If the contractor we send to the property tells us the maintenance is due to your negligence, such as crayons in your garbage disposal, any items not designed to be in any internal plumbing within the house that can cause clogging, charges will be charged back to the tenant. GFI switch not re-set just to name a few, BRG will notify you in writing and add the charge to your payment ledger. Failure to pay the bill will result in an outstanding balance on your account. This will need to be paid with your next rental payment or there will be consequences.

J. Air Filters

To improve the air quality of the home, reduce allergy problems and save money, you need to change out the furnace filter at least every month. Failing to do this will likely increase your utility bills.

Critical Issues in the Lease

A. Right of Access

Our policy is to respect your right to privacy at all times and will attempt to contact you prior to visiting the property. However, we must be able to get into the property to do our quarterly visits and address needed repairs. The lease gives us that right between 9 a.m. and 5 p.m. daily, except in case of emergency. The lease allows a BRG staff person (or one of our approved contractors) to enter the property with our key for emergencies (and to do maintenance). We will call in advance unless we are dealing with an emergency. We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so don't worry about someone stopping in unannounced unless water is flowing out the front door or some other disaster is threatening.

B. Move-In Inspections

The move-in inspection is designed to document the condition of the property prior to you taking possession so that you are not held responsible for pre-existing damages. This will be the benchmark we will use when you vacate the property to establish charges for damages. After you sign the official move-in inspection, we cannot add to the list so don't send us additional lists after you take possession. See your lease for more details.

C. Lease Renewals (60 days)

Your lease automatically renews 60 days prior to the anniversary date unless one of us notifies the other in writing of our intent to terminate the tenancy. If you do nothing, your lease will automatically renew for 12 months.

Notice to Vacate must be in writing and sent by certified mail, or you can complete our online "notice to vacate" at [\(insert your online Notice to Vacate link here\)](#). If you use the online notice system, be sure you receive a response from your management team confirming receipt of your notice.

D. Automatic Rent Increase

Your lease says the rent increases by 5% at each anniversary date unless this is negotiated prior to the 60-day notice date.

E. Lease Renewal Fee

When your lease renews, there is a \$60 renewal fee due. Review your lease for details. (With the exception of section 8 tenants)

F. Subletting

Subletting is when you "move another person in" to share the rent (without adding them to the lease), or "move out and let someone else pick up the rent." There is no subletting allowed without company written approval. Fines for violations are stiff. We need to approve all adult residents living in the property. If one of you needs to move out, coordinate it with your manager directly. Don't sublet to another. We have a procedure to add a renter to the lease. Contact your management team on how this can be accomplished.

G. Early Termination

If you need to vacate the property before the anniversary date, there is a stipulation in the lease that outlines how that is done and what the costs are. Good communication with your manager is critical if you have to move out early so make “good communication” the priority. If you just skip, you’ll be creating a lot of extra costs that can be avoided if you do a coordinated early termination.

The provided resident is not in default hereunder at the time of giving notice, has strictly complied with all of the provisions of this agreement, is current with all fees due Management, and termination is as of the last day of a calendar month, Resident may terminate this Lease before the expiration date by:

1. Giving Management sixty (60) days written notice on the last day of the month; plus
2. Paying all monies due through date of termination; plus
3. Paying an amount equal to two month’s rents; plus
4. Return the Premises in clean and ready to rent condition; plus
5. Paying a **\$500 administration fee** as liquidated damages as the parties agree, the precise amount of advertising costs, length of vacancy and other factors are impossible to ascertain at the outset and that the sum set forth in this paragraph is reasonable compensation for breach by the Resident under this paragraph. The foregoing shall not relieve Resident of his/her responsibilities and obligations regarding any damages to Premises. No proration will be given for percentage of lease term completed by Resident.

H. Lawn Care

One of the differences you have when renting a house (as compared to a townhome or apartment) is you are responsible for lawn care unless the HOA does it. Unless there are special arrangements to the contrary, your lease says “it is your responsibility to maintain the lawn, pine islands, weeds, trimming, etc.” Your failure to do so can create serious problems for the HOA and homeowner. This will generate complaints from the neighbors and if there is an HOA, there could be fines assessed. Not everyone has a green thumb, so it may benefit you to hire a lawn care company. Whatever it takes, it is your responsibility to keep the lawn looking good.

I. Termites

BRG Groups (as the owner’s agent) is responsible for managing termites. Since you are our eyes on the property, please let us know if you see any termite activity. They usually swarm in the spring and if you’re looking, you can’t miss them.

