



# HNN Atlanta, Inc. Tenant Manual

## Introduction and Welcome

Welcome to your HNN, Inc. residence. It's our goal to make your living experience as comfortable and hassle-free as possible. This manual contains our policies and procedures for moving in, paying rent, registering pets, and requesting maintenance and/or repairs for your residence. HNN's policy for both our owners and tenants is simple: we're careful and honest. Our mutual agreement—that is, between HNN, Inc. the property manager, and you, the tenant—is to abide by the terms of the lease that we've both signed. HNN Atlanta follows all Federal and State laws governing the landlord-tenant relationship. These laws are based on the **Uniform Residential Landlord and Tenant Act (URLTA) of 1972**.

In the documents section of your password protected tenant portal, you'll find a pdf of the URLTA. We've also include a copy of the "Georgia Landlord Tenant Handbook. This is our bible! To give you a basic idea of what's in the law, our responsibilities as landlords, and your responsibilities as a tenant, here's a quick overview of landlord-tenant law:

### **Landlord Duties, URLTA Section 2.104(a):**

1. Comply with the requirements of applicable building and housing codes materially affecting health and safety;
2. Make all repairs and do whatever is necessary to put and keep the premises in a fit and habitable condition;
3. Keep all common areas of the premises in a clean and safe condition;
4. Maintain in good and safe working order and condition all electrical, plumbing, sanitary, heating, ventilating, air-conditioning, and other facilities and appliances, including elevators, supplied or required to be supplied by him;
5. Provide and maintain appropriate receptacles and conveniences for the removal of ashes, garbage, rubbish, and other waste incidental to the occupancy of the dwelling unit and arrange for their removal; and
6. Supply running water and reasonable amounts of hot water at all times and reasonable heat [between [October 1] and [May 1] except where the building that includes the dwelling unit is not required by law to be equipped for that purpose, or the dwelling unit is so constructed that heat or hot water is generated by an installation within the exclusive control of the tenant and supplied by a direct public utility connection.

**Tenant Duties, URLTA Section 3.104:**

1. Comply with all obligations primarily imposed upon tenants by applicable provisions of building and housing codes materially affecting health and safety;
2. Keep that part of the premises that he occupies and uses as clean and safe as the condition of the premises permit;
3. Dispose from his dwelling unit all ashes, garbage, rubbish, and other waste in a clean and safe manner;
4. Keep all plumbing fixtures in the dwelling unit or used by the tenant as clean as their condition permits;
5. Use in a reasonable manner all electrical, plumbing, sanitary, heating, ventilating, air-conditioning, and other facilities and appliances including elevators in the premises;
6. Not deliberately or negligently destroy, deface, damage, impair, or remove any part of the premises or knowingly permit any person to do so; and
7. Conduct himself and require other persons on the premises with his consent to conduct themselves in a manner that will not disturb his neighbors' peaceful enjoyment of the premises.

At HNN, we pledge to follow the above laws. But we are not mindless automatons—we are people, just like you. We work, we go home to our families. We pay rent, mortgages, and taxes just like you do. The key ingredient in our relationship is communication. If you have an issue with your residence, let us know. If we have any issues with your tenancy, we will let you know. Really! Simple, direct communication is essential. If we communicate, we can solve challenges. If we don't communicate, then challenges become problems—and no one wants those.

**PART ONE  
MOVING IN****Step 1****Digital Lease and Online System:**

After your application is approved, your lease will be digitally created and sent to your email address via DocUsign. We'll give you access to our online management system so you can create a user id and login. This is how you'll pay rent and make requests for maintenance and repairs during the course of your tenancy. You can use a bank account and routing number to make the initial payment equivalent to one month's rent.

**Step 2**

**The Move-In:**

At the move-in, an HHN representative will meet you at the property. We'll do a walk through to document the exact, current condition of the property and make note of any issues that may exist before you move in. You'll need to bring the agreed upon security deposit in certified funds--a money order or a certified check. If your move-in date is less than 10 days from your lease signing date, you'll need to bring the initial rent payment in certified funds also. For our bookkeeping purposes, your security deposit and first month's rent need to be paid separately. All payments should be made to HNN Atlanta Inc. Once you pay your rent, security deposit, and sign the move-in form, we give you the keys and you're officially the tenant. You then have full access to the property. From that point on you will put any maintenance issues that you have in the portal through a formal written maintenance request.

**PART TWO  
HOW TO PAY YOUR RENT****Online:**

You'll use our online tenant portal for all payments except the Security Deposit.

The tenant portal allows you to use a bank account and routing number and save them for future payments. That process is free. For a \$35 fee, you can use a credit card through the tenant portal.

**If you can't pay online:**

If you are not able to access the portal please drop off or mail your payment (check or money order) to:

1531 Piedmont Rd, Suite B  
Atl GA 30324

All checks should be made out to HHN Atlanta, Inc.

**Other Options:**

You can pay your rent in cash at certain convenience stores. We'll provide you with a UPC code that feeds into our system. If you want to pay cash, please let us know and we'll give you the code and a list of possible payment locations.

