



*Expert Property Management*

## ***Welcome to your new home!***

To: All New Tenants  
From: All County® Expert Property Management  
Subject: Basic Information

Welcome to your new residence and All County® Expert Property Management. We would appreciate it if you would **let us know your new phone numbers** as soon as possible. Remember to also **have all the utilities put in your name** effective the first day of your lease.

The following information is designed to answer frequently asked questions and to minimize confusion related to caring for the property and interacting with All County® Expert Property Management.

Included in this package is:

- All County® Expert Property Management contact numbers
- Paying Rent and Maintenance guidelines
- Care and use information
- Police and Fire department phone number (911)
- Utility and service directory
- Move-out procedures

Please review this document and keep on file for reference.

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### **All County® Expert Property Management Contact Information**

All County® Expert Property Management  
1205 Peachtree Parkway, Suite 1103  
Cumming, GA 30041  
Phone: 770-450-8200  
Fax: 770-450-8211  
Website: [www.allcountyexpert.com](http://www.allcountyexpert.com)  
Email address: [contact@allcountyexpert.com](mailto:contact@allcountyexpert.com)

## **PAYING RENT**

- Rent is due on the 1<sup>st</sup> of each month. It may be mailed, delivered to our office, **or paid online through our Resident Portal.**
- Make checks payable to: **All County® Expert Property Management**
- Rent may be paid by personal check, money order or cashier's check. **NO CASH! Remember that late charges will be assessed as per your lease agreement.**
- Please put your name and rental address on your check/money order every time to ensure that you are properly credited with the payment.
- Be sure check or money orders are completed with the names of payer and payee. **All County® Expert Property Management will not be responsible for cash or incomplete money orders left on premises.**
- Rent delivered to All County® Expert Property Management should be deposited in our drop box located outside the main door during business hours, as well as after hours.
- Receipts will not be given for rent payments during business hours. A self-addressed stamped envelope, with a note requesting a receipt, must accompany the rent payment, and one will be mailed to you.

## **MAINTENANCE**

- If a maintenance issue should arise, please complete a **maintenance request on the website at [www.AllCountyExpert.com](http://www.AllCountyExpert.com). If you don't have online access, you can fax your request to 770-450-8211.** We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request.
- When making a request, be specific about the problem and where it is located. Remember to include your name, property address, contact numbers and email address and the best time and number(s) to reach you at.
- Tenants must be prepared to schedule time and make themselves available during normal business hours to let a vendor or repair person into the property. Otherwise, you must give permission for All County® Expert Property Management to provide a key for the vendor to enter during your absence. Please note: all vendors are licensed and insured, but are not affiliated with All County® Expert Property Management, as we do not have a maintenance staff.
- Tenants are responsible for securing any pets that vendor may encounter. Failure to do so will result in work request not be completed and Tenant be charged for the service call.

## **EMERGENCY MAINTENANCE**

- If you have an emergency that cannot wait until the next business day and it is before or after regular business hours, you can call our office and choose the **emergency maintenance request option.** Leave your name, address, telephone number and nature of the emergency. **Make sure the number you leave will accept private calls.** Phone numbers that do not accept private calls will not receive a return call and the request will not be answered.

- An emergency is considered a fire, flood, or any other hazardous or dangerous condition.
- An emergency is **NOT** your air conditioning not cooling, the oven not working, a problem with the neighbor, etc.

### **LOCKED YOURSELF OUT?**

- All County® Expert Property Management keeps extra keys for each property. During regular business hours you may come by and borrow a key, which must be returned to our office within 24 hours. After business hours, keys are not available and you will have to call a locksmith.
- Be sure to carry all your door keys (handle and deadbolt) with you. When vendors are authorized to enter a property, they are required to secure the premises when they leave. That includes setting the deadbolt or locks whether you set them or not.

### **CARE AND USE INFORMATION**

The following information has been gathered in response to requests from residents looking for guidelines regarding maintaining the rental property. If you have questions about the use and care for items not on this list, please call All County® Property Expert Management.

