All 3 Realty

Resident Handbook

Updated Nov 21, 2024

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Welcome **Home**

Hello New Resident,

I want to personally welcome you to the All 3 Realty family!

As one of the original founders and the daughter of Pam and J Coley, the owners of All 3 Realty, I'm truly delighted to welcome you to our community. Since the beginning, our mission has been "Building Valuable Long-Term Relationships." This principle guides everything we do because we believe every resident deserves to love their home, feel valued, and hopefully stay with us for many years to come.

We've always strived to break the mold of traditional landlords by bringing compassion and humanity back into property management. For us, it's about more than just managing properties—it's about creating trust and fostering a true sense of belonging.

Growing up in this business, I've had the joy of meeting so many residents, especially during my time in leasing. Those experiences taught me that genuine care and personal connections are at the heart of exceptional service. As a family-owned company, we take pride in carrying those values into every interaction.

While we strive for excellence, we know no business is perfect, and challenges may occasionally arise. If you ever experience any issues, please don't hesitate to reach out to me personally—I'm here to help.

Our team is dedicated to ensuring your experience with us is as smooth and enjoyable as possible. Thank you for trusting us to provide your next place to call home.

We're thrilled to have you join the All 3 Realty family and look forward to serving you!

We are so excited to welcome you home!



Kayla Sharp
Your Dedicated Property Manager

The **All 3 Realty Team**



Pamela Coley
Managing Broker/President of Business Development



J Arthur Coley
Senior Partner



Trent Ratliff, RPM©, MPM©
President of Management



Kayla Sharp
Director of Property Management



Bonny Baker
Senior Operations Manager



Morgan Rector
Senior Property Manager



Jake Schwab
Director of Maintenance Management



Barb Dull
Director of Accounting



Nicole Batiste
Director of Business Development



Kamree Hudgins
Director of Communications



Robin Maddox
Resident Experience Specialist



Maria Chilito
Resident Experience Specialist



Isabella Forero
Resident Experience Specialist



Rob Martinez
Maintenance Specialist



Anna-Katherine
Maintenance Specialist



Vania Salablanca
Accounting Specalist



Emily Kessler
Field Operations



Jordan Adkins
Field Operations



Teddy
Professional Office Greeter - Georgia



Tucker
Professional Office Greeter - Alabama

Meet Your **Georgia Support Team**



Maria Chilito
Resident Experience Specialist



Isabella Forero
Resident Experience Specialist

Hi! We're Maria Chilito and Isabella Forero, part of the Resident Experience Specialist team. We work together to coordinate your move-in, prepare your lease, and ensure everything goes smoothly as you settle in. Once you're all moved in, we're here to assist with nearly every aspect of your leasing experience, from addressing concerns to guiding you through lease renewals and rent payments. The only thing we don't handle is maintenance—that's Rob's expertise! We're excited to make your residency a great experience! Contact us at: Georgia@all3realty.com



Rob Martinez
Maintenance Specialist

Hi! I'm Rob Martinez, your dedicated Maintenance Specialist at All 3 Realty. At All 3, we partner with trusted third-party vendors, and my role is to serve as the liaison between you and the technicians. While maintenance issues are never fun, they're often unavoidable—but I'm here to make the process as smooth and hassle-free as possible. I'll assist by troubleshooting your initial requests, facilitating clear communication between all parties, and helping to get estimates approved by your property owner to expedite repairs. I look forward to supporting you and ensuring your maintenance needs are handled efficiently and professionally. Contact me at: Maintenance@all3realty.com



Teddy
Professional Office Greeter

Hi! I'm Teddy, your professional office greeter at All 3 Realty! For over five years, I've been welcoming clients and residents with a wagging tail and a warm smile. My brother, Tucker—who holds down the fort as the office greeter at our Alabama branch—and I take great pride in making everyone feel extra welcome. While our offices transitioned to appointment-only visits in 2020, I still make it a point to stop by and spread some cheer whenever I can. I look forward to brightening your day during your next visit!

mportant **Resident Policies**

Moving Into Your New Home

Utilities:

- Transfer utilities into your name within 3 business days of move-in and provide account numbers to your leasing specialist. Failure to do so will result in a $50 fee starting on the 4th day, plus any incurred charges.

