



# Resident Handbook

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This handbook is **Vision Realty**'s way of informing our residents of the vital information they need in order to enjoy their **Vision Realty**'s rental experience. It will serve as your guide regarding paying rent, handling maintenance, lease renewals, early terminations, Homeowner Association issues, property visits, and a host of other topics. You'll find just about everything you need in this handbook.

# General Information

## A. Office hours, numbers, and basic company information

**Vision Realty** is open during normal business hours 9:00 am to 5:00 pm Monday through Friday. You can slide a check or money order under the front door of our office after-hours if we are closed and the door is locked. Our address and contact information is:

**Vision Realty & Management LLC**  
**402 Adamson Square**  
**Carrollton, GA 30117**  
**Phone: 770-836-1178**  
**Fax: 770-836-0204**

## B. Vision Realty's Core Values

1. We commit that our marketing material and the information on our web site will accurately represent who we are, what we've accomplished, and what we do.

2. We will always treat customers, vendors, and each other with courtesy, respect, and professionalism.
3. We are committed to providing our residents with a clean and well-maintained place to live.
4. We will not tolerate unethical behavior by our staff or vendors.
5. We will follow the laws (and codes of ethics) that regulate our business.

**C. *Vision Realty's Mission Statement***

Our mission is to serve our residents by providing them with a pleasant rental experience.

# Paying Rent

**A. Payment Options**

We accept personal checks, money orders, or certified funds. You can bring payments to our office or mail them to 402 Adamson Square Carrollton, GA 30117. You can also pay online through the tenant portal of our website.

**B. Due Date**

Rent is due on the 1<sup>st</sup> of the month and is considered late on the 2<sup>nd</sup>. If the check is not received by 5:00 P.M. on the 5<sup>th</sup>, a 10% late fee will be assessed.

**C. Personal Checks**

Personal checks are acceptable at any time before the 5<sup>th</sup> of the month. After the 5<sup>th</sup>, certified funds are required. Certified funds are also required if checks are being returned for non-sufficient funds.

**D. No Cash**

We have a "NO CASH" policy for everyone. Please use checks, money orders, or certified funds.

**E. Late Fees**

After the due date, rent will not be accepted without the 10% late fee. We encourage you to pay rent by the 5th to avoid paying any late fees.

**F. Late Letter**

*Vision Realty* will mail you a late notice if rent has not been received by the 5th. This letter may cross in the mail with your payment. You must pay with a certified check or money order after the 6th including the late fee.

**G. NSF Check**

NSF fee of \$35 is due regardless of the reason. (Your bank may reimburse you for this charge if they were at fault.) If this happens, *Vision Realty* has the right to request certified funds from that day forward. You will be given 48 hours to make the check good. If you fail to make payment in full within 48 hours, the 10% late fee, rent payment and the NSF fee will be required in certified funds.

**H. After the 10th**

If rent is still unpaid by the 10<sup>th</sup>, **Vision Realty** will begin dispossessory proceedings. Once this has started, rent will not be taken without the late fee and a \$73 dispossessory fee in certified funds.

#### I. **Pro-rated Rent**

Rent is always due on the 1<sup>st</sup> regardless of when you move in or when your lease term begins. If your lease begins part way through the month, a full month's rent is required the first month, and the pro-ration is paid on the first of the second month.

#### J. **Last Month**

Rent is required every month, including your last month. You may not use the Security Deposit to pay rent.

#### K. **Payment Ledgers**

**Vision Realty** keeps close track of all moneys due and paid by each resident. You can get a print out of this ledger for your personal records. Requests must be made in writing and they will be mailed to the property address.

#### L. **Using the Mail**

You may always mail your rent to **Vision Realty**. However, if received after the 5<sup>th</sup> the late fee will be due. We recommend you mail your rent early and date your check the 1<sup>st</sup> of the month. We will hold it until the 1<sup>st</sup>.

#### M. **Bring to the Office**

To assure that payment is received by the 1<sup>st</sup> you may want to bring it to the office. A drop box on the front desk is available for your convenience. Office hours are 9:00 A.M. to 5:00 P.M. Monday through Friday. **After-hours Policy:** You can slide a check or money order under the front door of our office after-hours if we are closed and the door is locked.

