

**BERKSHIRE  
HATHAWAY**  
HOMESERVICES  

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HODNETT COOPER  
REAL ESTATE

# Tenant Handbook

Last Updated 3/23/2026

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## **Contact Information & Office Information**

Berkshire Hathaway HomeServices Hodnett Cooper Real Estate

St Simons Office: 520 Ocean Blvd, St. Simons Island, GA 31522

Brunswick Office: 11 Trade St., Brunswick, GA 31525

Camden Office: 2353 Village Dr., Kingsland, GA 31548

Office Hours are Monday – Friday 9am – 5pm

We have staff on-call 24/7 for after hours maintenance emergencies

Main Phone: (912) 766-5180

St Simons Property Manager: (912) 291-8053

Brunswick Property Manager: (912) 324-3295

Camden County Property Manager: (912) 400-0805

Commercial Properties & Management: (912) 438-9124

[www.bhhshodnettcooper.com](http://www.bhhshodnettcooper.com)

## Welcome

Welcome to your new home! We are thrilled to have you as a tenant.

To achieve a successful tenant / management relationship, we prepared the BHHS Hodnett Cooper Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips and more.

BHHS Hodnett Cooper wants you to be prepared throughout your tenancy. Therefore, we want to provide important information that you may need in the future. If you have questions or special requests such as adding tenants, making improvements to the property, whether or not its possible to add a pet, etc, please do not hesitate to contact us.

The owner of the property has retained BHHS Hodnett Cooper Real Estate as their Property Management Company and representative to manage the property you are renting. Please keep in mind that in certain cases, we must review information with the property owner. Our relationship with the owner allows us to make certain decisions, but there are limitations.

If you have any questions or concerns on any of the information contained in this document, please contact our office at any time. We are here to help!

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

Sincerely,

The BHHS Hodnett Cooper Property Management Team

# **BHHS Hodnett Cooper Property Management Team**

## **FOSTER HAYES**

Director of Property Management  
912-438-9124 | foster@hcrega.com

Contact me for any item listed under any other employee and also...

- Owner Statements
- Owner Payments
- Appfolio Help
- Staff, Property or Tenant Concerns
- Commercial Leasing

## **SEAN NELSON**

St Simons Property Manager  
912-291-8053 | sean@hcrega.com

Contact me for St Simons properties...

- Lease Renewals
- Property or Tenant Concerns
- Relaying a Message to the Tenant
- Tenant Move Ins / Move Outs
- Maintenance Charges
- General Property Needs

## **MALORI MOBLEY**

Brunswick Property Manager  
912-324-3295 | malori@hcrega.com

Contact me for Brunswick properties...

- Lease Renewals
- Property or Tenant Concerns
- Relaying a Message to the Tenant
- Tenant Move Ins / Move Outs
- Maintenance Charges
- General Property Needs

## **JOE GIBBONS**

Camden County Property Manager  
912-400-0805 | jgibbons@hcrega.com

Contact me for Camden properties...

- Lease Renewals
- Property or Tenant Concerns
- Relaying a Message to the Tenant
- Tenant Move Ins / Move Outs
- Maintenance Charges
- General Property Needs

# Tenant Communication

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting BHHS Hodnett Cooper know what you need.

You can use email, telephones, Appfolio, our website or written correspondence to contact us. Remember that we are here to help you as much as we can!

## Telephone calls during office hours:

During office hours, there will always be a live person to answer your call. Please reference your property address and state the reason for your call so that someone can assist you or direct you to the right party. Our team may not be available or in the office. If this is the case, please leave us a message as detailed below.

## Voicemails:

If during the day you reach our voicemail system, this is usually because our team is assisting other customers. It's important to leave a message, complete with your name, property address, brief description of why you are calling, and the telephone number(s) where we can reach you. We monitor voice messages and emails regularly so someone will get back to you.

## After hour calls:

Should you need to reach out to our team outside of normal business hours (please refer to page 3 for office hours) for a reason other than a maintenance emergency, please leave a detailed message as detailed above and we will get back to you on the next business day.