## **PART THREE UTILITIES**

Tenants have 5 days to switch utilities into their name. Utilities must remain active during the entire term of the lease and be left on for the move out walk through.

## **PART FOUR PET POLICY**

We're happy for you to have pets. If you're planning on having a furry little roommate, you'll need to register and sign an extra "pet exhibit" as part of your lease. In Georgia, pet laws are made at the county level. Both Dekalb County (Decatur area) and Fulton County (Metro Atlanta) have strict "no tethering" laws. Please do not tether your pet. All dogs and cats must be spayed or neutered.

***YOU ARE RESPONSIBLE FOR ALL PET DAMAGE!***

If your pet causes any damage to the property, please stay on top of it. Small, inexpensive issues can quickly become large, expensive issues if they're not attended to quickly.

## **PART FIVE REPAIR POLICIES AND PROCEDURES**

**IMPORTANT NOTE:** Please keep us up to date on any changes in your contact info. If your phone number or primary email changes, we will be unable to respond to work orders efficiently. We'll need to arrange repair times with you via telephone, and our contractors will need to be able to contact with you if they're running behind, etc.

***If there's a life-threatening situation on the property call 911!***

For urgent repairs or general maintenance please put in a work order through your tenant portal. All requests must be made in writing.

We use licensed contractors and track all our property repairs. It's important that you put all repairs through the system so that we know what is going on with the property.

*Please do not under any circumstances hire a contractor without notifying us first.*

**Troubleshooting Basic Issues**

## **HVAC (Heat, Ventilation, Air Conditioning)**

If your AC is not cooling but air is coming out of the vents, this may be a sign that the Freon is getting low. Please turn the system off at the thermostat and give it time to defrost. The system will have to be defrosted before The HVAC repair company can refill the Freon.

Your thermostat should have two switches. One switch is typically for heat on/off and cool, and the other is typically for fan on or auto. Auto means that the system will only run when it's generating temperature controlled air, triggered by the temperature setting on your thermostat.

You can run just the fan at more mild parts of the season and save energy if you like.

You are responsible for changing the filters. It's best to change them at least quarterly. This will save you money on your bills and keep your air clean. If you have any problems figuring out your thermostat, please give us a call. We're happy to help you troubleshoot any issues.

## **Plumbing**

If you have a plumbing leak let us know immediately through the maintenance portal. If it is an exceptional emergency—i.e. rapid flooding—then please call the office. There should be shut off valves near any area that might have a leak. In your bathroom, there are probably shut-off valves behind or near the toilet and under the sink. In the kitchen, there are probably shut-off valves under the sink. If you find a leak, please be proactive and turn off the water with these valves.

## **Roofs, Windows, Outdoor Stuff**

It's important to keep roofs and gutters clean and free of debris. Please put in a maintenance request immediately if you notice any accumulation of leaves or branches on the roof or in the gutters, and if see that any tree branches (still attached to trees) are actually touching the roof.

Please put in a maintenance request for any broken or damaged windows.

Tall grass invites unwanted guests and can lead to code violations. Please mow or have your yard mowed regularly.

## **PART SIX MOVE-OUT PROCESS**

If you know you're not going to renew your lease, please let us know as soon as you know. Proper and adequate notice is 30-60 days, depending on the lease. After giving us notice and/or telling us you aren't going to renew, call us to set up a move-out walk-through.

Before the walk-through, clean property and remove all personal items. Your goal is, of course, to get your security deposit back. To do that, you must deliver the property in same condition in which it was received.

Tenants are only allowed normal wear and tear. Damage comes out of your security deposit. HNN decides what's considered wear and tear, and what's considered damage.

After the move-out walk-through, you'll return keys back to HNN. The key return determines possession of the property. If you don't return the keys, we'll have to start the eviction process.

## **PART SEVEN EVICTION**

This is the part no one wants to talk about, and no one wants to happen, but it's best for everyone involved to know everything up front. Here's an outline of our eviction process:

If HNN finds that you are in violation of any term in the lease, you will be given a three day notice. This notice gives you three days to correct the issue whatever it was. If at the end of that three day period the violation has not been corrected, HNN will file a Dispossessory with the county. This stays on your permanent legal record. After we file a Dispossessory, you will be served by the Marshal's service via tack and mail--this means the notice will be tacked to your door. At this point, you have seven days to respond through the court. If you don't respond, then we go and pick up a document called the Writ. The Writ is what the Marshal's service requires to schedule the actual eviction. They let us know when they are available and then arrange a time to meet them at the property. At the arranged date and time, we meet them at the property, they clear it out, and we then take back legal possession. of the property. If you file an answer to the Dispossessory, then we all get to meet in court to settle the issue.

Michelle Hollberg 8/18/2015 9:03 PM

**Comment [1]:** We may want to add another spot somewhere regarding utilities

Tenants have 5 days to switch over the utilities. Utilities but remain active during the entire term of the lease and be left on for the move out walkthrough. Attach list of providers.

Angus Whyte 8/20/2015 1:43 PM

**Comment [2]:** Which utilities? Dont you do water, and they do gas and electric?

Angus Whyte 8/20/2015 4:51 PM

**Comment [3]:**