#### N. **Paying less than the balance due**

If there is an outstanding balance due on your account, we will notify you in writing twice. After that, we will refuse payment (return payment) unless it is for the full amount. We will work with you on a payment plan when necessary, but it must be approved by the property manager, in writing. You will not be able to keep a running balance due.

#### O. **Credit Reporting**

**Vision Realty** will give you an acceptable amount of time to pay moneys due under the lease. If you refuse to pay, **Vision Realty** is a member of the national credit bureau and will report monthly your failure to pay all monies due.

## Maintenance Issues

#### A. **Emergency Maintenance**

**Vision Realty** monitors a 24 hour hotline for maintenance emergencies. You will be charged fines if you leave messages on the hotline that is not considered an emergency. We define an emergency as anything that threatens the health of the occupants or destruction of the property like flood, fire, sewer back up, burst water pipes, burst water heater, etc. For emergency maintenance items, call 770-836-1178 Ext.223 and leave a voicemail with your **Name, Address, Phone number, and Detail of the emergency**.

**1. Emergency Defined**

An emergency is anything relating to the property under the lease that is threatening to life, health, or the property.

**2. Examples**

Fire, tree blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the weather is below 45 degrees) a/c out (if temperature outside is above 85 degrees). **If the emergency is life-threatening, call 911 immediately!**

**3. The Following are NOT Emergencies**

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, a/c out if the temperature outside is below 85 degrees, water heater out. **Vision Realty** is not liable for loss of food caused by appliance break down.

**4. Warning**

If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. If you call the Emergency Line for a Non-Emergency you will be charged a \$100 fee. Do not call in an emergency unless it is truly an emergency as outlined above.

You will also be charged a \$75.00 trip charge if you set up an appointment with any contractor and do not show up for the appointment.

**B. How to submit a work order request**

Because we put such a high priority on keeping the property in good condition for the enjoyment of the tenant, we make it easy to request maintenance. Because the phone is such a hard way for us to take a work order 24/7, we require that you submit a work order requests in writing. Oral requests will not be accepted. You can mail requests, bring requests in writing into the office, or email work order requests to lwooten@visionwestgeorgia.com

**C. Resident's Maintenance Responsibilities**

Renting a house is not like renting an apartment. **Vision Realty** does not have a maintenance handyman living in your neighborhood to run to the property and fix things immediately. There are some items that you can take care of yourself such as clogged toilets, GFI switches that need to be reset, and minor items as explained in this document that you signed at your move in.

Single-family homes and condos are different than apartments. In an apartment community there is usually a full-time maintenance man on site that can attend to repairs immediately. This is not the case when you rent a single family home or condo. Keep this in mind:

1. Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed (e.g. chipped paint, missing screens, doorbells that do not work, etc.).
2. Damages caused by abuse or misuse will be charged back to you. We will rely on the servicing contractor to tell us if you caused the problem.
3. If plumbing gets clogged due to items you or your children dropped in the toilet, it will be charged back to you. This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you

(e.g. roots in system), clogged plumbing will be your responsibility.

**Vision Realty's** responsibility for plumbing problems run between the house and the street only. The city is responsible for water lines in the street.

Resident is responsible for dislodging things that have been flushed down the toilets or sinks. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has made an effort to solve the problem, **Vision Realty** will take on the challenge.

If **Vision Realty's** plumber reports that the problem was caused by the resident, e.g., brushes, toys, personal property in the system, the expense of the plumber's visit and repair will be incurred by the resident. **Vision Realty** will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

4. Monitoring of security systems is not handled by the property manager or the owner. You will need to make your own arrangements to set up service in your name.
5. We will make every effort to deliver the property to you free of pests. It is your responsibility thereafter to keep it that way. We recommend you use a licensed professional exterminator. It is your responsibility to deal with squirrels, insects, chipmunks, wasps and bees, ant beds, roaches, ants, etc.
6. Lawn care and gutter cleaning is your responsibility. You must do regular mowing, watering, trimming and edging, weeding, raking and other regular lawn care maintenance.
7. Change HVAC air filters at least every two months (we recommend monthly). The system will run more efficiently, you will save money, and have less dust in your home. We provide filters at our office free of charge. Just know your filter size when you come in and we will give you one.
8. Contractors are just like us – they have families and personal lives. They are available **by appointment only** for work orders, Monday-Friday, 8:00 a.m.-4:30 p.m. The exception, of course, is emergencies.

