



# STOTT HOMES

SALES & MANAGEMENT

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3380 Trickum Rd. Bldg 1300 Suite 100  
Woodstock, GA 30188

770-726-1256

Thank you for renting from Stott Homes. We hope your new home is everything you hoped it would be. The property owner has hired us as their agent to represent them in handling and protecting this investment for them. While your rental agreement and the Landlord-Tenant Code are fairly complete we feel it is important to further outline and clarify rights and responsibilities of both you as a resident and as landlord.

We consider you a resident who deserves a quality of lifestyle as if you owned this home. We want to keep this home in *as good or better* condition as on the day of your move in. It is your responsibility to inform me of any breakdowns, leaks, malfunctions or other problems that can arise in any home. We assure you that we will handle legitimate concerns of yours in a timely and professional manner.

Please read the following few pages thoroughly as we have found that doing so prevents many future misunderstandings. If you have any questions or suggestions please do not hesitate to call Matthew, Property Manager at 770-695-1120 or Mike Stott, Consultant at 678-232-0927.

Welcome again,

Matt Stott, Donna & Mike Stott Property Managers  
Revised 1/2025

## General Items

**Payment of Rent** must be made to our office **on or before your due date** as written in your Rental Agreement. The rent is late on the 2<sup>nd</sup> of the month however most contracts don't charge a late fee until the 4<sup>th</sup> or 5<sup>th</sup> of the month. To be clear, your rent IS late if it's paid after the 1<sup>st</sup> so please make arrangements to have it to us BEFORE or ON the due date. Make checks payable to Stott Home and please write down the address of your home on the check in the notes field. ***Please Note: If your check is lost or late you will owe the late fee.*** You may also arrange for your bank to AutoPay Stott Homes and Management for the amount of the rent delivered by the 1<sup>st</sup> of each month to 3380 Trickum Rd. #1300/100 Woodstock, GA 30188. You can Also ZELLE us at [zelle@stotthomes.com](mailto:zelle@stotthomes.com). Your "account number" is your property address. We do NOT accept cash but will accept cashiers checks, money orders, and after month 1, we will accept personal checks (providing there have been no "bad or bounced checks.") If you have a problem paying your rent on time please call us and discuss the circumstances BEFORE the due date. Open lines of communication are essential resolving any differences. Failure to pay the rent or returned checks/insufficient funds will result in additional late and/or legal fees charged to you.

If you plan to pay in person or stop by at our Woodstock office, please call ahead to make sure someone will be available to help you.

If your check is returned by your bank, you will be charged \$90 and Stott Homes will not accept personal checks from you in the future; after any "bad or bounced check" you must pay with a money order or cashiers check.

**Your Security Deposit** is held in an escrow account at Bank of America. **The security deposit may not be used to pay rent under any circumstances!** When your lease is terminated, your move-out forms are completed, and all keys/openers have been returned, **your deposit will be returned to you less any charges against it (within thirty (30) days.** It may ***not*** be used as your last months' rent.

**The Move-in/Move-Out Form** is very important, as it will be used in checking you out of this property. Any damaged or broken items not listed on the form at move-in will be assumed to have been caused by you and you will be responsible for the repair/replacement of such items. Normal wear and tear are **not** your responsibility. You have seven (7) days from the date of occupancy to change or amend your inventory and condition form. If you find any problems not identified on your move-in form in your home please let us know within the seven-day period. Please be aware

the move out inspection is only to be scheduled during normal banking hours. Non-normal working hour move-outs will be subject to a \$200 charge.

**Insurance** for your personal belongings is strongly encouraged. Owner's insurance does NOT cover any of your personal property under any circumstance. A *Renters' Insurance* Policy is inexpensively obtained and will protect you from loss. If you have a waterbed you must obtain waterbed insurance to protect yourself from liability should your waterbed rupture. We would also like to have information on your Auto insurance on file in case your vehicle should cause damage to the property.

**Periodic Inspections** will be made approximately every three to six months to protect your and the owners' interests. This inspection should take between 10-20 minutes. This is normally coordinated around the lease renewal as well as in-between. A video or photos may be taken at this time.