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PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY  
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### **AIRCONDITIONING AND HEATING UNITS**

- All Tenants are responsible for cleaning and replacing the filter at least one time per month. Problems caused from the failure to clean/replace the filter may be the tenant's responsibility.
- To help in preventing the freezing of pipes, follow these procedures when the temperature outside falls (or will fall overnight) below 32°F. Leave the thermostat regulating the heat in an 'on' position, set the thermostat to a minimum of 60°F and leave the faucets dripping.
- Dust can accumulate at room vents as well as the return vent. A small broom brushed against the vent openings will clear away and dust and help the unit work more efficiently.
- Do not place furnishings or anything against the return vent that will block airflow.
- Make sure outside unit is clear and unobstructed. Placing objects upon or against Unit will cause it to burn up the motor.
- In the event air conditioning is not functioning, make sure the circuit breaker is

not tripped. If you detect water around the unit, it generally is because the drain line is clogged. This is usually a result of not changing the filter regularly. A drain line can be unclogged by sucking it out with a wet vac. Pouring vinegar periodically will also keep the line free of buildup.

### **DRAINS AND TOILETS**

- Avoid letting food, hair, grease and too much paper get down the drain.
- Clogged drains caused by food, hair, grease and excessive paper are the tenant's responsibility. Some dishwashers will clog from food left on dishes when put in the machine. Always rinse dishes prior to loading dishwasher.
- An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking Soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- After bathing remove excess hair left at drain catcher to avoid clogs.
- Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Never put sanitary napkins, diaper or handy wipes, napkins or paper towels down the toilet.

### **GARBAGE DISPOSALS (if applicable – not all units have garbage disposals)**

- Always run water while the disposal is operating to avoid damage to the unit. Let The water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.
- Disposals are designed to grind up **organic materials only**. Exceptions include banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grinds, bones or any item that is particularly tough. The exception items listed above should not be placed in the disposal. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit is not operating check the reset button. Make sure everything is cleared from unit and nothing is jamming it. **Problems caused by users are the tenant's responsibility.**

### **POWER OUTAGES**

- If the power goes out in your home, check to see if the whole area is without power. If it is out in the entire area, chances are the provider is already aware, but you can try to call and report it.
- If the power is only out in your home/unit, check the circuit breaker box. One or more circuits may be tripped and you may see them in the off position. If no switch is **off** turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem call your energy provider and report it. If they inform you that it is a

problem with your individual unit, then call All County® Expert Property Management.

### **REFRIGERATOR COILS/CATCH PANS**

- Keep coils on refrigerators free of dust.
- Most refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. It is normal for the drip pan to accumulate water. Please take a moment to get acquainted with your appliances.
- Refrigerators need to have a normal amount of contents in order to stabilize their temperature. Make sure you give your unit enough time to get properly cold.

### **OVEN RACKS AND PANS**

- The easiest way to clean oven racks and pans is to put them in a heavy duty Garbage bag (do this outside), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks and pans and the grease will wipe off with very little effort.

### **MILDEW**

- Bleach is the best product for removing mildew that forms around the edges of showers, tubs, tile on the walls, around metal windows and anywhere there is moisture. The easiest way to remove mildew is to cut paper towels in half and fold them in one-inch strips. Dip each strip into the bleach bottle. Lay the bleach soaked strips directly on the affected area and leave it there for several hours. It works great! Remember to wear rubber gloves and have proper ventilation.

### **HOUSE PLANTS**

- Be sure that drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

### **KITCHEN COUNTERS**

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

### **WOOD DECKS AND PORCHES**

- Potted plants and flowers add beauty and appeal to a property. If you have planters or pots, please put "feet" under them so that they are raised up off the deck a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the deck.

### **LAWN AND SHRUBBERY MAINTENANCE**

- Lawns are to be kept mowed and in a neat fashion at all times. Bushes should be trimmed, so as not to grow unruly.
- Most properties do not have sprinkler systems. Hand watering is encouraged, but should observe any local watering restrictions. Brown spots from lack of water and any loss of lawn (due to bugs not reported) will become the tenant's responsibility.

## **SMOKE DETECTORS**

- Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries at the beginning and end of daylight savings time.

## **GENERAL CLEANLINESS**

- While most of us don't need reminding, it is important to keep your unit in a clean and sanitary condition.
- Take trash out immediately to trash receptacles. Do not leave trash outside by your door. This will attract bugs and unwanted pests.

## **REMINDER**

- Please be courteous to all neighbors.
- Watch out for children playing.
- Obey all local and state ordinances.

