



OWNERS MANUAL

MEET YOUR TEAM



Sandra Watkins is a real estate broker and owner of Georgia Rental Group. She has been managing properties throughout metro Atlanta for the past 15 years, earning her a reputation as one of the area's most reliable rental property managers. In addition to managing rental properties, Sandra is a broker with Remax Town & Country, where she runs one of the teams in the top 1% of agents for Remax in Georgia. With over 25 years of real estate experience, Sandra Watkins is an invaluable asset to many organizations looking to buy, manage or purchase properties in Metro Atlanta.



Amanda Heard is the executive assistant to Sandra Watkins. Amanda also handles the day-to-day billing of Georgia Rental Group, ensuring that all vendors are paid on time and that bills are accurately recorded on owners' ledgers so they can receive appropriate tax credits. She regularly keeps everyone informed about upcoming contracts to close on purchases and ensures that all tasks are completed in a timely manner. Her hard work and diligence allow Sandra to focus her attention on providing great service to clients. Because of her commitment and dedication, Amanda has become an integral part of the team, enabling us to successfully provide exceptional service.



Jill Leonard has been with the Georgia Rental Group for eight years and is our leasing agent. She plays an integral role in screening tenants along with Sandra to ensure that properties are being rented to the best possible fit. Jill also writes leases, schedules move-ins, and move-outs, and ensures that all necessary documentation is received before move-in. During move-out, she double-checks for any maintenance issues by creating comprehensive lists of any issues discovered. Jill takes great pride in her work and is committed to providing excellent service to all of our clients.



Jason Clayton is our maintenance director he helps us assure properties are well maintained for both our owners and tenants. Whether it's addressing routine maintenance tasks or responding to emergencies, Jason is our first line of defense to make sure everyone is taken care of promptly. He also does our quarterly maintenance checks when we feel it is needed. Jason's attention to detail has been a great asset to Georgia Rental Group.



WELCOME

Welcome to Georgia Rental Group! We are delighted that you are considering adding your property to our portfolio of rental offerings. We strive to provide the best service and support to both our tenants and property owners, so you can rest assured that your property is in good hands. Our experienced team will take the hassle out of managing your property so that you can focus on what matters most - maximizing the return on your investment. Thank you for trusting us with your property, and we look forward to working with you soon!

Sandra Watkins

Broker / Owner Georgia Rental Group
Broker / Team Leader RE/MAX Town & Country



WHAT MAKES

US DIFFERENT

We have so many ways to offer experienced help with a property.

- Traditional Property Management
- Traditional real estate sales
- Large network of investors who purchase properties that may be distressed.
- Large social media presence that attracts prospective tenants along with traditional means of advertising
- We pay for advanced placement on Zillow as one of their premiere agents.
- Member of FMLS, GAMLS and NEGAMLS so we have you covered to get your property out to agents statewide.
- We use the power of FMLS and Propertyware to advertise our properties online to attract the most potential tenants to your property.
- Professional photography is necessary and the better your home looks the better tenants we can choose from.
- 26 years of real estate experience.

Our team is made up of RE/MAX Agents & leasing agents who work for Georgia Rental Group. We are full-time agents who take pride in what we do. We work hard to provide the best customer service available and are proud to be in the Top 25 Teams in Georgia consistently.



**Georgia Rental
Group**

WHAT MAKES

US DIFFERENT

- CredHUB we use this software to report on time and late payments by tenants to give them an additional incentive to pay on time.
- CredHUD also offers tenants discounts when shopping or eating out so they are getting something of value.
- PET Screening - We use petscreening.com for all tenants whether they say they have a pet or service animal. Every animal goes through the same screening process. All pets pay a \$475 pet fee non-refundable to the owner then based on their pets screening score they will pay a fee to the management company per month.

We are always doing our best to improve services to our clients and tenants. Happy tenants make things run smoothly. We want tenants who take pride in their home.



**Georgia Rental
Group**



MANAGEMENT FEES

We charge a flat fee of \$125 per month. As rent goes up over the years it would also raise the management fee.

Example:

Rent \$2800 Management fee \$125
New Rent Rate \$2900 would be
\$125 plus 7% of \$100 = \$132

We do our best to treat your property like our own and save you money.

If you have any questions or concerns, just give us a call at 770-345-4449 or you can reach Sandra Watkins, Broker/Owner at 770-324-3680.

The leasing Fee is the first month's rent paid at the time of move-in. The tenants pay this with their first months' rent.

WHAT WE DO DIFFERENTLY

1. If you allow pets, we charge a non refundable pet fee at a minimum.
2. We charge \$875 if we find an unauthorized pet on the property.
3. We do not add percentages on work invoices. You only pay for the actual amount of the repair.
4. All late fees belong to the owner.
5. Fees such as, pay or quit notices are paid by the tenant and not the owner.
6. Rent renewal fees are paid by the tenant.

**Georgia Rental
Group**

COMPANY POLICIES

It is especially important that professional property managers follow local, state, and federal legislation and guidelines. Our company takes extraordinary pride in our industry, and we further implement guidelines and policies of several organizations, such as the Georgia Real Estate Commission (GREC) and the National Association of Residential Property Managers (NARPM).

