

# Handbook For Student Housing



1290 S. Lumpkin Street  
Athens, GA 30605  
**706-546-0600**

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## TABLE OF CONTENTS

Welcome	1
Drug Free Communities	1
Rent Payment Policy	2
Tenant Insurance	3
Unit Keys	3
Resident Rules and Regulations	4
General Rules of Conduct	6
Maintenance Procedures	8
Emergency Situations	10
No Pets Policy	11
Utility Connections	11
Security Deposit Policy	12
Parking Policy	14
Lease Termination	14
Lease Renewal	15
Leasing Checklist	15
Contact Us	15

## WELCOME

This *Resident's Handbook* is designed to answer most all of your questions concerning our office policies. This handbook will provide you with valuable information about our rules and procedures. Please take time to read through this information completely before you call us with any questions. Keep this handbook handy. All of your roommates should read this booklet.

We have tried to cover most aspects of moving into our unit and your on-going tenancy. We trust that our relationship will remain pleasant over the years. We will always try to act professional in our relationship with you and ask that you would give us the same respect.

The tenant must sign for the handbook before they are allowed to pick up keys.

## DRUG FREE COMMUNITIES

We believe that all of our tenants deserve drug free communities for their own safety and the safety of their friends and guest. Whether you live in a large complex, or a single family home, you should feel safe and secure.

Our drug free policy is to evict any tenant caught with any illegal substance or arrested for illegal drug activity on our properties. In the event of eviction, tenant will remain responsible for payment of rent through the lease end date. This policy applies to their guests and families as well. We ask our tenants to report any suspicious activity to us.

We strive to keep our property drug free. Our office is in close communication with the Athens-Clarke County Police Dept. and the UGA Campus Police. Please observe this important policy and help keep our property safe and free of any drug activity.

## RENT PAYMENT POLICY

The timely payment of rent is required by your lease agreement. Please review these policies carefully to preserve your good credit with us. Our office policy concerning the payment of rent is as follows:

1. Your monthly rent is due the 1<sup>st</sup> day of each month, **regardless of what day of the week it falls on.** There is a grace period until the 3<sup>rd</sup> day of each month, again, regardless of what day of the week it falls on. The full amount of rent must be received by 5:00 p.m. on the 3<sup>rd</sup> day to prevent late charges. This does **not** mean 3 business days!
2. You may bring your rent into our office during our normal business hours of Monday-Friday 9:00-5:00. You may mail your payment to our office, however we do **not** go by the postmark date. You may also use our dropbox located right outside our door in the brick pillar on Brittain Street.
3. A Late Fee of 10% will be assessed to your account on the 4<sup>th</sup> of the month. The Late Fee is calculated on the total monthly rent amount.
4. Additional late fees of \$5.00 *per day* accrue if rent is not paid prior to the 6<sup>th</sup> day of the month.
5. The returned check fee is \$25.00. Any returned checks must be reimbursed with cash or money order within 48 hours.
6. Make personal checks or money orders payable to Parker & Associates.
7. We will only accept rent checks from the leaseholder or parents of lease holder. We do not accept third party checks. We do not accept credit card payments.
8. All rental payments must be in full. We do not accept partial payments or multiple checks for rent on a unit.

9. Cash payments are accepted in the exact amount only. We do not make change. **Do not** put cash in dropbox.
10. Security deposits cannot be applied to the last month's rent.

## TENANT INSURANCE

Tenant insurance is very important. Our lease states in paragraph 14 that Landlord shall not be liable for loss, damage, or destruction of any of the Tenants' personal property. **We strongly urge you to purchase Renter's insurance to protect your personal property.** Personal injuries occurring in the unit or other damages should also be covered. This coverage may be available through your parent's homeowner's insurance policy. Insurance can also provide coverage for living expenses if the unit suddenly becomes uninhabitable due to fire, wind, water, or other unexpected damage. Renter's insurance can also protect you from many liability claims resulting from your own activities as well. For example, if you cause a fire, you could be held liable for the damages caused to the unit and the property of others. Also, if a guest has an accident in your unit, you could be held personally responsible for the accident.

## UNIT KEYS

Each tenant will be issued one key to their unit after we have received their first month's rent. The key must be signed for in person in our office. We will not send keys through the mail. We will not issue keys to non-lease holders.

Hopefully, you will not lose your key or lock yourself out of the unit. If we are called to unlock a door, our fee is \$40.00. Most of our units are equipped with high security deadbolts. If your key is lost, we must re-key the unit and issue all new keys. The fee to re-key a unit and supply new keys is a minimum of \$80.00. Duplication of keys is not permitted.

