Pam T
PROPERTY MANAGEMENT
Property Management with a Personal Touch
SERVING SAVANNAH GA SINCE 1987

Welcome!

We know there are many options for renting in the Savannah market, and we are so grateful that you chose us! Below you will find a handbook that should answer many questions, provide guidance for navigating and set expectations for what we expect of you, and what you can expect from us!

From our family to yours, welcome!

It is important to note that all information in this handbook will be a legal part of the fully executed lease and should be reviewed in their entirety before you sign the lease agreement.

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Family Owned & Operated since 1987

Pam T Property Management has been in business since 1987, we are a family owned and operated business focused mostly on long term residential rentals. We are proudly veteran owned and employ several US Military veterans! Our area of operations is mostly concentrated in Chatham County with a growing presence in Bryan County and other areas surrounding Savannah.

Pam T Property Management does not own the property that you have applied for, our company exists to represent property owners and help them provide quality properties to the public for rental purposes. This is incredibly important for you to understand because we are required to get approvals before conducting most repairs, more about that later. Our office is a real estate brokerage firm, though we do not buy or sell properties, and we employ several licensed property managers who oversee the collection of funds, maintenance, and all aspects of leasing.

Important information:
Office Hours: Monday – Friday 9am - 4pm
Office phone number: 912-692-0038
Office email: office@pamtpropertymanagement.com
Emergency phone: 912-372-3838

Good information to know: our office oversees several hundred properties and at times we may have several vacancies at once, this can cause an abundance of phone calls and messages. For time sensitive maintenance requests, a voicemail is not sufficient. To ensure that the request is handled in a timely manner it is highly recommended that the online portal is used as you know the request is made in writing and you can include the times/days that you will be available for the vender to coordinate with you.

This list is not intended to be a complete list of all available contacts, but simply a helpful starting place.

Electric:
- Georgia Power (most commonly used) – For dangerous conditions call 1-888-891-0938 most other items will be handled on their website at www.geogiapower.com
- Coastal Electric Co-Op

Gas – Natural:
- Atlanta Gas Light – To report Gas Leak 877-427-4321
- Gas South – 877-472-4932

Gas Propane
- Amerigas 912-964-4534
- Coastal Gas 912-756-2927

Water & Sewer
- City of Savannah – 912-651-6460
- Chatham County – 912-652-6600
- Water Utility Management – 912-352-9339
- Consolidated Utilities – 912-233-3254

Garbage (Only if not included with water/sewer)
- ABC Waste 912-925-7610
- Curbie Sanitation 912-352-2229
- Waste Management of Savannah 912-965-0300

Dept of Driver's Services (Please note, you have 30 days from the date of moving to update your driver's license. 1117 Eisenhower Dr Savannah GA 31406 912-912-7400
Tag and Registration Office 912-652-6800
Voter's Registration Office 912-652-7440
NON-Emergency Phone numbers Police Dept 912-651-6675/Fire Dept 912-651-6758

Rent Collection Policies & Procedures

The rent is due on the 1st. As a courtesy we have extended a grace period of 5 days and late fees will be assessed if rent is not received by close of business on the 5th of the month. For months that the 5th falls on a weekend or Holiday the late fee will be assessed at 12:01 am on the 6th. This is the policy for all rent payments including payments delivered by mail, the late fees will be assessed by the date received not the date postmarked or check date.

Payment methods: Cashier's check, money order or checks may be brought to the office. No cash will be accepted. As a part of the Residents Benefits Package, you will be able to use your tenant portal to pay your rent online, however, if you come to the office, we are not capable of processing debit or credit card payments.

Partial payments: rent is to be paid in full by one method of payment. We will not process any partial payment. If the rent is late, the late fee is considered part of the amount due, and we will not accept any payment less than the full amount due.

Late payments: if your rent is going to be late it is the sole responsibility of the tenant to communicate the payment date to the landlord. We reserve the right to file dispossessory and can begin that process as soon as the rent is late. To avoid these issues, open and clear communication is key. Once a payment plan is arranged for our office to accept a late payment, that date is firm, and the rent must be received on or before that date or we may immediately begin the dispossessory process. *Please note, all late rent payments are a breach of the lease agreement. We understand things happen and we are looking to quickly reestablish the tenant/landlord relationship whenever possible, but the landlord is not required under law to accept late payments and patterns of paying late may result in our office refusing to accept the payment and seeking possession of the property.

NSF/Returned Payment: payments that are returned due to insufficient funds, incorrect account or routing numbers, etc. will be assessed a fee totaling 5% of the rent amount in addition to the late fee. You are required to bring certified funds to our office to clear up any NSF payments. If you make an online payment to clear up an NSF, you will be charged an additional $100 fee added to your tenant ledger. A 2nd NSF payment during your tenancy will result in our office only accepting certified funds each month.