## Emergency calls:

Any emergency that threatens life or property should be reported to the proper authorities by dialing 911. During normal business hours, emergency maintenance requests should be submitted through your Appfolio portal. If you have a maintenance emergency outside business hours, please call our main phone line (912-766-5180) and follow the prompts to be connected to our on-call agent. Maintenance emergencies include ongoing water leaks that cannot be stopped, flooding, no hot water, no heat or no air. Please refer to the maintenance page for tips on handling issues that may arise during your tenancy. If you are locked out of your property after hours, you are responsible for having a locksmith unlock the property and you will be responsible for the bill. If you call a vendor for an emergency outside of normal business hours and we do not consider it an emergency, you will be responsible for paying the bill.

**Maintenance Requests:**

Please remember that all work orders should be submitted through your Appfolio portal. This allows us to easily track progress of the work order in one place. Should you need access to your Appfolio portal, please contact our office.

**Change of Information:**

It is important that you notify BHHS Hodnett Cooper of any changes in telephone, cell numbers or emails.

**Emails:**

Email is a great way to communicate. You can reach any of our team members by email at the addresses referenced on Page 5 of this handbook.

**Appfolio:**

Our property management platform, Appfolio, contains important information for tenants. Visit your portal regularly to submit work orders, pay your rent, download important documents and more. Please note that Appfolio is a third party and their services are subject to change. Should you need access to your online portal, please contact our office.

# Protect Your Rental & Credit History

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 payments, care for the property and move out properly. Give BHHS Hodnett Cooper the pleasure of being able to provide a good reference for you when you vacate the property.

## Lease rental agreement:

You should have received a copy of your lease rental agreement. If you did not receive this or need a copy, please contact us immediately or download a copy from your tenant portal. We recommend that you keep this paperwork along with this handbook for easy reference. Please always remember that your lease agreement is binding. If you have questions regarding your lease, please contact our office.

## Moving checklist:

1. Transfer utility services into your name (should you have questions about which services are set up with your rental, please contact our office):
  - a. Georgia Power *1-888-660-5890*
  - b. Okefenoke Electric *912-882-1362*
  - c. Brunswick Glynn Joint Water Sewer Commission *912-261-7100*
  - d. Water Utility Management *912-352-9339*
  - e. Republic Services *912-964-2211*
  - f. City of Kingsland Water, Sewer, & Garbage *912-729-5613*
  - g. City of St Marys Water, Sewer, & Garbage *912-510-4000 ext 1*
  - h. City of Woodbine Water, Sewer, & Garbage *912-510-6881*
2. Notify the post office of your new forwarding address
3. Update your rental insurance policy
4. Change your mailing address for important service providers such as doctors, banks, credit cards, drivers license, loan providers, etc.

## Utility and cable companies:

When you rented the property, BHHS Hodnett Cooper or the property owner may cancel the utilities on the 3<sup>rd</sup> business day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. The move in checklist contains the telephone numbers of utility services.

## Rental payments:

Rent is due on the 1<sup>st</sup> day of each month and is considered late if not received by midnight on the 5<sup>th</sup> day of the month. If you know that you will have a delay or problem paying by the due date, contact our team immediately. Late fees may apply. Lack of communication can affect your payment record.

BHHS Hodnett Cooper receives rental payments by:

1. Online via your Appfolio portal using debit, credit, or eChecks. Please note: Appfolio does not accept AMEX credit cards.
2. US mail to one of our office addresses as provided on page 3
3. In person at our dropbox located at each of our offices as provided on page 3. See below for dropbox photos for reference. We do not accept cash in person. Please see #4 for cash options.
4. Electronic Cash Payments (ECP) – cash payments are accepted at participating locations. Please contact our office should you be interested in making cash payments.

BHHS Hodnett Cooper reserves the right to require all funds to be submitted in the form of certified funds such as money order or certified checks if you submit 1 or more NSF payment in a one-year period.

