



Email: [info@yankeehomes.net](mailto:info@yankeehomes.net)

Dear Tenant:

Welcome! We hope the following information will assist in making your move-in as smooth as possible. Please feel free to contact us if you have any questions.

**Monthly Rent:**

The monthly rent is due by the first of the month. Late fees of \$10 per day begin after that. We use Cozy for rent payment. You should have received a link to signup. Please sign on the website to see if you are having any difficulties with the website.

**Renters' Insurance**

Per the lease agreement, each tenant is required to purchase renter's insurance. Renter's insurance is typically a nominal annual amount (~\$100/year) and helps cover a wide variety of situations. It protects renters from theft or fire of personal belongings, liability coverage for damages you cause and liability coverage from visitors' injuries.

**Utilities**

Please contact these utility companies to have the service placed in your name. Failure to contact the utility companies could result in your service being turned off.

<http://www.gwinnettcountry.com/portal/gwinnett/AboutGwinnett/Utilities>

Electricity	GA Power (M-F)	1-888-660-5890	<a href="http://www.georgiapower.com/residential/">http://www.georgiapower.com/residential/</a>
Electricity	Walton EMC	770-267-2505	<a href="http://www.waltonemc.com/index.php/myaccount/service/">http://www.waltonemc.com/index.php/myaccount/service/</a>
Water	Gwinnett Water	678-376-6956	<a href="mailto:DWRrental@gwinnettcountry.com">DWRrental@gwinnettcountry.com</a>
Gas	Deregulated		<a href="http://www.psc.state.ga.us/gas/certified_marketers.asp">http://www.psc.state.ga.us/gas/certified_marketers.asp</a>
Trash	Waste Pro	770-777-1447	
Cable TV	Charter	1-888-438-2427	<a href="http://www.charter.com">www.charter.com</a>
Cable TV	Comcast	1-800-266-2278	<a href="http://www.comcast.com">www.comcast.com</a>
Cable TV	AT&T U-Verse	1-800-288-2020	<a href="http://www.att.com/u-verse">www.att.com/u-verse</a>

**Move-in Inspection**

There will be no formal move-in inspection when you take possession of your residence. You will have 15 days after the start of the lease to fill out the property conditions report. The purpose of this report is to document the condition of the property when you take occupancy. Please feel free to be as detailed as you would like.

**Maintenance**

If there is a maintenance issue, please email [repairs@yankeehomes.net](mailto:repairs@yankeehomes.net). If it is an emergency, please contact our maintenance supervisor directly at 678-519-7576

## **Septic Tank**

As a reminder, your home is on a septic tank system. As such, it is helpful to be mindful of some of the best practices so that the system does not back up.

## **No Flush List**

- › Coffee Grounds
- › Disposable Diapers
- › Sanitary Napkins
- › Cigarettes
- › Fats, Grease & Oils
- › Disinfectants
- › Photographic Chemicals
- › Pills & Unused Medication
- › Thinners
- › Backwash Water from Water Softeners
- › Kitty Litter
- › Tampons
- › Condoms
- › Plastic Materials
- › Paper Towels
- › Tissues
- › Cloth
- › Dental Floss
- › Pesticides
- › Other Chemical Wastes
- › Paints
- › Varnishes
- › Waste Oils
- › Poisons
- › Sump Pump Discharge

## **Repair and Maintenance Requests**

As our organization has grown and we have begun to service more homes, it has become an increasing time commitment for our maintenance supervisor. In the past, many of you have texted or emailed Dave directly regarding maintenance requests. As his workload has increased substantially over the last year, we are looking to add part time maintenance help so we can effectively provide you with responsive and dedicated maintenance service.

Going forward, please email all repair requests to [repairs@yankeehomes.net](mailto:repairs@yankeehomes.net). I will be notified of the repair request, Dave will be notified and we can prioritize whether he will handle it or a third party. Please be specific as we understand the issue and can coordinate accordingly.

### **EXAMPLE:**

*FROM: [tenant@gmail.com](mailto:tenant@gmail.com)*

*TO: [repairs@yankeehomes.net](mailto:repairs@yankeehomes.net)*

*SUBJECT: 123 Main Street Upstairs Middle Toilet Leaking*

*All*

*Last night, the upstairs middle toilet started leaking from the bottom of the seat. Attached are a few pictures I have taken with my phone. I have turned off the water valve behind the toilet but cannot use the toilet. Please take care of it, thanks!*

*Tenant*

We are focused on making sure repair requests are handled in a timely and complete fashion.