**Guests** are allowed but any guest who stays overnight 14 days within a 3-month period is considered a tenant and must be approved by the Landlord. Such approval will include a credit/background report (\$50 per adult) and the owner's approval.

**Pets** are only allowed as per contract and require an additional non-refundable Pet fee. Turtles, birds and children's fish are normally excluded from this clause. Fish tanks up to 2 gallons are allowed, anything larger will need to be included in your lease.

**Smoking** of any sort (cigarettes, vapes, cigars, etc.) is not allowed in units we manage. The cost to clean a home after smoking has occurred in it can be very expensive including special cleaning and deodorizing curtains, carpets, etc. Violation of this rule will generally cost you over \$1000.

## Emergency Procedures

Occasionally an emergency will occur. A prompt and proper response by you will save you, the owner, and Stott Homes time, money and frustration.

**Water cut off valves** are located under each sink, by each toilet, and by the washer if a particular leak occurs. For a burst pipe there is generally a water shut off valve outside the house/unit. Please become familiar with the location and operation of these shut offs and use them immediately if there is a water leak. Then call us.

**The Circuit Breaker** or fuse box is used for shutting down electrical power. Become familiar with the location and switches. Check to see if breakers have popped. Then call us.

**If there is a fire** use a fire extinguisher or call the fire department immediately. Then call Stott Homes at 770-726-1256; 678-232-0927.

**For Freezing Weather** Leave inside fixtures on with a slow drip, open cabinets so warm air can flow to pipes, cover up outside spigots, drain external pipes, and call us with any problems.

**If an appliance breaks it is generally NOT an emergency. Emergencies are burst pipes, a burst water heater, and/or a fire.**

For faulty appliances or other problems Stott Homes at 770-726-1256; 678-232-0927. If there is an emergency and you can't reach us please use common sense in handling it. Examples: Call a local plumber after trying to reach us if there is running water. Common sense would also mean to do what you can to stop the water using cut off valves, so that more damage is prevented. If there's a fire call 911 immediately.

Type of Emergency	Real Emergency?	Solution
Burst Water/Leaks	Yes	Call Us, Call Plumber
Broken Refrigerator	No	Buy Cooler, rent refrig
H2O heater leaking	Yes	Call us Call Plumber
Broken Disposal	No	Don't use call us
Clogged toilet	No (did you all clog it?)	Don't use call us
Roof Leaks	Depends	Move valuables, Put out bucket Call us
Noisy Neighbors, Dogs Barking	No	Call Police and file complaint
Fire	Yes	Call 911 then call us

*Please use "common sense" when any problem occurs feel free to call us Monday through Friday 8:00 until 5:00 p.m. if you have any questions and after hours for emergencies.*

### **General Questions and Answers**

**1) Something breaks what do I do?**

Call us during normal business hours and discuss the problem with us. General maintenance

and wear/tear items (light bulbs, stovetop drip pans, window cleaning, yard watering) are the tenant's responsibility. Big items are generally the owners' responsibility. In many cases clogs and disposal jams are tenant caused and therefore your responsibility. If there is an item needing replacing (a toilet seat or a screen) we can often times have the owner pay for the materials if you'll provide the labor. Please do not take any out-of-pocket funds for repairs from the rent. If a reimbursement is in order, you will be given a check.

**2) NWATLPM is sending out a repair person - are you going to let them into my home?**

In most cases we won't be going out unless the repair/improvement is a big job. On minor repairs the repair person will schedule with you directly. *If we are required to be there because you cannot there will be a service fee charged to you of \$75.*

**3) We want to renew our lease what do we need to do?**

Call us, and assuming it fits the owner's plans and you have proven to be a reliable tenant we'll coordinate the new lease. Most leases will automatically renew but its always nice to chat with you.

**4) We want to end our lease early what are the penalties?**

You are responsible for the terms of your lease. If you are on a fixed lease you may be liable for the full rent owed. We try to work with you in finding a replacement tenant but there will be advertising and vacancy costs. On a month-to-month lease you need to give us 30 days written notice prior to vacating. If you are in the military and you get orders to move you must give us 28 days written notice and a copy of your orders.