#### D. Maintenance Tips

Renting a home requires that you pay attention to some small maintenance issues such as changing your filters, unclogging toilets, and cleaning your gutters. Taking care of these things can save you time and money.

##### 1. Summer: HVAC (Air Conditioning)

If your A/C stops working, especially after a quick power outage or storm, then it could well be the breaker switch, not the A/C. **Please check the breaker first.** See "Reset Circuit Breakers" below.

If your unit is not working and you have submitted a maintenance request, please turn off the unit completely. The reason is that the majority of times, the coils have frozen up and when the technician gets there, he won't be able to do anything until the coils thaw out. This means two

trips for the HVAC technician, and a longer wait for you.

## 2. Change Your Furnace Filters

There are many helpful sites on the Internet with instructions on how to do different maintenance around the house. This video will help you to change your furnace filter.

<http://www.youtube.com/watch?v=H4x2NwdisV0>

## 3. Reset Circuit Breakers

If you have been using an electrical outlet and it stops working, then you may need to reset a "tripped" circuit breaker. This happens many times when you are using appliances that may cause a temporary overload on the system such as a hair dryer or portable heater.

[http://homerepair.about.com/od/electricalrepair/ss/tripped\\_brkr.htm](http://homerepair.about.com/od/electricalrepair/ss/tripped_brkr.htm)

## 4. GFCI outlets

GFCI stands for "Ground Fault Circuit Interrupt". These outlets are typically installed within a short range of water, but could possibly be installed anywhere in your house. If you have something plugged into one of these outlets, and it stops working, it's possible that you were overloading it with a device such as a hair dryer or a portable heater. In order to make the outlet functional again, simply press the button (white or red) that says "Reset". Try again and you should be okay. If the outlet continues to trip, then you are most likely overloading the outlet with whatever is plugged into it. If it does not work at all, then there may be another problem and you might need to submit a Maintenance Request. Please note, in some cases especially in newer homes, a GFCI outlet or reset switch could be located away from, but still controlling, the outlet that stops working such as in a nearby closet in a bathroom.

## 5. Septic Tank Care

<http://www.fcs.uga.edu/ext/pubs/html/C819-3.html>

## 6. Clogged Toilets

If our plumber determines that a clogged toilet was caused by the resident, then very possibly the resident will have to pay the plumber's bill. If you think you've caused the problem and want to avoid this situation, you can try to unclog the toilet yourself using these simple and helpful hints.

[http://www.ehow.com/video\\_383\\_unclog-toilet.html](http://www.ehow.com/video_383_unclog-toilet.html) [Video]

<http://www.youtube.com/watch?v=BA-11wvO9lk> [Video]

<http://artofmanliness.com/2009/09/03/how-to-unclog-a-toilet/>

## 7. Winter: Preventing Frozen/Burst Pipes

When the temperature drops below freezing, there is a very real possibility of your water pipes freezing in your house, which could cause your pipes to burst and ruin your house with water when they thaw.

[http://www.weather.com/activities/homeandgarden/home/hometips/severeweather/pipefreeze\\_pr\\_event.html](http://www.weather.com/activities/homeandgarden/home/hometips/severeweather/pipefreeze_pr_event.html)

## E. Maintenance Priorities

Everything isn't an emergency. We have established five categories of maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times as guidelines.

### **Category 1: Emergency Maintenance**

**Emergency defined:** Anything relating to the property under the lease that is threatening to life, health, or the property. Fire (please call 911), flood, sewage back-ups, gas odors (please call gas company), broken water pipes, tree falling on house. **Target: 5 to 24 hours**

**Note:** during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

### **The Following are NOT Emergencies**

Refrigerator out, locking yourself out of the house, power or gas off, a/c out and the property has two (2) a/c units, oven not working, water heater out. These issues may be inconvenient and uncomfortable, but they are not emergencies. **Vision Realty** is not liable for loss of food caused by appliance break down or for damaged belongings due to water leaks. Please make sure that you have adequate renter's insurance to cover unforeseen personal losses.