### **Fees and charges:**

BHHS Hodnett Cooper's goal is to have a positive working relationship with all our residents. Our hope is for tenants to follow applicable laws, community rules, and the terms of the lease rental agreement. However, situations arise where a resident may not be in compliance with the lease agreement. If such incidents occurs, you could incur penalties due to non-compliance. All fees are outlined in your lease agreement and referenced below:

1. Late Fee – Page 1, #3, C
2. Notice Fee – Page 1, #3, E, 1
3. NSF Fee – Page 1, #3, E,2
4. Rekey Fee – Page 1, #6
5. Application Fee – Page 1, #7
6. Early Termination Fee – Page 2, #12, C
7. Early Termination Administrative Fee – Page 2, #12, D
8. Holdover Rate – Page 2, #14
9. Amendment Fee – Page 2, #15
10. Fee to Halt Dispossession Action – Page 2, 22, A
11. Denial of Access Charge – Page 2, 22, B
12. Unauthorized Pet Fee – Page 2, 22, C
13. Unauthorized Smoking Charge – Page 2, 22, D
14. Unauthorized Utility Disconnection – Page 2, 22, E
15. Maintenance Refund to Property Owner – Page 8, 2, A
16. Community / HOA Fine Reimbursement – Page 9, 2, F
17. Removal of Satellite Dish Fee – Page 12, #4
18. Pool Key / Fob / Card Replacement Fee – Page 12, #5
19. Garage Remote Replacement Fee – Page 12, #8
20. Professional Flooring Cleaning Fee – Page 12, #11
21. Professional Pest Control (if applicable) – Page 12, #12

## Property Move In

Prior to taking possession of the property, Tenant will receive instructions to complete a Move-In Inspection through a third-party platform, *zInspector*. Tenant is required to download the applicable mobile application and conduct a thorough inspection of the property, documenting any pre-existing damage, defects, areas of concern, or other notable conditions.

This inspection must be completed in its entirety within the timeframe provided. Tenant acknowledges and agrees that the submitted Move-In Inspection will serve as the official record of the property's condition at the start of the tenancy and will be used as a primary reference during the Move-Out Inspection to determine any applicable charges or reimbursement of the security deposit.

Failure to complete the Move-In Inspection as instructed may result in the property being deemed accepted in its current condition.

## Care of Property

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

1. Main circuit breaker in the event power goes out
2. Gas shut off valve (when applicable) – turn off during emergencies / disasters for safety
3. GFCI outlets – so you can check them if your plugs or appliances in the bathroom, kitchen, laundry area, exterior outlets or garage fail to work
4. The main water shutoff valve in case of major flooding
5. Water shut off valves below the sinks and behind toilets in case of water leaks

It's also important to know proper cleaning techniques and what chemicals are designed / safe to use on different surfaces. While all purpose cleaners are convenient, they are not necessarily the best product to use. Before applying any products, please review the product label to:

1. Verify it can be used and applied to the type of surface you are working with
2. Review all proper use, handling, and storage instructions

# Maintenance & Repairs

Throughout your tenancy, you are expected to maintain the home and keep it within the same condition as it was when you took possession. BHHS Hodnett Cooper will review any maintenance request against the requirements of the lease and the law to determine who is responsible. Tenants will be held accountable for repairs caused by misuse or neglect.

## Maintenance requests:

Maintenance requests must be made online through your Appfolio portal. Upon filling out the request, please be as specific as possible about the problem and if possible, include photos.

## Emergency maintenance and repairs:

Any emergency that threatens life or property should be reported to the proper authorities by dialing 911. During normal business hours, emergency maintenance requests should be submitted through your Appfolio portal. If you have a maintenance emergency outside business hours, please call our main phone line (912-766-5180) and follow the prompts to be connected to our on-call agent. Maintenance emergencies include ongoing water leaks that cannot be stopped, flooding, no hot water, no heat or no air. Please refer to the maintenance page for tips on handling issues that may arise during your tenancy. If you are locked out of your property after hours, you are responsible for having a locksmith unlock the property and you will be responsible for the bill. If you call a vendor for an emergency outside of normal business hours and we do not consider it an emergency, you will be responsible for paying the bill.