● Professionalism

The Georgia Real Estate Commission requires licensing for all principals conducting property management and real estate sales in our state.

Georgia Rental Group follows the Code of Ethics outlined by NARPM and the Real Estate Commission. We consider this a top priority in conducting business and is required by all Georgia Rental Group personnel.

● Legislation

Georgia Rental Group adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documents, policies, and procedures. Here are some examples:

1. Fair Housing (HUD) – Georgia Rental Group supports and follows Fair Housing laws and guidelines
2. Equal Opportunity – Georgia Rental Group is an Equal Opportunity employer
3. SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act 1940
4. URLTA – Uniform Residential Landlord Tenant Act
5. FCRA – Fair Credit Reporting Act
6. EPA – Environment Protection Agency

● Lead Based Paint

Lead-based paint became a major issue in the 1990's that prompted mandatory requirements for residential housing and continues today. Georgia Rental Group follows all mandated federal and state guidelines for lead-based paint. All properties constructed prior to January 1, 1978, require disclosures to all tenants and owners. Although Georgia Rental Group takes this one step further and we require disclosures on all of our properties.

Tenants sign lead-based disclosures prior to renting a property and Georgia Rental Group provides them with the required EPA Pamphlet, Protect your Family from Lead in the Home.

On April 22, 2008, EPA issued a rule requiring the use of lead-safe practices and other actions aimed at preventing lead poisoning. Under the rule, beginning in April 2010, contractors performing renovation, repair and painting projects that disturb lead-based paint in homes, childcare facilities and schools built before 1978 must be certified and must follow specific work practices to prevent lead contamination.

● Mold

Georgia Rental Group regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of potential liability and Georgia Rental Group acts if a tenant reports mold. Georgia Rental Group notifies the owner as soon as practical of any mold issues so Georgia Rental Group and /or the property owner can take the proper steps.

● Getting Started

Initial Site Visit

After you have made your initial contact with our company, a member of Georgia Rental Group will set up a free property visit/consultation. At this time, we will discuss pricing and leasing/management strategies, this may include repairs that need to be made and/or cleaning that needs to be done. The site visit must include interior access.

Signing With Georgia Rental Group

After the site visit, our team will prepare a Leasing and Management Agreement and various attachments for your approval. These documents will be signed at the time of the meeting or sent via Dotloop.

Before We Take Over Management

We must receive the following items before management can begin: Completed and executed

- Leasing and Management Agreement
- Completed and executed Lead Based Paint Exhibit
- Completed and executed Owner's Disclosure Statement
- Completed and executed W-9
- Completed Utility Form
- Completed and executed Additional Insurance Form
- 3 sets of keys
- Garage Door Remotes, Pool Keys, etc.
- HOA Rules, Regulations, Covenants and Bylaws
- HOA contact information
- Copy of any Home Warranty that is active for repairs

Marketing the Property

After the property has been made ready for occupancy and ready to market, we will take professional pictures, place a Georgia Rental Group For Lease sign in the yard (if permitted by HOA regulations, input property information into MLS, and sites that send your property information to many advertising sites. We list our properties on rently.com and FMLS, Circlepix then pulls the information from FMLS and distributes the information to hundreds of online portals including rental only sites, realtor.com, homes.com, Zillow and Trulia to name a few.

Owner Documents

A copy of your Leasing and Management Agreement, along with various attachments is provided to you along with a copy of the Georgia Rental Owner Manual. Refer to this manual as needed and keep it with this information for a handy reference.

It is especially important that Georgia Rental Group receive all critical information before management and advertising begins. The following documents will need to be completed and returned before Management may begin:

Management Agreement

Under Georgia law we cannot manage your property unless authorized by you to do so in a Management Agreement.

Owner Information

All this information enables us to set up your account properly.

Electronic Banking Authorization

This is done online through your Owner portal.

W-9

This form allows Georgia Rental Group to send you a Form 1099 for the preparation of your taxes. Form is included in this package.

Additional Insured

This form requests that your property insurance company issue a copy of your insurance to Georgia Rental Group and name Georgia Rental Group as an additional insured on your policy. We have never had an owner incur additional charges for making Georgia Rental Group additional insured.

Owner's Property Disclosure Statement

This Georgia Association of Realtor's form provides detailed property information for our records.

Utility Form

This in-house form is for us to have information on which your utilities were with. You can also fill the utility list online at <https://www.innovativeproperties.com/utility-information-form/>
HOA Information

We need a complete set of HOA Covenants, Bylaws, Rules & Regulations, and HOA Contact Information. We can normally get these online but if you have a copy, even better.



IMPORTANT CONTACTS

Name	Position / Description	Contact
Sandra Watkins	Broker/Owner	770-324-3680
Amanda Thurman	Executive Assistant	
Jill Leonard	Leasing Agent	404-317-4218



YOUR JOURNEY **HAS BEGUN**

Let's Grow Together

**Georgia Rental
Group**