Move-In Inspection:

- Your leasing agent will conduct a move-in inspection and upload it to your tenant portal before your move-in date.
- You must add any additional items to the inspection within 48 hours of your lease start date.
- Inspections document the property's condition, not create a repair list. Repairs for cosmetic or non-functional items (e.g., carpet blemishes, chipped sinks) or painting are not guaranteed unless agreed to in writing before move-in. Taking possession of the property confirms acceptance "AS-IS."

Additional Policies

At All 3 Realty, we aim to make your rental experience smooth and enjoyable. Here's a summary of key policies to keep in mind:

- **Rental Agreement**
  Your lease term is fixed as stated in your agreement. Early termination or extensions must be discussed with your Property Manager.
- **Pets**
  Pets require owner approval and completion of a petscreening.com application. Monthly pet rent applies. Unauthorized pets will result in a $250 fine.
- **Yard Maintenance**
  If responsible for yard upkeep, lawn care and flower bed maintenance are expected. See your rental agreement for details.
- **Trash Services**
  Residents are responsible for setting up and maintaining trash services.
- **HOA Rules**
  If the property is subject to HOA rules, any fines due to tenant violations will be billed as additional rent. A $25 admin fee applies for processing violations. This fee is waived if you provide proof the violation was issued in error.
- **Vehicle Parking**
  Only approved, operational vehicles are allowed in designated areas. No commercial vehicles permitted.
- **Guests**
  Guests staying more than 14 days require prior approval. Only lease-listed individuals may reside in the home.

Introducing Your **Resident Portal**

Understanding Your Resident Portal

AppFolio is packed with convenient features to make life easier for you! From submitting online service requests and paying rent to accessing contact forms and detailed property information, it's all right at your fingertips. We encourage you to use our website for all your rental needs.

Getting Your Online Portal Set Up

We make it simple to get started with your Online Portal!

- Keep an eye out for an activation email or text from us. Just click Activate Now in the email or tap the link in the text to set up a strong password and activate your portal.
- If you'd rather sign up on your own, visit our portal login, Click "Need to set up an account?", fill in your details, and you're good to go. Can't find the link? Check your property manager's website or give them a quick call!
- For easy access later, bookmark the login page, create a shortcut on your device, or download the AppFolio app.

Once your portal is ready, you'll get a confirmation email, and you'll be all set to log in anytime!

Online Rent Payments

Your Resident Portal gives you several ways to pay rent:

- Online: Set up ACH (bank withdrawal) or use your Debit/Credit Card for quick payments. Contact Management if you need help getting set up.
- Certified Funds: Pay by certified check or money order.
- In Person: Drop off your payment at our office location.

Important: Online payments for past-due amounts aren't accepted after the 5th of the month (grace period). Rent is due on the 1st, with a $100 late fee applied if not paid by the 6th.

Your portal is designed to make paying rent easy and convenient—reach out if you need a hand!

Frequently **Asked Questions**

- **How do I Make a Maintenance Request?**
  We kindly ask that all maintenance requests be submitted through your online portal, as we're unable to accept them over the phone. Simply log in, click on "Make a Maintenance Request," and it'll be sent straight to one of our trusted vendors for quick dispatch. This helps ensure your request is handled promptly and efficiently!

- **Is Subleasing Allowed?**
  No, sub-leasing is not allowed under any circumstances. We promise it's not about being "mean"—it's about protecting you! We've seen situations where sub-leasing led to legal issues and evictions, which we want to help you avoid.
  - *Per your lease:*
    - *Occupants: Only those named in the lease can live in the home unless approved by management.*
    - *Subletting: Subletting or assigning the lease is strictly prohibited without written approval.*

- **How Does the Security Deposit Refund Work?**
  After you've moved out, All 3 Realty, LLC will conduct an on-site inspection within 24-72 hours of your confirmed vacancy. You'll receive a move-out report via email within 5-7 business days for review. Your deposit will be refunded within 30 days to the forwarding address you've provided—please double-check this to avoid delays. See more information here.

- **How much notice do I need to give before moving out?**
  We require a minimum of 30 days' notice, submitted through your AppFolio portal. This helps ensure a smooth transition!

- **How do I renew my lease?**
  We'll reach out 60 days before your lease ends, but if you want to renew early or have questions, let us know, and we'll explore your options.

