



Coastal Islands Real Estate & Property Management

TENANT QUICK GUIDE

Coastal Islands Real Estate & Property Management (CIRE) welcomes you as a new resident. To achieve a successful tenant/landlord relationship, we prepared the Tenant Handbook to assist you with your tenancy.

We recommend that you keep it in a convenient location so that you can refer to it quickly and easily. The guide is designed to answer frequently asked questions and to minimize confusion related to caring for the property and interacting with CIRE team.

The owner of the property you have rented has hired CIRE as their Property Management Company and Representative to manage the property. Therefore, you should contact CIRE when you need assistance. We wish you a successful and enjoyable tenancy in your new home.

Coastal Islands Real Estate & Property Management Contact Information

109 Wigmore Court

Savannah, Ga. 31410

Email: alicewerntz@comcast.net

Website: www.coastalislansrealestate.com

MAINTENANCE REQUEST

All Coastal Islands Real Estate & Property Management residents are required to notify us immediately in the event of any damage, defect or destruction of the property. All maintenance requests must be in writing unless it is an emergency.

Emergencies are defined as anything relating to the property under the lease that is threatening to life, health or the integrity of the property. Tenants who wish to report an emergency should call 912-658-7054. The easiest way to log a maintenance request is to use the online maintenance request form located on our website at: www.coastalislansrealestate.com

Tenants must be prepared to schedule time and make themselves available during normal business hours so that vendors and or repairpersons may have access to the property. Otherwise, you must give permission for CIRE to provide a key for the vendor to enter during your absence. Please note that all vendors are licensed and insured, but are not affiliated with CIRE, as we do not have a maintenance staff. Tenants are responsible for securing any pets that the vendor may encounter. Failure to do so will result in the work request not completed and the Tenant charged for the service call.

TENANT CHANGE OF INFORMATION

It is important that you notify CIRE of any changes in your contact information (Home number, cell and email address.) Please feel free to provide us with your updates via email at alicewerntz@comcast.net



TENANT COMMUNICATION

Effective communication is important to our success! Be sure to let CIRE know what you need. Use the telephone, email, the CIRE website email access, or written correspondence to contact us when you need assistance. Remember we will go above and beyond for you!

UTILITY COMPANIES

It is your responsibility to have all utilities turned on in your name on the first day of your Lease. CIRE cancels the utilities in the owner's name on the first day of your Lease. To avoid discontinuation of service, contact the utility companies **prior to move-in**. Refer to your Lease to see which utilities you are responsible for and which are paid by the Landlord.

List of area utility providers are included below.

Georgia Power 3890	1-800-437-	www.georgiapower.com
City of Savannah Water	912-651-6460	www.savannahga.gov
City of Pooler Water	912-748-4800	www.pooler-ga.gov
Consolidated Utilities Water	912-233-3254	www.conutils.com
Natural Gas		www.psc.state.ga.us

Driver's License and Tag/Registration

Driver's License 678-413-8500 or 678-413-8400	www.dds.gov
Tags/Registration online	http://mvd.dor.ga/tags
Chatham County Tag Offices	1145 Eisenhower Dr. 912-652-6800 461 Johnny Mercer Blvd. 912-898-3307 295 Police Memorial Dr. 912-644-4010



TENANT CLEAN/MOVE OUT GUIDE

Please use the following as a guide for cleaning your rental unit when you vacate. At move-out you are not charged for normal wear and tear; however Coastal Islands Real Estate & Property Management does not consider dirt in any form within the scope of normal wear and tear.

All rooms

Remove from walls any nails, tacks, anchors, and window-covering hangers that you installed.

- √ Clean baseboards and corners, being careful to remove all dust and cobwebs.
- √ Clean floors and vacuum carpet.
- √ Wash off shelves in closets and remove all hangers and shelf lining.
- √ Clean light fixture coverings, around light switches and doorframes.
- √ Clean out fireplace (if applicable).

Kitchen

- √ Clean oven, oven walls and grills, broiler pan, and storage space.
- √ Clean vent-a-hood (run through dishwasher if available).
- √ Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
- √ Clean refrigerator including crisper, walls, and containers. Defrost freezer, removing all water. Unplug and leave the door open. Clean behind, on top and underneath, where possible.
- √ Clean sink and counter top.
- √ Clean floors.
- √ Clean light fixture coverings.
- √ Remove all cleaning solution residue.

Bathroom

- √ Clean all light fixtures and coverings.
- √ Clean medicine cabinet and mirrors (should be free from streaks).
- √ Sweep, mop, and clean all vinyl and tile flooring.
- √ Thoroughly clean: toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
- √ Clean all wall/floor/tub/shower tile, grout and caulk with an appropriate cleaning solution.
- √ All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains.

Exterior, basements, outbuildings and yard

(If you are responsible for yard maintenance in your lease)

- √ Cut, rake, and remove trash and leaves from yard.
- √ Sweep off all porches and decks.
- √ Sweep out basement, carport, garage and any out buildings, leaving only those items, which came with the property.
- √ Place all trash, garbage and debris where Garbage Company instructs for pickup, or remove from property. If you leave items that the garbage company will not accept, have them hauled off at your expense.

Return keys, access cards and remotes.

In order to return possession of the unit to Landlord, all keys, access cards and remotes must be delivered to Extra Mile Property Management at the move-out inspection, or mailed Certified to us at 109 Wigmore Court Savannah, Georgia 30410. Do not leave the keys, access cards, and garage remotes in your unit. If you do not hand the keys to an Coastal Islands Real Estate & Property Management representative, you will continue to incur charges pro-rated by the day according to your Lease.