The day you vacate your unit, your key **must** be returned to us. Returning your key is an important part of your lease agreement. If not returned, you will be charged a minimum of \$80.00.

## RESIDENT RULES & REGULATIONS

- The Lessor acknowledges the right of Lessee to entertain friends and to have parties and guests, but requires that perfect order and tranquillity prevail. Lessee, members of Lessee's family, and Lessee's guests shall at all times maintain order in the apartment and at all places on the premises, and shall not make or permit any loud, improper or boisterous conduct or otherwise disturb the comfort or interrupt the sleep of other Lessees.
- The driveways, sidewalks, courts, entry passages, stairs and halls shall not be obstructed or used for any purpose other than ingress and egress. Bicycles and such other vehicles shall not be brought into any building or onto the lawn, nor be allowed to obstruct the driveways, sidewalks, courts, entry passages, stairs and halls.
- Only Lessees, their families and invited guests, accompanied by Lessees, may use the swimming pool and other recreational facilities, if any, provided by Lessor, either on or off the premises. All such facilities may be used by such persons only in strict compliance with the supplemental rules and regulations from time to time adopted by lessor with respect to each of said facilities, supplemental rules and regulations may from time to time be amended.
- Windows and doors shall not be obstructed or covered. Nothing shall be thrown out of windows or doors. Lessee must exercise care and caution about leaving windows and doors open during inclement weather. Lessee shall be liable for any damage to interior, including paint, plaster, cabinets, carpets, floors, or damage to any parts of the premises resulting from failure to exercise reasonable care. Waterbeds are permitted at the discretion of the manager. Evidence of insurance is required.
- All windows, glass, doors, locks and hardware should be kept and maintained in good repair. Any damage shall be reported to Lessor immediately. The cost of repair or replacement thereon shall be borne by Lessor, unless such damage is caused by the act or negligence of Lessee.

## RESIDENT RULES & REGULATIONS

- Lessor will furnish one key per occupant to the apartment and one mailbox key per apartment. All keys must be returned to the Landlord upon termination of occupancy.
- Lavatories, sinks, toilets and all water and plumbing apparatus shall be used only for the purposes for which they were constructed. Sweepings, rubbish, rags, ashes or other foreign substances shall not be thrown therein. Any damage to such apparatus and the cost of cleaning plumbing resulting from misuse shall be borne by Lessee. Tenant is responsible for all clogged and stopped up toilets.
- Clothing, sheets, etc., shall not be hung from the windows, rails or porches or aired or dried in any yard space. All airing and drying of such articles shall be done in the places specifically provided.
- Lessee will place all trash and garbage in sanitary containers, in locations designated by Lessor.
- All radios, television sets, stereos, etc., must be turned down to a level of sound that does not annoy or interfere with other Lessees.
- Washing vehicles and boats and performing mechanical work thereon is prohibited. Parking of motorcycles in any other than designated vehicle parking area is strictly prohibited. Lessee agrees that Lessor has the right to remove and store said vehicle at Lessee's expense. Parking of racecars, junk cars or storage of any vehicle that is not operable is prohibited. Adequate parking areas are provided by the Lessor as a service to the Lessee on a first come first served basis with no designated parking anywhere. Parking of boats, recreation or commercial vehicles in other than designated parking areas is strictly prohibited. Lessor reserves the right to refuse parking of any vehicle, which may endanger life or property. Lessor or its agents have the right to remove and store or have removed and stored vehicles at Lessee's expense, which violate this rule.

## **RESIDENT RULES & REGULATIONS**

- Lessor reserves the right at any time and from time to time to prescribe such additional rules and to make such changes to the Rules and Regulations set forth and referred to above as Lessor shall, in its judgment, determine to be necessary for the safety, care and cleanliness of the premises and for the preservation of good order, comfort, or benefit of all Lessees generally.
- No utilities are provided by landlord. Utilities must remain on during the term of your lease.

## **GENERAL RULES OF CONDUCT**

- You must comply with community policies, local zoning ordinances, state statutes and federal laws. Illegal activity in the unit or on the property will not be tolerated.
- You are responsible for paying for all damages, any removal, defacement, or destruction of any property done by you, your guests, or your invitees.
- You must not pour grease down any sink.
- Do not cover the stove eyes with foil.
- You must not render the smoke detector inoperable. You must also notify the landlord of the need for replacement of or repairs to the smoke detector.
- Do not misuse the fire extinguisher provided with the premises. If you use the fire extinguisher to put out a fire, you must notify our office immediately.
- Furnace or air conditioning filters should be changed each month or at least each quarter.