## Who does what:

Example of maintenance you are expected to do at your own expense:	Examples of repairs the property owner is responsible for:
<ul style="list-style-type: none"> <li>• Replace light bulbs</li> <li>• Replace HVAC filters</li> <li>• Replace fridge filters</li> <li>• Replace toilet seats</li> <li>• Replace batteries in smoke detectors</li> <li>• Any clogged plumbing inside property</li> <li>• Any maintenance for damage where the damage is not listed on the move in inspection</li> </ul>	<ul style="list-style-type: none"> <li>• Repairs to heat and AC systems from normal use</li> <li>• Replace heating units or hot water tanks from normal use</li> <li>• Repair leaks in the roof</li> <li>• Plumbing issues between Premises and street or Premises and the septic tank from normal use</li> <li>• Treatment for rodents or termites</li> </ul>

## Unauthorized repairs:

Please do not make any repairs or authorize any maintenance without written permission from BHHS Hodnett Cooper. We will not pay for or reimburse for unauthorized repairs.

### **Lawns and Grounds:**

For questions about who is responsible for lawn service, please review your lease agreement (Page 2, #18 & Page 6, #18).

For properties with included lawn care, please take care to not block access to lawn areas or leave pet waste or other items in the lawn or sidewalk areas. Do not place garden decorations or plants close to the grass as the landscaper's machines may damage them. BHHS Hodnett Cooper and our vendors do not assume any liability for your personal property.

For properties where you are required to perform the lawn care, you are expected to tend and care for the lawn and grounds. This care includes regularly mowing and edging the lawn, ensuring beds are free of weeds, shrubs are trimmed, and trash and grass clippings are picked up on a regular basis. You are required to report any condition which can cause damage, permanent and temporary, to the grounds. Do not leave hoses connected to exterior faucets with the water turned on.

### **Light bulbs:**

Throughout your lease, you are responsible for replacing burned out bulbs, including tube bulbs and floodlights. Upon moving out, all lights must be equipped with the proper number and types of bulbs.

### **Plumbing and septic systems:**

You are responsible for keeping all sinks, lavatories and commode drains open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for that it is designed. You will be responsible for any damage or stoppage unless caused by mechanical failure of the plumbing system during normal use. **DO NOT FLUSH WIPES, FEMININE PRODUCTS, DIAPERS, OR ANY OTHER FOREIGN OBJECT** – regardless if they are labeled as flushable.

### **Waterbeds:**

Waterbeds are prohibited with written consent from BHHS Hodnett Cooper.

### **Walls and ceilings:**

Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior written approval from BHHS Hodnett Cooper. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted before vacating.

**Flooring care:**

BHHS Hodnett Cooper recommends you vacuum at least once a week to maintain the condition of your carpet, if applicable. Heavy traffic areas often require more frequent vacuuming to eliminate the coarse particles that act abrasively on the fiber.

Vinyl and hardwood floors may be washed with a solution of warm water and soap, if applicable. A thorough cleaning is often necessary three – four times a year.

It is your responsibility to have ALL flooring professionally cleaned before moving out as laid out in your lease agreement. A copy of the cleaning company's paid invoice is required prior to moving out. Please feel free to contact our office for professional flooring cleaning company recommendations.

**Stoves, dishwashers & garbage disposals:**

It is important not to neglect the cleaning of kitchen appliances and utilities. When cleaning your oven, please be mindful of drips onto the cabinets and floorboards and remember not to use oven cleaner or self-cleaning for continuously cleaning ovens. Keep in mind that you will be charged for any damage to an appliance caused by improper use, cleaning or overall lack of maintenance.

Dishwashers need to be used at least once a week to avoid damage to seals and motors. Please remember to clean the door and check the bottom of the dishwasher for food particles and other items that may have fallen from the racks.

Garbage disposals are not for bones, greasy items, meat or any other similar materials. If the motor buzzes, please turn the switch off and try to unjam the appliance in a safe manner. You can do so by turning the blade backwards with a wrench or resetting the circuit breaker. Please contract a professional at your expense if needed. Keep in mind that almost all disposal issues are due to the flushing of improper items.

**Washer / dryer hookups:**

When you install your washer and dryer, it is also a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, please remember to turn off the hot and cold water supply. You are responsible for any damage to the plumbing supply lines or fixtures arising from installation of washing machines and / or dryers. If washer/dryer is included with rental, it is available for use. Property Owner and Manager do not warranty the functionality of machines. Property owner may elect not to repair or replace washer/dryer in which case tenant can utilize their own machines or pay for repair to existing machines.