### **Category II: Urgent Maintenance**

Broken windows, plumbing repairs (Not clogged toilets. See notes below), loose railings, wobbly decks, electrical problems. **Target: 2-5 business day service**

**Note:** During peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

### **Category III: Normal Maintenance**

Appliance repair, garage repairs, leaky faucets. **Target: 4-8 business day service**

### **Category IV: Non-Essential Maintenance**

Fence repair, driveway work. **Target: 30 day service**

### **Category V: Not a Habitability Issue**

Screens; broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing door knob; all light bulbs including stove, chandelier, and refrigerator; and fireplace gas keys. **Target: Point these items out during next property visit or bring up at lease renewal time. These items may not be approved for repair by the owner.**

### **Tenant Damages**

Damages caused by abuse or misuse will be charged back to you. We will rely on the servicing contractor to tell us what caused the problem.

If plumbing gets clogged due to items dropped in the toilet (toys, brushes, diapers, napkins, any personal items), clogged or misused garbage disposal, the cost of the plumber will be your responsibility (minimum \$150). This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Buy a plunger. Unless the contractor can prove it was not caused by you (e.g. roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by people, not by a defect of the property. Clogged plumbing is your responsibility.

## **F. Division of Maintenance Responsibilities**

Below is a visual of maintenance items to remind you of what things you are responsible for and what **Vision Realty** is responsible for.

## Landlord vs. Resident's Responsibilities

<b>Item</b>	<b>Landlord</b>	<b>Resident</b>
Water systems breakdowns	X	
Clogged plumbing in house		X
Clogged plumbing between house & street	X	
HVAC breakdowns	X	
Setting HVAC controls		X
Changing furnace filters		X
Electrical system failures	X	
Resetting GFI switches		X
Replace all light bulbs		X
All utilities (unless provided by community)		X
Household pest control		X
Maintain yard fencing	X	
Lawn mowing & trimming		X
Gutter cleaning		X
Shrubbery & pine islands maintenance		X
Smoke detector installation	X	
Smoke detector batteries		X
Exterior drain hose bibs (winterize)		X

### **G. Maintenance charge-backs**

If the contractor we send to the property tells us the maintenance is due to your negligence, such as crayons in your garbage disposal, toys flushed down a toilet, GFI switch not reset just to name a few, **Vision Realty** will notify you in writing and add the charge to your payment ledger. Failure to pay the bill will result in an outstanding balance on your account. This will need to be paid with your next rental payment.

### **H. Furnace Filters**

To improve the air quality of the home, reduce allergy problems, and save money, you need to change out the furnace filter at least every other month (we recommend every month). Failing to do this will likely increase your utility bills.

# Critical Issues in the Lease

## A. Right of Access

Our policy is to respect your right of privacy at all times, and will attempt to contact you prior to visiting the property. The lease gives us that right between 9 a.m. and 5 p.m. daily, except in case of emergency. The lease allows a *Vision Realty* staff person (or one of our approved contractors) to enter the property with our key for emergencies (and to do maintenance). We will call in advance unless we are dealing with an emergency. We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so don't worry about someone stopping in unannounced unless water is flowing out the front door or some other disaster is threatening.

## B. Move-In Inspections

The move-in inspection is designed to document the condition of the property prior to your taking possession, so that you are not held responsible for pre-existing damages. This will be the benchmark we will use when you vacate the property to establish charges for damages. After you sign the official move-in inspection, call us within 7 days if you need something to be added to the inspection sheet. After 7 days, we cannot make additions to the inspection sheet.

## C. Lease Renewals (60 days)

Your lease automatically renews, on a month to month basis, 60 days prior to the anniversary date unless one of us notifies the other in writing of our intent to terminate the tenancy.

**Notices to Vacate** must be in writing and sent by certified mail, registered mail or dropped off at our office. Once notice is received a response from the management team will be mailed to you.

## D. Automatic Rent Increase

Your lease specifies that your rent increases by 5% at each anniversary date.

## E. Subletting

Subletting is when you "move another person in" to share the rent (without adding them to the lease), or "move out and let someone else pick up the rent." There is no subletting allowed without company written approval. We need to approve all adult residents living in the property. If one of you needs to move out, coordinate it with the manager directly. Don't sublet to another. We have a procedure to add a renter to the lease. Contact the management team on how this can be accomplished.

## F. Early Termination

If you need to vacate the property before the anniversary date, there is a stipulation in the lease that outlines how that is done and what the costs are. Good communication with the property manager is critical if you have to move out early so make "good communication" the priority. If you just skip, you'll be creating a lot of extra costs that can be avoided if you do a coordinated early termination.