Please send service repair requests to [repairs@yankeehomes.net](mailto:repairs@yankeehomes.net) with a detailed description of what is not functioning, which room pictures or any other descriptions. The landlord is responsible for structural repairs to the home that are not caused by the tenant. Any tenant caused issues/repairs (beyond normal wear) may be subject to the service price list below. This is only an indicative list of potential repairs. Services not listed may also incur costs.

**SERVICE PRICE LIST**

Trip Charge [1]	\$75
Additional Key/Lost Key	25
Additional Key/Lost Garage Door Opener	60
Broken Window Pane	75

**Plumbing**

Drain Cleaning	\$100+Plumber Cost
Septic Pumping	\$100+Plumber Cost

**HVAC/Furnace**

Pilot Light	\$100
Filter Replacement	50

**Landscaping**

Lawn Cutting [2]	\$50-100
General Pesticide Spray [3]	250

**ADDITIONAL SECURITY DEPOSIT**

**Painting**

Painting of one face of a wall	\$250
Bathroom Cabinets	75
Kitchen Cabinets	500

[1] Trip charge is only charged when our maintenance staff makes a trip to the property but finds no issue.

[2] Lawn maintenance is the responsibility of the tenant. To extent tenant would like the management company to mow the lawn, it will be a \$50-100 charge depending on size of lawn.

[3] Pest control is the responsibility of the tenant. To extent tenant would like management company to spray the home with general pesticide, that is the charge.



Below is a list of estimated charges of assorted items or jobs that may sometimes be required after a residence is vacated. All charges are including labor and any parts or materials required. Tenants are not responsible for wear and tear, although excessive wear and tear and neglect may incur charges.

**CLEANING**

Clean Refrigerator	\$75
Clean Stovetop	40
Replace Stove Drop Bowls	30
Clean Oven	75
Clean Stove Hood	50
Clean Kitchen Cabinets	75
Clean Kitchen Floor	50
Clean Tub/Shower and Surround	50
Clean Toilet and Sink	30
Vacuum throughout dwelling	200
Window cleaning (per window)	50
Clean fireplace	60

**GENERAL**

Replace Refrigerator Shelf	\$40
Replace Stove Oven Knob	30
Replace Ceramic Tile	\$200-900
Replace Countertop	\$200-1,200
Replace kitchen/bathroom handles	30
Replace Mirror	125
Replace Towel Bar	50
Replace Tub	300
Replace Bath Tiles	500
Replace Thermostat	200
Remove Trash/Debris	300
Replace Doorbell Unit	125
Replace Garage Door (Each)	\$500-1,200

**WINDOWS & TREATMENTS**

Replace window pane	\$80
Replace Venetian or Mini blind (ea)	50
Replace window shade	30
Replace window screen	50

**LOCKS**

Replace key	25
Replace door lock	50
Replace passage doorlock	50
Replace deadbolt lock	50

**GROUNDS / EXTERIOR**

Major yard Cleanup	500
Minor yard Cleanup	250
Mow lawn front and back	\$50-100
Clean gutters	200
Trim bushes	50

**FLOORING**

Cigarette burn in carpet/floor	\$100
Deodorize carpet	75
Repair carpet	300
Repair hardwood floor	125
Refinish hardwood floor	400
Repair linoleum	125
Replace bathroom linoleum	500
Replace kitchen linoleum	500
Replace floor tile	150
Replace ceramic tile	200

**WALLS**

Remove mildew and treat surface	30
Cover crayon/marker/pen marks	40
Repair hole in wall	75
Remove wallpaper	200
Repaint (per wall/ceiling)	50

**DOORS**

Repair hole in hollow core door	75
Repair forced door damage	150
Replace door (inside)	250
Replace door (outside)	350
Replace sliding glass door	800
Replace sliding door screen	80

**PLUMBING**

Replace kitchen faucet	200
Replace bathroom faucet	200
Replace shower head	75
Replace toilet tank lid	75
Replace toilet seat	75
Replace toilet	280
Replace garbage disposer	150
Snake Toilet	\$100+Plumber
Clear sewer/cesspool line	\$100+Plumber

**ELECTRICAL**

Replace light bulb	5
Replace light fixture globe	25
Replace light fixture	75
Replace electrical outlet/switch	15
Replace electrical cover plate	10

**EXTERMINATING**

Exterminate for cockroaches	560
Exterminate for fleas	400