**Fireplaces:**

If there is a fireplace in your home, it is not to be used for fires. You may use this as a decorative display area for an electronic candle (no burning) display.

## **Pets**

No animals of any kind are allowed on the premises unless you have written permission. This includes per sitting or visiting animals. You are responsible for all animals at the property at all times. BHHS Hodnett Cooper reserves the right to revoke animal privileges at any times without terminating your lease agreement.

## **Noise and Conduct**

All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind is cause for eviction. This includes loud, lewd music, or vulgar or profane language. If music or other sounds can be heard outside the perimeter of the premises leases, it is considered too loud. If your neighbors can hear your music, try turning down the bass setting on the speakers and placing a barrier material between the speaker and the floor / wall.

## **Guests**

Any person or persons staying more than fourteen (14) consecutive days or twenty-eight (28) non-consecutive days in any twelve (12) month period is considered a tenant as laid out in page 6, #16 of the lease agreement. Only those persons listed on the lease have permission to occupy the premises. You will be responsible for the behavior and acts or omissions of your guests. All portions of your lease and this Tenant Handbook also apply to your guests. Having an unauthorized tenant residing in the premises is a material breach and default under your lease and may result in eviction.

## **Parking / Vehicles**

All vehicles should be parked in the appropriate area (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You are not allowed to park on lawns, sidewalks or other areas not specifically designated for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repair (except minor repairs e.g. changing a tire) is allowed at any time. If your vehicle leaks fluids, place a protective covering under the vehicle to catch the leak as no oil / fluid stains are allowed on the garage floor, driveway, walkway or any other area of the property. If the leased property has a shared parking area, the Tenant is not permitted to park in a visitor parking spot long term.

# Emergencies / Disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared.

There are different emergencies:

1. Maintenance emergencies: outlined previously in this handbook.
2. Area emergencies or natural disasters:
  - a. When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconveniences and difficulty. Remember this and be considerate of others and the degrees of different problems.
  - b. BHHS Hodnett Cooper requests that you follow local emergency management and law enforcement instructions on how to handle emergencies and disasters.
  - c. In the event that our office is closed, we will have someone on-call if we are able. We will still handle maintenance emergencies as previously directed in this handbook so long as the roadways are open and conditions are safe for our vendors. We will assign priorities to the work orders and will work to assist you as much as possible.
  - d. If you are unable to occupy the rental property, contact your renter's insurance company to discuss temporary displacement. Once you are safe, please notify BHHS Hodnett Cooper as soon as possible on what happened. If you do not have renter's insurance, you will be responsible for covering all expenses for your displacement to include hotel stays, replacement of food, etc.

Considerations during hurricanes:

1. Contact your renter's insurance provider to verify that you have proper coverage. It's important to ensure that they will offer you assistance in terms of alternative housing and other possible displacement coverage such as a food allowance in the event you are unable to occupy or return to the property right away.
2. Secure your unit: close and lock windows / doors
3. If temporarily leaving or evacuating the property, please turn off breakers at the breaker panel, gas at the gas meter as well as the gas appliances (when applicable), and water shut off valves (at sinks, toilets, washer/dryer, and main water shutoff – if accessible).
4. Bring in or tie down any outdoor furniture, platters, grills, objects on patios / balconies.
5. Close all curtains and blinds
  - Glynn, McIntosh, and Camden Counties all have emergency management information, please make yourself and family members familiar with your respective county's website.  
Glynn County: [www.glynncounty.org/557/Emergency-Management-Agency](http://www.glynncounty.org/557/Emergency-Management-Agency)  
McIntosh County: [www.mcintoshema.com](http://www.mcintoshema.com)  
Camden County: [www.co.camden.ga.us/81/Emergency-Managementd](http://www.co.camden.ga.us/81/Emergency-Managementd)

## **Renters Insurance**

BHHS Hodnett Cooper does not require that tenants have renters insurance. However, we strongly encourage it. Please note that a Landlord's insurance will not cover the contents or possessions of the tenant.