- **What if I lose my keys or get locked out?**
  You'll need to contact a locksmith to regain access. Be sure to let us know if locks are changed so we can update our records!

- **Can I use the security deposit as my last month's rent?**
  No, the security deposit cannot be used for last month's rent.

- **What is the policy on smoking in the rental?**
  Smoking is strictly prohibited—no exceptions. Thank you for helping us keep the property clean and safe.

Maintenance **Requests**

To report maintenance issues, use the **Resident Portal.**
For after hours emergency maintenance, **call the emergency maintenance line.**

Please report problems promptly to prevent further damage. Delays may result in financial responsibility for additional repairs. Do not report maintenance issues directly to staff; always use the portal or hotline.

Emergency Maintenance Line: 678-782-7447

Emergency Maintenance

An emergency exists when there is immediate danger or potential property damage, such as flooding, no heat in winter, or a gas leak.

NOT Emergencies: Appliance issues, A/C failure, annoying sounds, or drain stoppages. These will be addressed during regular business hours.

If you experience an emergency:

1. During business hours, call our office and submit a service request online.
2. After hours, call 678-782-7447. Leave your name, phone number, address, and the type of emergency.

For non-emergency issues, use the Resident Portal or the Maintenance Hotline, and we'll address them during business hours.

For full maintenance emergency procedures and troubleshooting tips, check out our full guide here.

We appreciate your cooperation and are committed to resolving maintenance concerns promptly!

Getting to Know **Your Home**

Preventative Maintenance Tips

At All 3 Realty, we want your living experience to be as comfortable and hassle-free as possible. Familiarizing yourself with your property's key features and maintenance responsibilities will help keep your home in great condition. Here's a quick guide to preventative maintenance tips and steps to take before contacting our office for repairs:

Bathtubs and Showers:

- Prevent hair clogs by regularly cleaning the drain area.
- Report leaks to our office immediately.
- Clean low water pressure shower heads as needed.
- Use shower doors or curtains to prevent water damage. Contact us for caulking issues.
- Avoid abrasive cleaners on fixtures.

Carpets and Floors:

- Vacuum regularly and clean spills promptly.
- Test cleaning solutions in hidden areas first.
- Avoid wet mopping wood or laminate floors.
- Use dollies when moving heavy furniture to prevent damage.

Appliances:

- For non-warranted appliances (e.g., washers, dryers, refrigerators), report inoperable units for potential repair approval.
- Repairs at your expense do not transfer ownership.

Dishwasher:

- Use only dishwasher-safe detergents and clean regularly to avoid malfunctions.

Fire Extinguishers:

- While not provided, we recommend keeping extinguishers in key areas. For multi-unit homes, locate communal extinguishers.

Garbage and Recycling:

- Follow local guidelines for disposal and container placement.
- Dispose of toxic waste per city and county regulations.

Garbage Disposal:

- Avoid grinding hard items.
- Run regularly to prevent rust and eliminate odors with baking soda.
- Unjam and reset the unit as needed.

GFCI Outlets:

- Test monthly and reset when tripped. Service calls for tripped outlets are your responsibility.

Power Outages:

- Check the breaker box and GFCI outlets before contacting us. Avoid overloading circuits.

Countertops:

- Clean spills immediately and use protective measures for hot items and cutting.

Light Bulbs:

- Replace bulbs with the correct size and wattage. Ensure working bulbs upon move-out.

Mold Prevention:

- Keep your home clean and ventilated. Address leaks and moisture promptly.

Rain Gutters and Roofs:

- Report ceiling leaks or stains immediately. Do not attempt to clean gutters.

Plumbing:

- Learn where water shut-off valves are located. Keep under-sink areas clear.

Stove, Oven, and Hood Filters:

- Clean regularly according to manufacturer guidelines.

Thermostats:

- Avoid rapid temperature changes. Replace batteries before reporting issues.

Toilets:

- Flush only human waste and toilet paper. Regular cleaning prevents buildup.

Water Shut-Off:

- Familiarize yourself with the main water shut-off valve location and operation.

Walls:

- Use damage-free hanging solutions. Obtain written approval for heavy or unique items.

Water Heaters:

- Keep the area around the heater clear and avoid storing flammable materials nearby.