**5) We have lots of bugs - what do we do?**

If you've just moved in call us and we'll discuss remedies. If you've been in the unit for awhile it is your responsibility to care for. We suggest the roach motels, bait traps, and the fumigators available at local stores.

**6) We're going out of town for a few weeks, do we need to notify you?**

Yes, please notify us in writing for any absence longer than 5 days. This is so we can be aware of the vacancy in case of emergencies.

**7) We're getting ready to check out - do we need to do anything special?**

Our move-out inspection procedures are fairly extensive. If requested we will send you a "Suggested Checklist for Vacating Tenants" form. You must clean the unit thoroughly including all windows, screens, appliances (inside and out), and ceiling fans. Your official move out date will be the day utilities are disconnected and the keys returned to us.

**8) I'm responsible for yard care - what does that mean?**

Generally, you have to keep the yard in as good or better condition than when you moved in. In Atlanta you have the four different seasons which require different amounts of time each week devoted to lawn care. In general, you are responsible for any of the following not covered by any HOA: watering, mowing, trimming, haul away, fertilizing, putting in mulch and or pine straw etc. The owners are responsible for tree trimming and removal. If you are unable to do so we can help coordinate a service for you at your expense. They are surprisingly affordable.

**9) What else do I need to know?**

In general, regular household upkeep is your responsibility. You are renting the unit as a whole, including upkeep. Examples, not excluding other applicable items: If you use the fireplace, it is your job to maintain it including an annual cleaning. The A/C system has filters that required replacing every 2-3 months. Maintenance of items like smoke detector batteries; lightbulbs; drip pans on the stove; etc. are your responsibility to maintain and replace as needed. Unless the lease specifically says otherwise you are responsible for all yard care.

### **Tenant Move Out Information**

When the home is completely vacated a complete move-out/inspection will be done. Please arrange the formal checkout after the home in good order and completely cleaned. If this is not done deductions from your security deposit will be made. Here are some sample deductions:

<u>Item</u>	<u>Approximate Deduction</u>
Complete interior Cleaning	\$600 to \$900
Yard Cleaning	\$300 to \$900
Window Cleaning	\$25 per window
Dirty Stove	\$90 to \$150
Dirty Refrigerator	\$90 to \$150
Large (> 1") Hole in Wall	\$75 per hole
Excessive Nail Holes	\$200 per wall
Trash/Debris Removal	\$300 per pickup truck load
Lost Keys	\$50 per lock
Lost Pool/Security Key/Fobs	\$25 to \$350 per key
Damages to Door/Trim	\$75 or per estimate
Repainting Required (no Permission)	\$600 per room
Floor Cleaning	\$100 per room
Broken Windows	As per bid • \$250/\$350 per
Damaged Screens	\$60 to \$150 per screen
Paint Chips on Appliances	\$75per chip
Decals/Sticky Stars on Walls/Ceilings	\$20 per item
Missing or Burned out Bulbs	\$15 per bulb
Missing Smoke Detectors	\$40 per detector
Carpets not professionally cleaned	\$300 to \$700 – per bid
Fleas	\$500
Unpaid late fees/charges	Amount owed
Pool care	\$400 to \$800 - per bid
Other Damage	Per Bid

If you have any legal questions, you can reference them by searching the Georgia

Landlord Tenant Handbook online or look on our website at  
for the latest version we have downloaded for you.

Other forms are also on this page for your use.

The most recent numbers we have for services to help you with questions are:

Tenant/Landlord Advice Line 404-463-1596

Legal Aid / Pro Bono 404-669-0233

Utilities

Are accounted for in your individual lease. If there is an omission of any utilities, you will be responsible for those so check the lease carefully.

You are responsible for turning them on upon move-in and leaving them connected until the move-out inspection is completed. There is a fee of \$25 per day after 3 days if the utilities are not transferred over to your name upon move in, plus any charges for the utility use. There is also a charge of \$250 per utility for any utilities turned off before 3 days after the move out inspection, so please be sure they are on.