Examples include, but are not limited to:

1. Refrigerator malfunction – a renters insurance policy may offer reimbursement for food spoilage. A property owner does not have a legal or contractual obligation to reimburse a tenant for food spoilage.
2. Water leaks – leaks can be complicated. If a leak is due to tenant's misuse or negligence, intentional or not, they may be found liable for the damage caused.
3. Displacement – if any issues arise causing the tenant to have to be displaced, a renters insurance policy may offer coverage for hotel or secondary housing costs.
4. Fire – similar to water leaks, a renters insurance policy can offer coverage for tenant liability, personal belongings, and displacement.
5. Break ins / burglary – in the event a tenant's personal belongings are stolen, renters insurance can help with the cost to replace stolen or damaged property.

Renters insurance is offered with several insurance companies in the communities that we serve. Make an effort to purchase a policy to avoid future costs!

## **Mold & Mildew**

Neither the Listing Broker nor the Landlord have inspected the Property for mold and are unaware if mold is present in the Property. Mold is a type of fungus. Mold spores are present in every home and can grow in any portion of a home that is exposed to moisture. Damp, dank, earthy and/or musty odors often signal the presence of mold. The Brokers are not experts regarding mold, whether a property contains harmful mold, or the health effects of mold exposure. Some molds can be harmful to humans. Sensitivity to mold can also vary significantly from person to person. No Broker shall have any duty to give Tenant any advice regarding mold or to determine whether mold is present in a Property. It shall be the sole responsibility of the Tenant{s} to retain appropriate professionals to inspect the Property that Tenant is leasing to determine the presence of mold and its effect on the health of the Tenant{s}. The Broker acknowledges that the Listing Broker has not advised the Seller to hide, clean or remove any mold {or odors indicating the possible presence of mold from the Property. Once mold has been confirmed by a licensed mold inspector and the positive test is provided to BHHS Hodnett Cooper, Landlord will be responsible to repair and remediate the issues.

# Lease Renewal and Move-Out

## **Giving notice:**

BHHS Hodnett Cooper requires tenants to give 30 days' notice prior to moving. This does not include early termination, which can be found on page 2, #12 in lease agreement and requires 45 days' notice.

## **Before giving notice:**

1. Check your lease agreement for the last date of your lease and ensure you are in the window of no less than 30 days prior to the end of your lease to give notice.
2. Notices must be in writing. You can submit your notice through your Appfolio portal or by emailing your property management representative.
3. You will be responded to once your notice is received giving further move out instructions.

## **Setting up your move-out appointment:**

1. After you provide your written notice to vacate, a member of the property management team will send you instructions on what to do during the notice period and how to set up your move out inspection appointment.
2. BHHS Hodnett Cooper only performs move out inspections during normal business hours. Weekend appointments are not available.
3. It is the responsibility of the tenant to deliver all keys, remotes, transponders and fobs to BHHS Hodnett Cooper, either at the move out inspection or prior delivery to one of our office locations.
4. Remember to supply a forwarding address for your security deposit refund.
5. Use BHHS Hodnett Cooper's moving checklist provided below to remember all important details.
6. To evaluate the property during the final walkthrough, all utilities must remain on in your name until the day of the scheduled walkthrough. Failure to do so will result in additional charges as laid out in your lease agreement.
7. Your last month of rent (assuming you do not have prepaid rent) will be due no later than the 5<sup>th</sup> of the month as laid out in your lease agreement. BHHS Hodnett Cooper does not allow any security deposit to be applied towards your rent before you have moved out of the property.

## **Move out instructions:**

Please use the following as a guide for preparing your rental unit when you vacate. This list is NOT all-inclusive as each property is different.

## General Cleaning:

The property must be left in clean condition and ready for the next tenant to move in. Please ensure that appropriate cleaning products are used as using cleaners incorrectly can cause damage.