Dispossessory: PTPM reserves the right to file dispossessory on the 7th of the month. We are always actively trying to avoid involving the courts, or further escalation. If you are going to be late, open and honest communication is the best way to build trust and move forward toward a resolution. There is a $100.00 Dispossessory processing fee in addition to court filing fees.

Maintenance Policies & Procedures

On occasion your property will need maintenance or repairs, here is some helpful information about what you can expect from us and what falls under tenant responsibility.

First and foremost, it is the tenant's responsibility to report all maintenance and repairs needed. Please be sure to report the following to avoid safety hazards, and tenant financial impacts:

- Electrical problems
- HVAC (Heating & Air conditioning) issues
- Inoperative smoke detectors
- Faulty appliances supplied in property
- All toilet and faucet leaks and any plumbing backups
- Any loose, missing, or failing grout and/or caulking around tubs, showers, sinks, etc.
- Roof leaks (evidenced by stains on ceilings)
- Broken windows and/or doors
- Fences/gates in need of repair
- Major pest control items such as bees, rats, termites or other major infestations
- Any other necessary repairs or unsafe conditions

If the tenant fails to report damages or issues, and those damages or issues worsen, the tenant may be held responsible for the repairs and/or damages caused by failure to report.

Emergency Repairs will be addressed within 24 hours and per law do not require that we secure permission from the owner before acting:
AC non-functioning when temps are over 85 degrees
Heat non-functioning when temps are below 40 degrees
Plumbing issues where tenants would be left with no working toilet
Water intrusion or leaks where the water is not contained
Electrical issues where outlets are sparking, or power lines are down

All other repairs are considered non-emergency and will be addressed in a timely manner, with owner approvals as necessary, up to and including Appliance outages/damage, faucet leaks/plumbing issues where the water is contained (i.e. shower leaks into tub), pest control, etc.
Important to note that not every problem can be solved immediately. You as the tenant have a responsibility to take reasonable steps to protect not only your personal property, but also the owner's property until additional help arrives.

Examples to demonstrate how this responsibility impacts you as the tenant:

1. Your fridge quits cooling, it is your responsibility to take steps to protect your personal items – i.e. food, medicine, etc. – from spoiling. The owner's liability insurance will not cover your loss. Put in a work order immediately, but do not assume that a service call will be made right away. It may take time to have the appliance repaired or replaced as these large items are expensive and require additional approvals.
2. If you have flooding from an AC drain pan, water pipe leak, or sewer backup – it is your responsibility to take steps to keep he problem from getting worse: turn off the AC system, shut off the water, don't continue putting waste and water into the sewer etc. Also, do what you can to protect your personal property from damage as the owner's liability insurance will not cover your loss.

If you continue to have issues with the same item after a repair has taken place, please contact our office and let us know that you had a recent repair and that there is still a problem. If you fail to report this and there is further damage, you may be responsible for the cost of the damage,

The best way to let us know that your property needs maintenance is through your online portal. This is a user-friendly application that allows you to include photos and or videos of your concern, update the times and days you will be available and rate the vender once the work is complete. Please make sure you include as much information as possible so we can get the right person to you the first time!

Tenant responsibilities include but are not limited to light bulbs, smoke detector batteries, thermostat batteries, AC filter changes*, sink or toilet back-ups due to grease, hair or other prohibited items being flushed or poured down drains, pest control**, carpet cleaning, blinds/window coverings etc.

When maintenance for the property is required, if the vendor cannot get in touch with you, we will attempt to connect with you as well. It is very important for you to answer their calls/texts and/or emails and do your part to get the maintenance scheduled. In the case that an appointment is made, if you are not there during the scheduled appointment time, the vendor may charge you a missing appointment fee. If PTPM has to get involved, we may charge you a re-dispatch fee. If we must go to the property to allow the vendor to gain access, we may charge you a trip fee.

Pam T Property Management reserves the right to inspect the interior of the property with proper notice throughout the term of tenancy, barring access to the property after proper notice has been given, will result in a tenant charge of $85, any required repairs noted during the inspection will be addressed, and tenant's will be made aware of any items for which the tenant will be responsible in writing. Drive-by or exterior inspections will happen from time to time with no notice, and any maintenance or repairs for which the tenant will be responsible will be communicated in writing.