Resident **Maintenance Responsibilities**

At All 3 Realty, we believe maintaining a safe and comfortable home is a partnership. While the property owner ensures your residence meets habitability and safety standards, you also play a key role in its upkeep. Promptly reporting maintenance issues to our management office is crucial. Delays can lead to further damage, and you may be held financially responsible for any resulting repairs. Below are the responsibilities residents are expected to manage at their own expense:

Maintenance Tasks

- **Battery Replacement:** Replace batteries in smoke and carbon monoxide detectors regularly and test monthly. If a device doesn't work after replacing the battery, report it immediately.
- **Emergency Preparations:** Know where the main water shut-off valve and circuit breaker panel are located.
- **Light Bulbs:** Replace bulbs with the correct wattage as needed.
- **Air Filters (If Applicable):** Change furnace air filters every three months. Filters will be delivered to you for convenience.
- **Carpet Care:** Professionally steam clean and spot-clean carpets as needed.
- **Pest Control:** Handle routine pest control for common pests such as bees, spiders, and ants (excluding rodents).
- **Landscape and Pool Maintenance:** If included in your lease, report any missed maintenance or issues with irrigation systems or sprinklers.
- **Security Devices:** Ensure deadbolts and window locks are functional and report any malfunctions.
- **Garbage Disposal:** Use the garbage disposal properly by grinding only safe items to prevent damage. Misuse may result in repairs at your expense.
- **Animal Waste:** Promptly remove any animal waste from the property, regardless of pet ownership.
- **Hazardous Waste:** Dispose of hazardous materials following local regulations.
- **Cleanliness:** Keep the property clean inside and out, including addressing grease buildup, cobwebs, and other issues.

Why It Matters

Following these guidelines not only protects your home but also enhances your living experience and the quality of the surrounding community. Thank you for taking pride in maintaining your residence and helping us create a harmonious, welcoming living environment for all.

Resident **Benefit Package**

What is the RBP and Why Is It Amazing for Our Residents?

The Resident Benefit Package (RBP) is designed to enhance your living experience by offering convenient, valuable, and stress-free services for just $35 a month.

Here's how it works for you:

- HVAC Filter Delivery: Enjoy clean air and lower bills with HVAC filters delivered right to your door every 90 days (or as needed). This simple service can help you save up to 15% on heating and cooling costs, improve indoor air quality, and reduce the likelihood of HVAC issues by up to 40%.
- Insurance Coverage: You're included in a master insurance policy from an A-rated carrier, ensuring you're covered and meeting lease requirements. Already have your own insurance? No problem!
- Resident Rewards Program: Earn rewards for everyday expenses, making your rental experience even more rewarding.
- Credit Building: Boost your credit score just by paying your rent on time, giving you the tools to achieve future financial goals.
- 24/7 Maintenance Portal: Report maintenance issues anytime through our easy-to-use online portal, ensuring they're addressed quickly and conveniently.
- Online Access: Manage your account, view documents, and communicate with our team seamlessly through our online portal.
- Vetted Vendor Network: Rest easy knowing any repairs will be handled by licensed, insured, and trustworthy professionals.

At All 3 Realty, we're committed to providing services that make renting easier, more enjoyable, and beneficial for you. The RBP is just one way we aim to go above and beyond for our residents!

Renters Insurance **Master Policy Overview**

RBP by Second Nature

Effective March 1, 2024

Need a quick summary? Check out this visual:

👉 Master Insurance Policy Details

Highlights:

- Master Policy: Covers property damage liability up to $100k and resident belongings up to $10k. Includes coverage for personal liability, dog bites, and more.
- Covered Perils: Fire, smoke, water, freezing pipes, and more with $0 deductible.
- Additional Coverages:
  - Pet Damage: Up to $1,000 ($250 deductible)
  - Mold Remediation: Up to $1,000 (if caused by a covered peril)
  - Bed Bug Remediation: Up to $500 ($250 deductible)
  - Loss of Rental Income: Up to $10k per occurrence
- Resident Belongings: Up to $10k coverage for fire, smoke, water, or burglary losses ($500 deductible).
- Exclusions: Flood, wear and tear, and natural disasters like hurricanes or tornadoes.

Tenant Liability Coverage:

- General Liability: Up to $100k for incidents like injuries on the property.
- Animal Liability: Up to $25k for approved pets—no breed exclusions.