Provided resident is not in default hereunder at the time of giving notice, has strictly complied with all of the provisions of this agreement, is current with all fees due Management, and termination is

as of the last day of a calendar month, Resident may terminate this Lease before the expiration date by:

1. Giving Management thirty (30) days written notice on the last day of the month; plus
2. Paying all monies due through date of termination; plus
3. Paying an amount equal to one month's rent; plus
4. Return the Premises in clean and ready to rent condition

## **G. Lawn Care and Gutter Cleaning**

One of the differences you have when renting a house (as compared to a town home or apartment) is you are responsible for lawn care and gutter cleaning. Unless there are special arrangements to the contrary, your lease says "it is your responsibility to maintain the lawn, pine islands, weeds, trimming, clean your gutters, etc." Your failure to do so can create serious problems for the HOA and homeowner. This will generate complaints from the neighbors and if there is an HOA, there could be fines accessed. Not everyone has a green thumb, so it may benefit you to hire a lawn care company. Whatever it takes, it is your responsibility to keep the lawn looking good.

## **H. Pest Control**

You are responsible for other pests in the home. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. If you need assistance connecting with a pest control company, we can refer you to the one we use. They know our houses and will be more reasonably priced than outside companies. You can review the pest control policy in your lease.

## **I. Contact with the Owner**

*Vision Realty* is your management company and will be your only contact during your tenancy. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Don't assume they are who they say they are. Protect yourself at all times from people who claim to have some authority over the property. The hard and fast rule you should follow is... if anyone contacts you about the property, always refer them to *Vision Realty* and we will handle them.

# **Housekeeping Documents**

## **A. Pets (Authorized and Unauthorized)**

Most owners will allow pets and some will not. We allow pets with written permission and a pet deposit. If you bring in an unauthorized pet, no matter who the pet belongs to, no matter how long they have been there, we assume you had it the day you moved in and you will be charged a pet deposit, payable with the following month's rental payment. Review the pet addendum signed before taking possession of the property for rules. Especially as you prepare to vacate the property.

## **B. Smoke Detector**

We will count smoke detectors at move in to make sure there is one on every level of the home. You are responsible for keeping good batteries and replacing batteries as needed in all smoke detectors. Let us know if they are not working properly.

**C. Renter's Insurance**

The home is covered by the homeowner under a landlord policy, but your personal property is not included. We strongly encourage you to maintain renter's insurance while you are in the property. Contact your insurance carrier to obtain a policy. Renter's insurance will also cover the contents of your house. In addition, it will cover things like the lost contents of a freezer or refrigerator when the power goes out, or the damage caused by a burst water heater. We are not responsible for such things, so you should seek good insurance coverage for your personal belongings while you're renting.

**D. Mold / Mildew**

Every house has mold and it's been around since the beginning of time. Most of it causes no health risk, but you always need to watch out for it. If you keep moisture in the house low, use your heating and air system properly, keep the shower tile clean and the refrigerator wiped down, you'll probably never see any. You executed a Mildew addendum before you took possession of the property that teaches you how to deal with mold and mildew. Read it carefully.

**E. Utilities / Property Visits**

View the rules regarding utilities in the Utilities section of this document.

**F. Lead Paint / Flood Disclosures**

State and federal law requires us to provide you disclosures on lead paint and the property's propensity to flood.

# Utilities

**A. Get Utilities Connected Before Move-in**

You must make sure utilities are on before you take possession of the property.

**B. Keep Utilities On and Bills Current**

Failure to keep utilities on during your stay may result in a default in your lease. Never turn the heat off during your vacations, especially during cold weather. When utilities are off, there is an increased possibility for burst water pipes, mold, break-ins, etc. Keep garage doors closed during cold snaps, as garages often do not have the insulation houses do and pipes freeze easily. Utilities must be kept on at all times.

**C. Keep Utilities on through the Move-out Inspection**

You must keep utilities on through the move-out inspection according to your lease agreement.

# Move-out Process

**A. Move-out Inspection**

The landlord is responsible for documenting damages to the property when you move out that will be the basis for charges against your security deposit. This inspection needs to be done within a couple of days of your vacating the property, so communicate with your manager as to when you

intend to be out. We can't do a move out inspection until you're completely out, so don't schedule your inspection until you're sure when you'll be totally moved out. If you are not present for the inspection, we will mail you a copy of the inspection report at the subject property address or the forwarding address that you provide to us.