## **FREQUENTLY CALLED NUMBERS/UTILITY PROVIDERS**

### **In case of emergency-Fire, Police or Ambulance**

**911**

#### **Gas**

**Atlanta Gas Light (Leaks, Odors or Emergencies)**

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

**1-877-427-4321**

*Certified Gas Marketers in Georgia – Deregulated - [www.psc.state.ga.us/gas/ngdereg.asp](http://www.psc.state.ga.us/gas/ngdereg.asp)*

- Commerce Energy 866-587-8674
- Constellation Energy 877-677-4355
- Fireside Natural Gas 678-872-0250 / 866-517-0250
- Gas South 866-762-6427
- Georgia Natural Gas 770-850-6200 / 877-850-6200
- Infinite Energy Inc. 770-661-1870 / 877-342-5434
- Kratos Gas & Power 800-296-2203
- North American Power 800-319-4224
- SCANA Energy Marketing 877-467-2262
- SCANA Regulated Provider 866-245-7742
- Stream Energy 866-543-4642
- True Natural Gas (Coweta-Fayette EMC Company) 770-502-0226 / 877-746-4362
- Walton EMC Natural Gas 770-267-2505 / 866-936-2427

## **FREQUENTLY CALLED NUMBERS/UTILITY PROVIDERS (continued)**

### Gas (other than above)

City of Buford - [www.cityofbuford.com/Gas.aspx](http://www.cityofbuford.com/Gas.aspx) 678-889-4600  
City of Lawrenceville – [www.lawrencevillega.org](http://www.lawrencevillega.org) 770.963.2414

### Power/Electric

Georgia Power – [www.southerncompany.com](http://www.southerncompany.com) 888-660-5890  
Sawnee EMC – [www.sawnee.com](http://www.sawnee.com) 770-887-2363  
Jackson EMC – [www.jacksonemc.com](http://www.jacksonemc.com) 706-367-5281  
City of Buford – [www.cityofbuford.com](http://www.cityofbuford.com) 678-889-4600  
City of Lawrenceville – [www.lawrencevillega.org](http://www.lawrencevillega.org) 770.963.2414

### Water

Fulton County Water – [www.fultoncountyga.gov](http://www.fultoncountyga.gov) 404-612-6830  
City of Roswell – [www.roswellgagov.com](http://www.roswellgagov.com) 770-641-3759  
Gwinnett County – [www.gwinnettcountry.com](http://www.gwinnettcountry.com) 678.376.6800  
City of Buford – [www.cityofbuford.com](http://www.cityofbuford.com) 678-889-4600  
City of Lawrenceville – [www.lawrencevillega.org](http://www.lawrencevillega.org) 770.963.2414  
City of Cumming – [www.cummingutilities.com](http://www.cummingutilities.com) 770.781-2020

### Garbage

City of Roswell – [www.roswellgagov.com](http://www.roswellgagov.com) 770-641-3759  
Republic Services (City Alpharetta) – [www.republicservices.com](http://www.republicservices.com) 678-297-6060  
City of Lawrenceville – [www.lawrencevillega.org](http://www.lawrencevillega.org) 770.277.7452  
City of Cumming – [www.cummingutilities.com](http://www.cummingutilities.com) 770.781-2020

### Phone/Cable/Internet

AT&T – [www.att.com](http://www.att.com) 800-205-6268  
Comcast Cable – [www.comcast.com](http://www.comcast.com) 800-266-2278  
Dish – [www.dishnetwork.com](http://www.dishnetwork.com) 800-333-3474  
DirectTV – [www.directv.com](http://www.directv.com) 888-2387177

### Schools

Fulton County Schools – [www.fultonschools.org](http://www.fultonschools.org) 404-768-3600  
Forsyth County Schools – [www.forsyth.k12.ga.us](http://www.forsyth.k12.ga.us) 770-887-2461  
Gwinnett County Schools – [www.gwinnett.k12.ga.us](http://www.gwinnett.k12.ga.us) 678-301-6000

## **MOVE OUT PROCEDURES**

- Please provide proper notice of any lease terminations as per your lease agreement. If you would like to be present during the move-out inspection please arrange, well in advance, with your property manager.
- All keys need to be returned to the office. All openers, amenity cards, mailbox keys, etc. need to be returned to the office to avoid replacement charges.
- Rental units need to be returned in clean, ready to rent condition. That means that the unit should be completely cleaned, including appliances, cabinets, drawers,

blinds, window sills, baseboards, etc. The carpets should be professionally cleaned – please save your receipt.

- If you are responsible for lawn maintenance, please ensure that the grass is mowed and free of weeds, the shrubs are trimmed and well maintained, the mulch is refreshed in planting areas, and the grounds are free of leaves, debris, etc.
- Rental units should be free of all personal belongings, as well as free of trash and debris.
- Please remember to keep the utilities on for at least 3 business days after the end of your lease agreement (to complete the Move out Inspection).
- **If you have any questions about the notification process or move out procedures, please contact our office to discuss.**