*AC Filters will be delivered, if the placement of your AC Filter is too high for you to safely reach, it is your responsibility to put in a maintenance request so we can schedule someone to come install the filter that has been mailed to you
**Pest control MAY be included with your property – please refer to your lease if you are not certain. If pest control is included it will cover preventative maintenance only and infestations caused by tenants will be billed to tenants

Utilities

All utilities are to stay activated and in good standing. Please refer to your lease to verify what utilities, if any, you are required to move into your name. Please be advised, if you are required to connect services in your name PTPM will submit the application to discontinue services during the move in process, it is recommended to have the utilities scheduled to start in your name as of the day of move in, to avoid any lapse in service. Also, if utilities are in your name, they must be connected at all times during your tenancy, if your services are disconnected you have 3 days to reestablish services or you will be in violation of your lease. If any damage is done to the appliances due to lack of appropriate utilities, you may be held liable. If your services roll into our landlord policy during your tenancy, you will be billed for the usage, and a service fee by PTPM. If the utilities are not required to be turned on in your name, and your lease states that your utilities are included, or billed through PTPM, do not attempt to switch them to your name for any reason. When utilities are included, often times they are metered with other units, and you will be paying someone else's bill along with yours. If there is an account re-establishment fee charged for us to move the services back to our name, you will be billed for it and a service charge by PTPM. If there is a disconnection in services caused by improper utility transfer you will be billed a service charge by PTPM.

Pets

All properties are required to submit a pet profile through petscreening.com
If you have no pet, you will submit a "no pet profile"

- If you have any pets, your profile will need to list all pets
- Pam T Property does not allow pet sitting without prior approval. If you intend to pet sit, you will need to contact the office for instructions on what to do and to understand any requirements that may come along with the temporary pet.
- To add a pet during your tenancy you will first need to check your lease to see if the property is pet friendly. If the property in which you reside IS pet friendly, you will need to fill out a new petscreening.com pet profile, provide a copy of the pet deposit to the office, and make any necessary adjustments to your renter's insurance before the pet moves into the property. If not, you may request permission, but it is likely the owner has already given us a firm answer. If you are found to have an unauthorized pet you will be in violation of your lease the consequences may include but are not limited to, a $500 fine per pet, additional insurance at your cost, pest control treatments at your cost, carpet cleaning at your cost and/or termination of the lease.

Pets are not an exception to the right to quiet enjoyment, please be courteous of your neighbors and your pets when you are making decisions regarding leaving your pet at home during the day, or in the yard as incessant barking during the day, or loud barking, scratching during the night could be considered a violation of your lease. Pam T Property Management does not allow animals to be tethered, chained up, or have limited mobility due to any rope or the like.

You must clean up after your pet, at no time should feces be put in a trash receptacle without first being bagged, thrown over fences, or simply left in the yard. Violations of this policy may result in consequences that may include but are not limited to: Fines from the management company, bills from vendors hired to remedy issues and up to and including being in violation of your lease.

Lock out/ Rekey

At move in each lease is given one key with the understanding that the lessees are responsible for making copies and distributing them among tenants. If at any point during your tenancy you lock yourself out, PTPM will make an effort to bring an office copy to let you in, please refer to your lease for the cost associated with lockouts. If PTPM cannot bring a key, it will be the tenant's sole responsibility to call and pay for a visit from the locksmith. If you require the property to be rekeyed, you may either: Contact PTPM and we will send someone to rekey, the charge will be added to the ledger, OR you may hire someone of your own choice but you must furnish a copy of the new key to the PTPM office, properly labeled with your address.

Quiet Enjoyment

All residents have a right to quiet enjoyment of their residence. Excessively loud music played from the house, apartment or unit, or your vehicle will not be tolerated at any hour. Quiet hours are from 11pm until 6am. Please be courteous to your neighbors, especially any units that have shared walls. We encourage neighbors to try to communicate with one another in a respectful manner for dispute resolution, however, if a direct approach is not conducive to keeping a safe and peaceful environment all tenants and neighbors (even those not under management by PTPM) are welcome to call and seek help to secure a peaceful environment. All tenants are responsible for their pets, and guests. The first noise violation will result in a warning via email. The second occurrence, within a 12 month period may result in a written notice posted at the door. The notice fee is $85 and will be added to the tenant ledger. Further noise complaints may result in termination of lease.