**B. Why is there a sign in my front yard?**

The lease gives us the right to market the property during the last 30 days of your stay. We will put a sign in the yard. Courtesy will always drive our showing and calls will always be attempted prior to our showing prospective tenants. If you resist this and try to prevent showings as described in the lease, you will forfeit your security deposit. Working together will make the transition smooth.

**C. What happens if I limit showings?**

During the final days of your occupancy it is important that you continue to comply with your lease agreement, especially as it relates to making the property available to be previewed by prospective buyers or tenants. If you attempt to limit or restrict access between 9 a.m. and 5 p.m. daily for showing, you'll be in default of your lease and will forfeit your security deposit.

**D. How do I get my security deposit back?**

Our greatest desire is to give you all your security deposit back. You can control this by taking great care of the home during your residency and making sure that it is clean and free of debris for your move out inspection. During the move out inspection we will take your move in inspection and compare it to the current condition of the home. We will have to charge for the items not identified at move in.

**E. What are maintenance charges to me if all items are not satisfactory at move-out?**

We pay maintenance contractors and cleaning companies to do the work. They charge us standard retail rates for quality work. You will pay the cost to repair or replace the item(s) back to the original condition. Save yourself money and return the house to its original condition when you move out. Don't forget to turn in keys, garage remotes, pool passes, gate passes, and mailbox keys!

**F. Once you have determined the charges for repairs, can I get back in and do it myself?**

This is up to the property manager's discretion. Your lease says you will "deliver the Premises to Management in good condition upon termination or expiration of this agreement, leaving said Premises in a clean and sanitary condition." Once we have completed the move-out inspection, the property manager will make the decision of whether the resident can do the necessary repairs. If so, the repairs need to be done within 24 hours of the inspection. To be certain to avoid any charges, complete all cleaning and repairs prior to the move-out inspection.

**G. Where will the security deposit check be mailed?**

The deposit will be mailed to the address that you give us in writing. If no address is given in writing, we will mail it to the property and rely on the postal system to forward it to you. If there are roommates, all names must appear on the check.

**H. Do I have to be present during the move-out presentation?**

No. We understand the difficulties in scheduling time away from your job. Your presence is not required at the move-out. We will mail a copy of the move out inspection to you within 3 business days after possession has been turned over to us. If you have any questions at that time, you can call

our office. Move-Out Inspections are scheduled Monday through Friday between 9 am and 5 pm, not on holidays or weekends.

**I. How is the security deposit disbursed if there are roommates?**

*Vision Realty* will disburse one check to all Residents on the lease.

**J. What are my responsibilities if I had a pet?**

The pet addendum calls for some specific items that you must do at move-out if you had a pet:

1. Have the carpets professionally cleaned and deodorized. Have a receipt ready for *Vision Realty* when complete your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
2. Remove all evidence of the pet. Watch for food dishes, pet hair, leashes, pet waste, holes in the yard, and repair any damage caused by the pet. Owners are particularly sensitive to pet damage, so we will be too.
3. Get rid of all pet-related odors.

**K. How do I handle utilities?**

You are responsible for your utilities through the day of the inspection. Contact your utility companies and alert them of your moving date. Notify *Vision Realty* in writing concerning your last day of occupancy so we can make arrangements to keep them on.

Utilities must NOT be turned off prior to the Move-Out Inspection. Once a date is set for inspection, do not change it unless you have decided to stay in the property. If you move out a day early or a day late, leave the utility change date alone.

**L. What happens if my deposit is insufficient to pay all I owe?**

You must make arrangements to settle up your account within 30 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsettled accounts will be reported to the Credit Bureau, turned over to collection agencies for processing and garnishments will be filed.

**M. What happens if I am not out the date I expected to be out?**

You're still under the lease and rent is due. Keep utilities on until the move-out inspection to keep from paying any fines. If you do not give us clear instructions (e.g. "I am out, you have the property.") we will be slow to enter the property and remove your personal items. If you do not notify us of your change in move-out date, you will incur a \$45.00 Trip charge. Please be sure to keep us informed so we know when you are completely out and can take over the property. Your rent stops when we receive keys to the property.

We will work hard during your residency to make it a pleasant one. Your cooperation is always appreciated.

*Vision Realty & Management, LLC*