## All Rooms

1. Remove from walls any nails, tacks, anchors, and window covering hangers that you installed
2. Clean baseboards and corners removing all dust and cobwebs
3. Clean floors and vacuum carpet
4. Wash off shelves in closets and remove all hangers and shelf lining
5. Clean light fixture coverings, around light switches and door frames
6. Clean out fireplace (if applicable)

## Kitchen

1. Clean oven, oven walls and grills, broiler pan, and storage space
2. Clean vent hood
3. Wipe out kitchen cabinets and clean inside, outside, and on top. Remove all liners. Clean handle drawers in the same manner
4. Clean refrigerator including crisper, walls, and containers. Clean behind, on top and underneath, where possible
5. Clean sink and countertops
6. Clean floor
7. Clean light fixture coverings
8. Remove all cleaning solution residue

## Bathrooms

1. Clean all light fixtures and coverings
2. Clean medicine cabinet and mirrors (should be free from streaks)
3. Sweep, mop, and clean all flooring
4. Thoroughly clean toilet, sink, cabinet, tub and / or shower. Remove all cleaning residues.
5. Clean all wall/floor/tub/shower tile, grout and caulk with an appropriate cleaning solution
6. All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains

## Exterior, basements, out-buildings and yard

1. Cut, rake, and remove trash and leaves from yard (if you are responsible for lawn care)
2. Sweep off all porches and decks
3. Sweep out basement, carport, garage and any out buildings, leaving only those items which came with the property

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. Please remember to also replace all bulbs not working and install a new air filter(s) prior to your move out appointment.

### **Standard charges at move out:**

\*Please note that these are not the only charges that could be charged against your security deposit. These are common charges to give you an idea of what could be charged.

1. Deep Clean - up to \$500
2. Standard Clean - up to \$300
3. General labor (cleaning, painting, normal repairs, trash removal, etc.) - \$85 - \$150/hour
4. Specialty labor (electric, drywall repair, plumbing, etc.) - \$150 - \$300/hour
5. Change lightbulbs - \$5 per bulb
6. Replace smoke detector batteries - \$25
7. Replace Window Blinds - \$100 per blind
8. Replace Sliding Door Blinds - \$150 per blind
9. Standard Carpet Cleaning - up to \$300
10. Deep Carpet Cleaning - up to \$1,000
11. Replace Carpet - up to \$5,000
12. Replace Vinyl or other Specialty Flooring - up to \$10,000
13. Heavy Touch Up Paint - up to \$2,000
14. Paint Entire Property - up to \$10,000
15. Fix holes larger than dime - up to \$500
16. Remove nails, tacks, hangers, etc - \$150
17. Repair Kitchen Cabinet - \$300
18. Repair Kitchen Drawer - \$150
19. Replace interior doorknob - \$150
20. Replace Exterior doorknob - \$200
21. Standard Pest Control - up to \$500
22. Heavy Pest Control or Flea Removal - Depends on severity
23. Haul Away Personal Property (light load) - up to \$500 per trip
24. Haul Away Personal Property (heavy load) - up to \$1,000 per trip
25. One Time Yard Cleanup - up to \$1,500
26. Replace Refrigerator - Depends on fridge type
27. Replace Dishwasher - Depends on dishwasher type
28. Replace Microwave - Depends on microwave type
29. Resurface Bathtub - Up to \$750

\*The actual charges will be quoted within 3 days of your move out inspection.

### **Security deposit:**

Please review the lease for the steps that will be taken regarding your security deposit. By law, the balance of the deposit, if any, will be returned to you within 30 days of your move out.

# Frequently Asked Questions

BHHS Hodnett Cooper has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

## General questions:

When is rent due?

- *Rent is due on the 1<sup>st</sup> of each month and is considered late if not received by midnight on the 5<sup>th</sup> day of the month.*

Who do I make checks out to?

- *BHHS Hodnett Cooper Real Estate*

When are late fees assessed?

- *Late fees can be assessed as early as the 6<sup>th</sup> day of the month.*

What utilities am I responsible for?

- *Please refer to your lease agreement to see which utilities you are responsible for as each property varies.*

Is smoking permissible at my property?

- *Smoking is not allowed in the dwelling on any residential rental property.*

Why can I not clean the flooring myself at move out?

- *We require professional floor cleaning to preserve the life of the flooring in the property. Home machines do not handle the deep cleaning necessary and if the wrong chemicals or technique is used, permanent damage could be caused to the flooring.*

Will people inspect my property while I live here?

- *Your rental can be inspected from time to time by management, the landlord, or other representatives. We will follow all guidelines outlined in the lease agreement to provide notice and to only conduct inspections during the approved timeframes.*

Can I make copies of my keys?