J. Pest Control

You are responsible for other pests in the home. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. If you need assistance connecting with a pest control company, we can refer you to the one we use. They know our houses and will be more reasonably priced than outside companies. You can review the pest control policy in your lease.

K. Contact with the Owner

BRG Groups is your management company and will be your only contact during your tenancy. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Don't assume they are who they say they are. Protect yourself at all times from people who claim to have some authority over the property. The hard and fast rule you should follow is... if anyone contacts you about the property, always refer them to BRG Groups and we will handle them.

Housekeeping Documents

A. Pets (Authorized and Unauthorized)

Many owners will allow pets and some will not. You can have pets with written permission and a pet deposit. If you bring in an unauthorized pet, no matter who the pet belongs to, no matter how long they have been there, we assume you had it the day you moved in and you will pay penalties. Review the pet addendum you signed before taking possession of the property for rules. Especially as you prepare to vacate the property.

B. Smoke Detector

We will count smoke detectors at your move in to make sure there is one on every level of the home. You are responsible for keeping good batteries and replacing batteries as needed in all smoke detectors. Let us know if they don't work.

C. Renter's Insurance

The home is covered by the homeowner under a landlord policy, but your personal property is not included. We strongly encourage you to maintain renter's insurance while you are on the property. Contact your insurance carrier to obtain a policy. Renter's insurance will also cover the contents of your house. In addition, it will cover things like the lost contents of a freezer or refrigerator when the power goes out, or the damage caused by a burst water heater. We are not responsible for such things, so you need good insurance coverage for your personal belongings while you're renting.

D. Mold / Mildew

Every house has mold and it's been around since the beginning of time. Most of it causes no health risk, but you always need to watch out for it. If you keep moisture in the house low, the shower tile clean and the refrigerator wiped down, you'll probably never see any. You executed a Mildew addendum before you took possession of the property that teaches you how to deal with mold and mildew. Read it carefully.

E. Roommates

Unrelated roommates signed a special exhibit before they took possession of the property. It lays out the policy for roommates as it relates to things like rent payments, the return of security deposits and other things unique to roommate situations. Review the document carefully to avoid fines.

F. Utilities / Property Visits

View the rules regarding utilities in the Utility section of this document.

G. Property Visits

Every four months, or more often when there is a need, we will make an appointment to walk through the property. This should only take ten to fifteen minutes. You can be present if you like or we'll use our key. We are not there to address housekeeping but to access property issues and report to the owner regarding any deferred maintenance they need to address. We've done thousands of these over the years and understand your concern for privacy. This will be done by appointment unless you fail to respond to our calls. If you demand they are done after business hours (or on weekends), you will pay the extra charge of **\$50 dollars**.

H. Lead Paint / Flood Disclosures

State and federal law requires us to provide you disclosures on lead paint and the property's propensity to flood.

Utilities

A. Get Utilities Connected Before Move-in

You must make sure utilities are on before you take possession of the property. If you fail to make said arrangements, you may be on the property a few days before the utilities are on. We think we can tell you which company to call, but this is a moving target and we often don't have the right numbers. If you fail to have the utilities on in your name at move in, there will likely be chaos, frustration, arguments, and costs.

B. Keep Utilities On and Bills Current

Failure to keep utilities on (and bills paid) during your stay may result in a default in your lease. Never turn the heat off during your vacations, especially during cold weather. When utilities are off, there is an increased possibility of burst water pipes, mold, break-ins, etc. Keep garage doors closed during cold snaps, as garages often do not have the insulation houses do and pipes freeze easily. Keep utilities on at all times.

C. Keep Utilities on through the Move-out Inspection

You must keep utilities on through the move-out inspection according to your lease agreement. If they are not on for our inspection, your lease calls for a \$75.00 re-connect service charge.

Utility Contact Information

Company	Type	Phone Number	Paperwork Needed	
Georgia Power	Electric/Gas	Customer Service (888) 660-5890 Emergency for downed lines, Gas Leaks (888)891-0938	None you can start service over the phone	
City Of Augusta	Water	706-821-1851		

Richmond County	Sewer	706-821-1851	Included in the Water bill	

Homeowner Association Issues

If a Home Owners Association manages the community, you need to get the rules and regulations and follow them to avoid fines and penalties. Some HOA's are very aggressive about enforcement of their rules, and resisting them will only cause you grief and cost you money. Review the HOA addendum executed at move in to avoid conflicts in your community. Check the tenant portal for a list of HOA bylaws and rules for your neighborhood.