Changes that might be required during your lease term

Roommates: To remove a roommate from a lease, the person wishing to be removed must submit the "Request to remove roommate" form to PTPM. All tenants on lease and all co-signers must sign that they agree with the removal of the tenant. The lease change fee will be added to the ledger. All other terms of the lease will remain in effect.
To add a roommate to a lease, the person wishing to be added must apply through our website, be vetted and approved. All tenants on lease and all co-signers must sign that they agree with the addition of the new tenant to the lease. The lease change fee will be added to the ledger. All other terms of the lease will remain in effect.
It is of utmost importance that the lease is kept accurate. If you wish to be removed from the lease but do not go through the appropriate channels, you and your co-signer will be financially responsible for the full term of the lease. Any adverse actions including but not limited to Dispossessory, eviction, collections, and/or negative impacts to credit will include all named parties on the lease. If you move in but are not added to the lease you will not be covered on renter's insurance, in the case of a criminal or domestic dispute the police will ask if you have legal right to be at the property, and if you are not listed you may be barred access. You will not have portal access, nor be given information pertaining to the lease from PTPM and will not know if your roommates are behind on rent.

Pets: To add a pet please see the "Pet" section on page 5 of this handbook. To remove a pet from the lease, you must fill out a "Request to remove pet" form to PTPM. Removing a pet from the lease while that pet or any other still occupies the premises will be considered an unauthorized pet, see the Pet section for more information. *

Credit Contingency: You may request your status on the credit contingency program to be re-evaluated during the lease renewal. You will need to apply again in order for us to establish what changes would be appropriate for the next lease term. *

Co-Signer: You may request to remove a co-signer from the lease during the lease renewal process. You will need to apply again in order for PTPM to determine if you qualify without the co-signer. *

*Not all lease change requests will be approved. Acting outside of the terms of the executed lease in hopes your change request will be approved is risky and may carry consequences up to and included but not limited to fines/fees, lease violation, adverse impact to your rental history or credit.

No Smoking

All PTPM Properties are smoke free. This is a zero-tolerance policy. Cigarettes, cigars, e-cigarettes, vape, marijuana, hookah, incense or similar are strictly prohibited to be used, consumed, smoked, inhaled, etc. within the home, apartment, or unit. This list is not intended to be all inclusive, other substances, or apparatuses as well as the list above are all prohibited under the term "no smoking" for the purposes of this lease and will be applied in the spirit in which it was written. PTPM does not discriminate against renting to smokers, however, any instances of breaches to this "no smoking" policy may result in a $250 cleaning fee, $250 duct cleaning fee, $100 ozone treatment, Smoke/odor remediation charges deducted from security deposit, replacement of blinds, carpet etc. at the tenant's expense, violation of lease up to and including termination of lease or a combination of the above listed possible consequences.

Parking

You may not park in the grass. You may not park on the sidewalk. Unless you receive permission in writing from PTPM, you may not park in the backyard. Any violations of these parking limitations will result first in a warning, every warning after that will have a monetary parking violation fee added to your ledger. In the case that your unit/building has assigned parking, any encroachment by you, or your guests into another person's parking spaces will result in a parking violation fee added to your ledger.
All vehicles kept visible (so those not in a garage) must have appropriate tags/registration, be maintained (not covered in a tarp or cobwebs) be drivable and have tires in operable conditions at all times.
All local parking restrictions through the city or county in which you reside shall be strictly adhered to, PTPM also reserves the right to impose additional or in some cases more specific parking restrictions and enforce such restrictions with warnings, fines/fees and up to having your vehicle towed at your expense.

Restrictions on Auto care/parts

You may **not** perform any automotive repair/maintenance task that could possibly result in oil spillage onto the sidewalk, driveway, or yard. You may not keep or store any car parts visible in any outdoor space. You may not keep or store tires outside of the property for any reason, at any time. Tires may not be kept outside for exercise purposes either. If we have to remove tires during, or after your tenancy there will be a service charge of no less than $75 PER TIRE. Tires are expensive to dispose of, and those fees will be passed along to you. Any damage done to the yard, driveway or sidewalks from vehicles leaking, or spills during maintenance will result in impacted areas been professionally pressure washed and charges for such being added to your tenant ledger.

Notices

Notices posted to your door may result in an $85 notice fee. These notices include but are not limited to:

- Pay or quit/demand for payment
- Inability to schedule maintenance/repairs/inspections due to tenant non-responsiveness
- 2nd warning for lawncare/landscaping
- Lease violations
- Unauthorized tenants at property
- Unauthorized pets at property
- Noise complaints
- Severe Neighbor disputes
- Tenant contact information out of date/tenant did not make office aware

PTPM does not want to visit your property to collect rent, collect contact information, attempt to schedule repairs etc. We will defer to text and email. If you are non-responsive these notices are hand delivered by a staff member. Taking someone from their assigned duties on the clock, and compensating them for fuel/mileage etc. costs us money. These fees are then passed along to you. PTPM does not want to micro-manage you, the tenant handbook is designed to create a clear communication and reference point for the standards of living in a PTPM rental, violations of this standard require additional work to communicate to you, file notices, update owners, follow up to ensure compliance and we have to pay people to do those tasks. We would like to avoid unnecessary fees for you, and unnecessary costs for our office, and the owners. Any fees that we impose are in place to discourage a specific activity or inactivity. Please note, it is our goal to avoid these fees, and we look to you, our tenant, as a partner in helping to do so.

