

Tenant Frequently Asked Questions (FAQS)

- What will I owe at move in?
In addition to the Security Deposit, a Pet Fee (if applicable) of \$400 is due at the Move in Evaluation. The payment for the Security Deposit must be separate from the payment for the Pet Fee (if applicable). Please click on the below link to view a short video about the Move in Evaluation.

<http://www.carolepaulrealty.com/Homes-for-Rent/Move-In-Inspection>

- When do I connect Utilities?
A Tenant(s) has 3 business days to connect utilities after move in. Please click on the following link to see a video about Utility connection.

<http://www.carolepaulrealty.com/Homes-for-Rent/Utilities>

- After move in, when is rent due? **
Rent is always due the 1st day of the month. It is accepted through the 5th at close of business without a late fee. As of the 6th, a late fee of \$50 will be charged to the Tenant.

After move-in, the first amount of rent due will be prorated if a Tenant(s) lease did not start on the 1st day of the month. The prorated amount is calculated as follows: Total rent divided by 30 is the amount of rent charged per day. This amount is based on the lease start date shown on the Lease for Residential Property.

Ex. Tenant rent is \$1200 and move in date is the 27th of the month. $\$1200/30 \text{ days} = \$40 \text{ per day} \times 4 \text{ days (26th-30th)} = \$160.$

- What is the late fee cost? **
If rent is not received by the close of business on the 5th of the month, a \$50 late fee will be applied to a Tenant's account. It is Carole Paul Realty's policy that a late fee may be deleted one time per calendar year, if requested.
- What is your office policy regarding evictions? **
Evictions for unpaid rent are filed on the 6th of the month. If the 6th is on a weekend or a holiday, the eviction will be filed the first business day after the holiday or weekend.

If Tenants are current on rent but have late fees in excess of \$300, an eviction will be filed.

As per Lease Agreements signed 1/1/2018, (new and renewals), the eviction filing fee charged to a Tenant is \$100.

Carole Paul Realty will accept full payment from the Tenant for the 1st eviction filed on the property. If a 2nd eviction is filed on a later date, Carole Paul Realty is NOT required to accept payment and can file Writ of Possession.

- *Are tenants required to have Renter's Insurance?
Per the Lease for Residential Property, it is not required to have Renter's Insurance. However, Carole Paul Realty encourages all Tenants to have Renter's Insurance on their personal property. Please view the video for further explanation.
<http://www.carolepaulrealty.com/Homes-for-Rent/Renters-Insurance>*
- *How do I pay my rent? **
All Tenants are given access to Carole Paul Realty's online system. A secure link is emailed to Tenants when the Security Deposit is paid. Tenants can pay via ACH in the online system. Credit cards are not accepted.

Carole Paul Realty accepts checks, money orders, and certified funds for rent payments. No cash is accepted. Payments can be brought to Carole Paul Realty where there is a mail drop slot in the door in the case that no one is at the office. Please put check or money order in small zip lock bag before putting in the drop slot in the door so that it would not get wet if it rains. Payments can also be mailed to 1111 King George Blvd Savannah, GA 31419. If mailed, Rent must be postmarked by the 3rd and received by close of business on the 5th to prevent a late fee of \$50.*
- *If I have paid my rent via EFT, and it was returned as not payable for any reason, how can I pay?
Tenants' ePay ability will be disabled for that specific transaction (paying rent). Tenants must bring a certified check or money order to Carole Paul Realty. Once account is current, ePay is reactivated.*
- *After I move in, what do I do if there is a maintenance problem with the rental property? **
Legally, the State of Georgia does not recognize text as a valid form of communication.*

All Tenants are given access to Carole Paul Realty's online system. After logging in, Tenants file ALL maintenance requests in writing under the "Contact Us" tab.

- What if there is a maintenance emergency?
If the maintenance is due to an emergency situation. Please contact Carole Paul Realty at 912-412-7442 or 912-412-1166 so that an emergency service call can be scheduled. Tenants may be liable for maintenance expenses if NOT scheduled and approved by Carole Paul Realty.

- Is lawn care the Tenant's responsibility?
The Lease for Residential Property (LRP), pg 2 Item 17, will specify who is responsible for lawn care. Lawn Care includes cutting grass, watering grass a minimum of once a week during the growing season, trimming bushes, edging, keeping all flower beds free of weeds, raking leaves, and properly disposing of all clippings and leaves.

If the lawn is not maintained including watering grass and it dies, Carole Property Realty will schedule maintenance and/ or replacement of grass at the Tenant's expense.

- What happens if a Tenant locks themselves out of their Rental property?
If Carole Paul Realty's office is open, Tenants may come by the office to check out a key to let themselves back in their home. Only a person listed on the lease agreement can check out the key. The key must be brought back to Carole Paul Realty within 24 hours.

If no one is available at the Carole Paul Realty office, it is the Tenant's responsibility to contact a Locksmith and pay any fees charged to gain access to the property. If the locks must be rekeyed or replaced, it is the Tenant's responsibility to provide Carole Paul Realty a key within 24 hours.

- Can I terminate my lease before the lease end date?
Tenants may terminate their lease early with penalties. Please reference the Lease for Residential Property.

- What are the penalties if I do terminate my lease prior to the end date listed on the Lease for Residential Property?
All Tenant(s) on the Lease for Residential Property can provide 30 days' notice and one month's rent for an early termination fee.
Note: This cannot be taken from your security deposit.

*Note: ** Indicates an update to our policy effective 1/1/2018.*

Security Deposit Explanation

- When will my security deposit be returned to me after my lease period ends?
*After the lease period ends, Security Deposits due to tenant(s) are mailed within 30 days from the Move Out Evaluation. All deductions for repairs and maintenance that are Tenants' responsibility will be deducted prior to a refund of the Security Deposit. Please see **Move Out Expectations Checklist** on our website.*

At the Move Out Evaluation, Tenant(s) are given a copy of the Move Out Evaluation form. After any necessary repairs have been completed and fees deducted from the Security Deposit, a copy of the Move Out Evaluation along with a copy of the receipts (if any) billed to tenant(s) will be mailed to the forwarding address provided at the Move Out Evaluation.

After repairs are made or if no repairs were required, the remaining dollar amount due to the Tenant out of the Security Deposit will not show on Statement but will be mailed to the Tenant within 30 days.

The following is an explanation to help you better understand the Security Deposit Refund. As stated above, a copy of the Move Out Evaluation form will be mailed to you as well as a copy of your Statement which shows recent payment activity. The last line documented will show refund as 0.00 or a balance due amount. This same information is documented at the top of the Statement. If you have an outstanding balance because there is not enough money in the Security Deposit to pay for repairs noted on your Move-Out Evaluation, it will show as the Balance Due. Tenants must pay the balance to bring their account status into good standing. If a deduction from your Security Deposit is required to pay for repairs, the charges will be shown on the Statement and the balance will have a \$ amount to pay the outstanding balance.

**Carole Paul Realty will issue the Security Deposit refund check. It will be mailed directly from BB&T. The Security Deposit refund check will be made payable to all Tenant(s) on the Lease for Residential Property. It is possible to mail equal portions of the Security Deposit refund to each tenant on the Lease for Residential Property. If individual checks are requested, it is necessary for each Tenant to provide a forwarding mailing address.*

Note: Security Deposit Refund Checks may look like junk mail. Please be sure and check any mail you receive. The Security Deposit Refund Check is voided by BB&T after 90 days.