A. Pictures

If the HOA can't get you to follow the community rules, they may revert to drastic measures like taking pictures to prove their point and they will use this against the homeowner by accessing fines and even placing a lien on the home. We don't control what HOA's do and often can't get them to listen to us. Notice what the neighbors do and mirror it to stay out of trouble with your HOA.

B. Parking

Most communities have rules about where you can and can't park. Follow the rules and you will avoid violations and fines. Make up your own rules, and you'll hear from them.

C. Access to Amenities

Occasionally there are keys, passes, and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we'll help you secure them. HOAs often try to prevent renters from using the amenities, and there's nothing we can do to change that. Friendliness and cooperation usually help a lot in getting help with these things.

D. Mailbox Keys

Most of the time we will provide you with a mailbox key if we are provided one from the homeowner. However, most townhouse associations require you to obtain keys from the post office.

Foreclosure Issues

Most homes have mortgages on them and take a priority position over your lease. Occasionally an owner will fall behind on mortgage payments, and a foreclosure would then threaten your rights in the property.

A. What to do if you receive a foreclosure notice

If you receive any notices about a pending foreclosure, forward a copy to our office immediately so we can investigate the matter at hand. Most foreclosures are called off by the lender in the final days, so don't panic. You may have several options including staying on the property until the end of your lease.

B. Renter's Rights in Foreclosure

In May of 2009, Congress passed into law the "Renters Rights in Foreclosure Act" guaranteeing renters the right to remain in a foreclosed property until the anniversary date of their lease. If a foreclosure takes place, you'll be paying rent to the lender, but you won't have to move under the new law. Contact your property manager for more information.

Move-out Process

A. Move-out Inspection

The landlord is responsible for documenting damages to the property when you move out that will be the basis for charges against your security deposit. This inspection needs to be done within a couple of days of your vacating the property, so communicate with your manager as to when you intend to be out. We can't do a move out inspection until you're completely out, so don't schedule your inspection until you're sure when you'll be totally moved out. If you are not completely out of the home when the inspector arrives, it will cost you money for their return trip.

B. Why is there a lockbox on my door?

The lease gives us the right to market the property during the last 60 days of your stay. We will install a lockbox and put a sign in the yard. Courtesy will always drive our showing and calls will always be attempted prior to our showing prospective tenants. If you resist this and try to prevent showings as described in the lease, you will forfeit your security deposit so cooperate with us and we'll make the transition smooth.

C. What happens if I limit showings?

During the final days of your occupancy, it is important that you continue to comply with your lease agreement, especially as it relates to making the property available to be reviewed by prospective buyers or tenants. If you attempt to limit or restrict access between 9 a.m. and 6 p.m. daily for viewing, you'll be in default of your lease and will forfeit your security deposit.

D. How do I get my security deposit back?

Our greatest desire is to give you all your security deposit back. You can control this by taking great care of the home during your residency and making sure that it is clean and free of debris for your move out inspection. During the move out inspection, we will take your move in inspection and compare it to the current condition of the home. We will have to charge for the items not identified at move in. Under the Georgia Tenant Handbook, we are required to have the security deposit within 30 days after the termination of the lease.

E. What are maintenance charges to me if all items are not satisfactory at move-out?

We pay maintenance contractors and cleaning companies to do the work. They charge us standard retail rates for quality work. You will pay the cost to repair or replace the item(s) back to the original condition. Save yourself money and return the house to its original condition when you move out. Don't forget to turn in keys, garage remotes, pool passes, gate passes and mailbox keys!

F. Once you have determined the charges for repairs, can I get back in and do it myself?

No. **Paragraph 8(a)** says you will "deliver the Premises to Management in good condition upon termination or expiration of this agreement, leaving said Premises in a clean and sanitary condition." Once we have completed the move-out inspection, you will not be allowed to return to the property. Complete all cleaning and repairs prior to the move-out inspection.

G. Where will the security deposit check be mailed?

The deposit will be mailed to the address that you give us in writing. If no address is given in writing, we will mail it to the property and rely on the postal system to forward it to you. If there are roommates, all names must appear on the check.

H. What happens if I accidentally take the garage door remotes?

If the remotes are missing at move-out, we will charge you for them. Because garage door remotes are expensive and some brands are hard to find, we will give you 5 days to return the remotes to our office. If we receive them within 5 days, we will take the charge off the move-out inspection.

I. Do I have to be present during the move-out presentation?

No. We understand the difficulties in scheduling time away from your job. Your presence is not required at the move-out. We will mail a copy of the move-out inspection to you within 7 business days after possession has been turned over to us. If you have any questions at that time, you can talk directly to the person who handled the inspection. Please understand that your presence during the move-out inspection is encouraged. Move-Out Inspections are scheduled Monday through Friday between 9 am and 4 pm, not on holidays or weekends.