How do I get my Evidence of Insurance for my renters insurance?

All residents are covered under our master policy starting on your move-in date. Your Evidence of Insurance will be emailed to you about 30 days after move-in, but rest assured, your coverage begins the day you move in.

For full details, including exclusions and terms, review the policy here.

Move Out **Checklist**

This information was provided at the time of your lease signing and is available for review in your online portal. Please ensure compliance with the following move-out requirements:

- **Document the Condition:** Take your own photos to document the move-out condition of the property.
- **Re-Key Fee:** A $75 re-key fee will be deducted from the security deposit (Section 1.5 of the lease).
- **Utility Requirements:** Utilities must remain active for the move-out inspection and for 72 hours after move-out. Failure to do so will result in a $150 fee (Section 1.5(g) of the lease).
- **Personal Belongings:** Remove all personal items (curtains, trash, boxes, cleaning supplies). Items left behind will incur a removal fee (Section 1.11(d) of the lease).
- **Wall Condition:** Rooms with paint, decals, or wallpaper added without owner consent must be returned to their original condition (Section 1.23 of the lease). Refer to Page 12 of the Tenant Handbook ("Moving Out").

Move-Out Cleaning Checklist

- **Carpets:** Must be professionally cleaned per the lease; failure will result in a $250 deduction.
- **Floors:** Sweep, mop, and clean.
- **Landscaping:** Mow grass, maintain flowerbeds, and trim shrubs.
- **Porches/Patios:** Sweep and clean.
- **Windows:** Close, lock, clean windows and seals, and wash mirrors.
- **Bathrooms:** Clean toilets, showers, and tubs.
- **Walls:** Patch large holes; small nail holes are acceptable. Do not use touch-up paint; we will color-match.
- **Kitchen:** Clean appliances (fridge, oven, vent hood, dishwasher) and wipe down counters.
- **Repairs:** Replace burnt-out lightbulbs, broken blinds (even single slats), and damaged doorstops.
- **Keys and Accessories:** Leave garage remotes, mailbox keys, and amenity key cards in the kitchen or a drawer, and place keys in the mounted lockbox.

If you disagree with any items on the move-out statement, reply in writing with your concerns. We will review and address them.

Home Buying **Solutions**

At All 3 Realty, we're here to help make your transition from renting to owning as smooth and exciting as possible. Moving from tenant to homeowner is a big step, and we'd be honored to guide you every step of the way.

Our team is ready to provide personalized support to ensure you feel confident and prepared for the home-buying journey. From exploring financing options to finding that perfect place to call your own, we've got you covered!

Here's how we can help:

- **Personalized Guidance:** Let's sit down together and chat about your needs, budget, and timeline. We'll outline a clear plan tailored just for you.
- **Market Expertise:** Stay ahead with insights on the latest market trends and properties that meet your criteria.
- **Financing Support:** We'll walk you through financing options and the pre-approval process, making it easier to navigate your path to homeownership.
- **Stress-Free Transition:** We'll help coordinate timelines to make your move as seamless as possible, so you can focus on the excitement of your new home.

If you're ready to take the next step or just want to learn more, we'd love to chat with you. Give us a call at **(678) 782-7447** or schedule a consultation online here: **Schedule a Consultation.**

Let's make your dream of owning a home a reality—together!

Georgia Sales Team



Bonny Baker
Associate Broker

Kayla Sharp
Associate Broker

Nicole Batiste
Realtor

Barb Dull
Realtor

Thank **You**

Thank you for choosing to rent with All 3 Realty. We are delighted to welcome you to our community and are committed to providing you with a comfortable, secure, and enjoyable living experience.

This Resident Handbook has been carefully designed to ensure you have all the information you need to make the most of your time with us. Inside, you'll find details on amenities, policies, procedures, and resources that are available to enhance your living experience. We encourage you to take the time to read through this handbook and keep it as a handy reference throughout your residency.

Should you have any questions or need further assistance, our management team is here to help.

We look forward to being a part of your journey and are excited to see what the future holds for you here.

Once again, thank you for choosing All 3 Realty. We are truly glad to have you with us.

Warm regards,



Trent Ratliff
President of Management
All 3 Realty

Contact **Us**

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