**The changing of air filters and light bulbs are the responsibility of the tenant.**

## **GENERAL RULES OF CONDUCT**

- Littering is prohibited by all tenants and their guests.
- You must not use kerosene heaters or generators inside the property.
- No one may drive vehicles over the lawns or drive carelessly in the parking lots or in common areas.
- Parking vehicles on the grass is not allowed.
- Stuffed furniture is not allowed outside the unit. No couches or stuffed chairs are allowed outdoors.
- You can only place patio type furniture on the outside of the unit or on the porches.
- Do not hang clothing, towels, rugs, or any articles from the porch rails or windows.
- You must not permit oily rags, flammable materials, or hazardous substances to remain on the premises.
- You are not allowed to paint the walls, trim, doors, ceilings, floors, or fixtures, or alter the permanent structure. You cannot change or install any locks, or attach fixtures, shelves, mirrors, or lofts to the walls or doors.
- No barbecue grills are allowed inside units or on porches, patios, steps or hallways.
- Firearms are not allowed on the premises.

## MAINTENANCE PROCEDURES

During your occupancy, there may be an occasional problem in the unit or on the grounds. We try to respond to all maintenance problems in a timely manner. Most calls will be handled within 48 hours unless unusual circumstances exist. Maintenance requests should be called in early in the day. Late afternoon calls may be handled on the following day except in an extreme emergency.

Please note that Parker and Associates is responsible for maintenance. Tenants will be charged for any damages or misuse to the premises. The minimum tenant charge is \$45 so it's worth a second look at the problem before you call. Common causes for tenant charges include, but are not limited to, such things as clogged toilets, garbage disposal problems, dishwasher clogs, heat and air operation, sink drain clogs, icemaker breakage, and water damage. Below we will cover the best ways to avoid these and other tenant charges:

- Buy a GOOD plunger. Tenants are responsible for plunging their own toilet. If you call in a work order for a clogged toilet and maintenance only has to plunge your toilet to unclog it, you will be charged for their visit. Do not place paper towels, excessive tissue, sanitary items or foreign objects in the toilet. If your toilet does overflow, look for turn-off valve that is behind toilet bowl on the wall. Turn the valve clockwise until the water turns off.
- Do not place forks, bottle caps, bones, eggshells, and other non-degradable items in the garbage disposal. Large amounts of food and broken glass will also lock up the disposal. If disposal locks up, turn switch off and try to remove any items that may be stuck in the disposal. Then look for reset switch (normally located under the sink or on the bottom of the disposal). With the operating switch still in the off position, press reset switch until it clicks. If at this time, the garbage disposal still does not work, call our office for maintenance. Please note - you will still be held responsible for maintenance visit cost if there are items in the disposal that has caused it to be inoperable.
- Clean off dishes before placing them in dishwasher. Food & other debris left on dishes can cause dishwasher trap to fill up and make the dishwasher drain improperly or not at all.

## MAINTENANCE PROCEDURES

- Do not allow hair, toothpaste caps, cotton balls and swabs or other items to go down onto your sink or tub drain. This can cause the drain to clog and you to be charged for the maintenance visit.
- Become familiar with your thermostat. Know the meaning of its functions and switches. On most of our thermostats, there is a heat/cool switch and an auto/on/off fan switch. Make sure that the heat/air switch is set on the appropriate function for what you want. The fan will run constantly if it is in the "on" position, and will cycle on and off if set to "auto". When in use, always leave your fan switch set on "auto" for maximum performance from your heating and air system. You will also want to set the thermostat to the temperature that you are trying to achieve. Please note that in times of extreme heat or cold outside, your heating and air conditioning unit may not be able to get your unit to the temperature that you desire. If you think that your heat/air system is not functioning properly, call our office.
- If you have an icemaker in your refrigerator, you will need to keep an eye on the "arm" located above the ice bucket. Move it up to stop making ice and down to begin the ice-making cycle again. Be careful not to hit the "arm" with other objects in your freezer as it is fragile and if it is broken, you will be charged the material and labor that it costs to replace it.
- Although a leaky roof, leaking water heater, leaking water pipe, or leaky sink may be a maintenance item that Parker & Associates is responsible for, you may be charged a tenant charge if you do not report the problem in a timely manner. Water can cause severe damage. Keep water mopped up or dried with towels as much as possible. Please report all water problems immediately. As the occupant of the unit, you are the responsible for reporting all maintenance problems. Your water bill may also be much higher than normal if you allow a water leak to continue.
- If your heat is not working or your hot water heater does not have hot water, make sure that you have paid your gas bill if your unit requires gas service. If you are unsure if you have gas appliances, ask when you call our office. You will be billed for maintenance visit if all that is wrong is that your gas service has been turned off by provider.