J. What if I do not have the time to do house cleaning, carpet cleaning, flea treatment, landscaping or other repairs?

We have reliable people who can do these things for you. We are happy to help. However, if you don't handle this we will deduct the cost of the invoices from your security deposit. Carpet and flea treatment receipts must be provided at the time of move out inspection.

K. How is the security deposit disbursed if there are roommates?

We will disburse the funds according to written instructions signed by all Residents. If all cannot agree, BRG Groups will disburse one check to all Residents on the lease.

L. What are my responsibilities if I had a pet?

BRG Group's pet addendum calls for some specific items that you must do at move-out if you had a pet:

1. Have the carpets professionally cleaned and deodorized. Have a receipt ready for BRG Groups when you do your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
2. Have the carpets professionally treated by a pest control company for flea removal. Even if you believe your pet did not have fleas, this is required as part of your pet addendum. Have the receipt ready for BRG Groups at time of move-out inspection or BRG Groups will charge for this item.
3. Remove all evidence of the pet. Watch for food dishes, pet hair, leashes, pet waste, holes in the yard, and repair any damage caused by the pet. Owners are particularly sensitive to pet damage, so we will be too.
4. Get rid of all pet-related odors.

M. How do I handle utilities?

You are responsible for your utilities through the day of the inspection. Contact your utility companies and alert them to your moving date. Your lease calls for a \$250 admin fee if utilities are off, on the move out inspection so it's better to leave them on until the inspection is done.

Utilities must NOT be turned off prior to the Move-Out Inspection! If utilities are off before the Move-Out Inspection is completed, you will be charged \$250.00 to get them turned back on. Once a date is set for inspection, do not change it unless you have decided to stay in the property. If you move out a day early or a day late, leave the utility change date alone.

N. What happens if my deposit is insufficient to pay all I owe?

You must make arrangements to settle up your account within 30 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsettled accounts will be reported to the Credit Bureau and turned over to collection agencies for processing.

O. What happens if I am not out the date I expected to be out?

You're still under the lease and rent is due. Keep utilities on until the move-out inspection to keep from paying any fines. If you do not give us clear instructions (e.g. I am out, you have the property.) we will be slow to enter the property and remove your personal items. If you do not notify us of your change in move-out date, you will incur a \$75.00 Trip charge. Please be sure to keep us informed so we know when you are completely out and can take over the property. Your rent stops when we do the move-out inspection, so let us know when you are out.

Miscellaneous

A. Lockouts

We all lock ourselves out of our homes from time to time. Don't worry. We meet you at the property and get you in. The cost is \$35 dollars and it's yours. If you need an extra key, we keep one under lock and key at the office. You can always get a copy during normal business hours. If you change the locks, you have promised in the lease to get us a copy. All homes are re-keyed after every tenant.

B. Home Warranties

Some owners have purchased a home maintenance warranty on the property. Although they generally respond in a timely manner, they need your full cooperation to get their contractors into the property to make the necessary repairs. Since we don't control these contractors, there's not much we can do to create urgency for them. You'll be contacted by the home warranty company for covered repairs and will make your own scheduling arrangements directly with them. You may be asked to pay the contractor their service fees at the time of service, which ranges anywhere from \$40 to \$125 per contractor. You'll then submit your receipt from the home warranty contractor and be reimbursed by BRG Groups for these fees. Most of the time we are able to pay them before they arrive.

Buying A Home

A. The Home You're Renting

BRG Groups will be happy to assist you in purchasing the home you are leasing provided the owner is willing to sell and all parties agree to the terms. A sale of this type could take place at any time during your residency; it would not necessarily have to coincide with the end of your lease term. If you are interested in purchasing the home you're currently leasing, please contact your property manager.

B. A Home Outside BRG Groups

BRG Groups will also be happy to assist you in purchasing a home that is not a BRG Groups-managed property. BRG Groups knows several agents covering the Augusta area willing to walk you through the purchase process. This can happen when you give your notice to vacate per your lease requirements, or in the event, you want to move sooner, you may choose to exercise the Early Termination clause as stated in your lease. Your property manager and agent can advise you ahead of time what the steps are so you can plan accordingly.

There are many more issues that will come up during your stay with BRG Groups. When that happens, feel free to call your manager or assistant manager for help.

We will work hard during your residency to make it a pleasant one. Your cooperation is always appreciated.

B.R.G. Groups, LLC