- *Yes – you can make copies of your keys.*

What should I do if I lose my keys?

- *If you lose your keys during normal business hours, you can borrow a key from our office (assuming we have an extra copy) and go make an additional copy for you to keep. If you lose your keys after hours, we recommend contacting an emergency locksmith to gain access to your property. We do not consider lockouts as emergency maintenance that is handled by our office.*

### **Roommates:**

My roommate wants to leave but I want to stay. What do I do?

- *Your roommate needs to submit written notice to vacate and you need to submit written notice of your intent to stay at the property. BHHS Hodnett Cooper will need to review supporting documentation showing you can cover the rent by yourself before approving you to remain in the property. BHHS Hodnett Cooper will not partially refund the security deposit to your roommate since it is a condition of the agreement. You and your roommate will have to settle any funds owed to each other including any and all of the security deposit. An amendment will be needed to remove your roommate and a lease amendment fee could be charged as outlined in your lease agreement.*

Can I replace or add roommate?

- *Notify your property manager of your request to replace or add a roommate. The replacement roommate would have to complete a rental application, pay an application fee, and will be subject to a background check, credit check and income verification. We will review and submit your request to the property owner. If approved, we will draft an amendment to make the change and a lease amendment fee could be charged as outlined in your lease agreement.*

How do we split up rent, the security deposit, and other responsibilities between roommates?

- *Each tenant is independently and collectively responsible to abide by all the terms within the agreement. This means that one person is responsible for not only themselves, but everyone else. You and your roommates will have to settle any funds owed to each other, including any or all of the security deposit, rent, or cost for other charges as outlined in the lease agreement. We recommend signing a roommate agreement in advance that clearly defines each person's roles and responsibilities. BHHS Hodnett Cooper does not provide nor do we enforce roommate agreements. This is something that is handled independently by tenants. We recommend speaking to an attorney to discuss the potential risks and to aide you with the preparation of any roommate agreements.*

If one roommate moves out, what happens to the security deposit?

- *BHHS Hodnett Cooper will not partially refund the security deposit to your roommate since it is a condition of the agreement and stays with the property. You and your roommate will have to settle any funds owed to each other including any and all of the security deposit.*

**Pets:**

I did not have a pet when I moved in, can I have a pet now?

- *Notify your property manager of your request for a pet in writing. Do not move a pet into the property without permission. We will forward your written request to the owner. You will be required to provide us with a picture of the pet, information about the type, breed, weight, size and immunization status of the pet. If the pet is approved, there will be additional fees to include a non-refundable pet fee, monthly pet rent and a lease amendment fee. The pet amendment and any required fees must all be received before any pet can be brought on the premises.*

What happens if my pet runs away or dies? Do I get my pet fee back? Can I stop paying pet rent?

- *Your pet fee is non-refundable. However, you will not be required to continue paying pet rent.*

What happens if my pet runs away or dies? Can I have another pet?

- *It depends. If the pet will be of similar type, breed and size then yes. Please notify BHHS Hodnett Cooper of the change.*

What if I want to get an additional pet?

- *Notify your property manager of your request for another pet in writing. Do not move a pet into the property without permission. We will forward your written request to the owner. You will be required to provide us with a picture of the pet, information about the type, breed, weight, size and immunization status of the pet. If the pet is approved, there will be additional fees to include an additional non-refundable pet fee, monthly pet rent and a lease amendment fee. The pet amendment and any required fees must all be received before the additional pet can be brought on the premises.*

Who is responsible for pet waste removal?

- *Tenants are responsible for cleaning up all pet waste on the premises immediately.*

# Tenant Handbook Acknowledgement

Tenant(s) acknowledges that they have received a copy of the Tenant Handbook. They understand that this handbook contains important information about rental policies, maintenance procedures, and tenant responsibilities.

In the event of any conflicts between the provisions of the lease agreement and the tenant handbook, the terms of the lease agreement shall control.

By signing below, Tenant agrees they have read, understand and will comply with all rules, regulations, and guidelines contained within this handbook as well as any updates or notices provided by management in the future.

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Tenant	Date
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Tenant	Date
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Tenant	Date
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Tenant	Date
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