## MAINTENANCE PROCEDURES

### Other maintenance issues that you will need to be aware of are:

- Excessive use of electricity in a given area of the unit may cause the power to go out in a section of the unit. If this occurs, check the breaker box. Check all breakers to see if they are in the “on” position.
- If your toilet begins to run constantly, turn off the valve located behind the toilet on the wall between uses. This will save on your water bill until maintenance can come out and fix the toilet. You can still use the toilet, you will just need to turn the valve on to flush and then turn it back off again to prevent it from running.
- If your refrigerator quits working, you will need to get a cooler to place your food in or arrange with a friend or neighbor to borrow some space in their refrigerator/freezer. Neither the landlord nor Parker & Associates are responsible for the replacement of spoiled food.

## EMERGENCY SITUATIONS

### **\*\*For life threatening emergencies, dial 911\*\***

For after hour emergencies, call 706-546-0600. This is our normal office number that is forwarded to an answering service after hours. A member of our staff is on call 24 hours a day/ 7 days a week. Non-emergency calls *should not* be called in to the answering service. **Emergency situations are defined as circumstances that put your safety in jeopardy or cause the unit to be at risk or uninhabitable.**

Emergency situations mean that danger or peril is present. When an emergency situation occurs, tenants should call the office and describe the emergency as completely as possible. Leave a name and phone number where you can be reached. Emergency calls will be returned soon after they are received. Emergency situations include:

- You smell smoke or see something on fire. Call 911 first.
- You have no water. (Make sure you have paid your water bill first.)
- Water is leaking from broken pipe or hot water heater. (Keep water mopped up as much as possible to avoid further damage to unit)
- All of the plumbing is stopped up and unusable.
- Heat is not working and the temperature inside your unit drops below 60 degrees.

- You cannot secure your unit because of broken window, door or door lock.

**Use common sense in evaluating your emergency situation.** Please do not call the emergency line for maintenance that can wait until the next business day or to discuss your rental payment. An air conditioning unit that doesn't cool is not an emergency.

## NO PETS POLICY

Our lease states that no pets are allowed in or on any of our rental properties without prior written consent of the Landlord. Tenants may not harbor, keep or housesit any pet, even temporarily, at any time on the premises. Feeding stray animals is also prohibited. Violation of this policy will result in a fine and can lead to possible eviction. The pet fine is equal to the full amount of the security deposit. Please do not bring your family pets for a “visit” to our property. Unless otherwise stated in your lease, No pets are allowed at any time.

## UTILITY CONNECTIONS

Our lease states that no utilities are provided by the landlord under the terms of your lease. Therefore, all of the utilities will need to be placed in the name of a tenant. The utilities for your unit should be ordered prior to your move-in. All utilities will need to be placed in the tenant's name no later than the beginning date on the lease. Most connections can be made without your presence, however you must be present to open the door for the Gas Company if gas is required in your unit. The utility companies listed below should be notified for connections:

Electricity  
GA Power  
706-357-6500

Natural Gas  
Choose your own provider

Telephone Services  
BellSouth  
706-780-2355

Water  
Athens Water Business Office  
706-613-3500  
or  
Community Water Management  
706-354-0504

Cable TV  
Charter Cable  
706-227-7334

## SECURITY DEPOSIT POLICY

We have found that poor communications cause misunderstandings concerning security deposits. This brief outline is to explain how management will handle security deposits. Refund of the security deposit is subject to the following provisions:

1. Full term of the lease has expired with no damage to property beyond normal wear and tear.
2. Entire unit including range, refrigerator, bathrooms, closets, and cupboards are clean.
  - a. Range and hood should be clean. The top of the stove, rings, drip pans and under the burners must be cleaned. The oven must be cleaned.
  - b. The refrigerator must be defrosted, all food must be removed, and the inside must be wiped clean. To avoid damages to the refrigerator, leave refrigerator plugged in and on lowest setting.
  - c. Kitchen cabinets and counters must be free to debris and clean. Cabinets must be emptied and all shelf paper removed. Sinks must be scoured.
  - d. Bathroom cabinets and closets must be emptied and cleaned. Tile, bathtub/shower stall must be cleaned and free of any soap scum, stickers and the adhesive removed. Commode must be cleaned inside and out. Sink must be scoured. Walls, baseboards, and tile free of dirt.
3. No holes or scratches on walls, other than those made by approved picture hangers. All nails must be removed. Nail holes do not have to spackled.
4. Ceiling fans, light fixtures and globes must be cleaned. Burned out light bulbs must be replaced.
5. No burns, holes, or stains on carpets or other floor surfaces.
  - a. All items must be removed from unit.

## SECURITY DEPOSIT POLICY (cont'd)

- b. **A carpet cleaning fee shall be charged to all units. The fee shall be \$30.00 plus \$15.00 per bedroom and \$15.00 per set of stairs. Additional carpet fees may be charged for stains and excessive wear and tear, the amount of which shall be determined at the time of the move-out inspection.**
- c. Vinyl, wood, and tile floors must be swept and mopped. Carpets must be vacuumed. Other floors must be free of debris and stains.
6. Balcony/Patio must be free of all debris and swept.
7. All keys must be returned to the Rental Office at, or before, move-out. Do not leave keys in the unit.
8. All windows and doors must be closed and locked, screens in place and mini blinds cleaned.
9. All utilities should be taken out of your name as of your move out inspection date.
10. No unpaid late charges or delinquent rents.
11. Forwarding address left with Rental Office and Post Office.

**If any or all of the above listed conditions are not met, a portion or all of the security deposit may be forfeited. Security deposits are returned by check within 30 days and are mailed to the forwarding address you provide the Rental Office upon your departure. You may not pick-up from the Rental Office nor may the security deposit be applied to the last month's rent.**

## PARKING POLICY

Parking in Athens can be somewhat challenging at times. In order to assist our tenants in handling this issue, many of our properties issue parking stickers. If you have leased a property that utilizes this method, we will post a notice on your unit in late August regarding when you need to pick up a parking sticker. Each tenant must pick up their own sticker and sign for it. When doing so, you must have the make, model and current tag number of your vehicle. Because parking is such a premium we do not issue parking stickers for non-leaseholders. Although we do not restrict guests from parking on a property, we do give first priority to our tenants and the residents of the property.

**The vehicles of family, guests, invitees or trespassers are subject to be towed at any time.**

You must park in a lined parking space and must not park in any fire lane or unmarked space. Vehicles parked in these areas are subject to be towed even if they have a parking sticker. If at any time, you do come home and there are no parking spaces available, you may contact our office and we will tow vehicles that do not have a current sticker. Please be aware that at certain times, such as athletic events, parking problems escalate and patience is required.

If you live in a downtown area, you will need to contact the Downtown Athens Development Authority at (706) 353-1421 or the Classic Center at (706) 357-4500 regarding parking.

## LEASE TERMINATION

Parker and Associates lease does not allow for early lease termination. Paragraph 28 states that “Tenant shall not be released from this Lease due to school withdrawal or transfer, business transfer, loss of job, marriage, divorce, loss of co-Tenants, bad health, enlistment in the armed service, or for any other reason.”

Although we do not allow you to break your lease, we will allow sub-leasing with our written consent. You will need to handle that through our office.

## LEASE RENEWAL

In your lease, there is a renewal option deadline. Because housing is a primary concern, we begin pre-leasing for the following fall on February 1<sup>st</sup> of each year. If you have not renewed your lease by January 31<sup>st</sup> you will risk losing your unit.

## LEASING CHECKLIST

- Sign Lease and pay security deposit.
- Order utility connections.
- Purchase Renter’s Insurance.
- Pay rent and pick up keys on Move-In day.
- Inform our office of your new phone number.
- Register new address with the local Post Office.
- Turn in your Move-In Inspection sheet.

## CONTACT US

To contact us at Parker & Associates...just call, fax or e-mail.

Phone: 706-546-0600  
Fax: 706-548-8840  
Website: [www.parkerandassociates.com](http://www.parkerandassociates.com)

We feel that this handbook has answered many common questions and concerns. However, if you wish to contact us, we are available at our office Monday – Friday 9:00-5:00 except for holidays.

Parker & Associates welcomes you to Athens and we look forward to working with you to make a Parker & Associates property your new Athens Home!