Lawncare & Outdoor spaces

Lawncare included in lease: If the owner of the property includes lawncare with your lease, a professional company will come to the property and mow the grass, blow the leaves, keep bushes shaped, control weeds, and edge the yard. What they will **not** do: clean up after your pets, or kids, clear your debris/personal belongings from the yard, maintain your specialty flowers, or preferences regarding bush heights/shapes etc. If there is a specific request (i.e. I watch my kids play in the backyard while I cook, could we keep this bush trimmed under the window? Or 'My neighbors can see directly in my window, can we keep this bush a little taller?) You may make those requests to the office, and we will try to accommodate. There may be reasons we cannot, for example, the bush growing up may cause potential damage to the siding. However, if you make these requests directly to the landscapers there's a much higher chance things get lost in communication and you could end up with a fee to cover the cost to make corrections, so make sure you include our office in all requests! If the service is unable to be completed due to your belongings being in the way, you will be billed for the return visit.

Lawncare tenant responsibility: If you, the tenant, are responsible for the lawncare/maintenance you will be responsible to mow the grass, blow the leaves, keep bushes shaped, control weeds, and edge the yard. You will **not** be responsible for blowing off the roof, cleaning out the gutters, trimming trees / clearing branches etc. If you notice that one of these tasks needs doing, please notify the office as soon as possible. On occasion, and without warning, we do drive by inspections. If your yard needs attention, we may leave a note on your door, or send you an email. In either case, we will give you a few days to get it cleaned up, if you cannot (you're out of town, ill, lawn care equipment broken, etc.) contact us, we will be glad to send someone to do a one time visit and add the bill to your ledger. Please keep in mind, the sooner you communicate that you need assistance with lawn care the more affordable it will be. Landscapers charge more the more overgrown things are!

Requirements for ALL outdoor spaces: Be respectful, be aware, be safe. Your outdoor space is an extension of your living space, but it is not your living room. Appropriate attire should be worn at all times. Music played out loud should be appropriate in nature and free from profanity, hate speech, or other controversial language. The only flags automatically approved to be displayed at a PTPM property is the American Flag, or a seasonal flag (summer, spring, winter, fall) PTPM reserves the right to require you to move any other flags, banners, posters, signage to an indoor space. If there is not a flagpole in place, and you would like to have an American Flag, we will get approval from the owner to permanently affix a flag holder, please do not drill into the siding without permission as this may end up in a tenant charge to repair. BBQs, Grills, any other outdoor cooking apparatuses may **NOT** be used within 10 ft of the exterior walls of the property, and must be monitored until cooled down after use. If outdoor cooking, food left outside, grills not cleaned etc. attract animals/pests or does damage to the property, the tenant will be responsible for the cost of those repairs/ efforts to remediate.

Debris: Recycling, toys, trash or any such rubbish/debris is to be maintained appropriately at all times. In the case of high recycling season during your tenancy (i.e. move in, Christmas, birthdays, or similar events where bulky, or large quantities of items are unboxed) all cardboard is to be broken down, stacked neatly by the recycling bin at your assigned pickup location for immediate pick up, boxes left on porches, in garages or yards may deteriorate during weather events and become harder to remove, cause damage, kill grass etc. In those cases, you may incur tenant charges, so please be mindful of where things are stored until they can be appropriately disposed of. **NO** tires, car parts, mattresses, couches, bedframes or other bulky items may be kept outside of the rental at any time, for any reason. The above list is not intended to be complete, and many other items will fall under the "not allowed" category.

Resident Benefits Package

The Resident's Benefits Package (RBP) is designed to provide a truly valuable experience to each renter in the PTPM network. Resident Benefits Package offerings may change from time to time. In order for a renter to get the highest and best value from the RBP there are certain responsibilities of the renter. First, ensuring PTPM has the most accurate information on file, and any issues are reported in a timely manner in writing via email or chat through AppFolio. Example, your credit reporting will be limited or missing if we do not have accurate social security number, and date of birth on file for each person over the age of 18 living at the residence. If the AC Filter that is delivered is the wrong size, we can get a rush order with tracking information once we are notified in writing. The renter will be responsible for engaging with all program sponsors in order to receive the full benefits. If additional apps, or steps are required we are here to support you in accessing those benefits by connecting you with the 3rd party company who powers this program.

Communication Expectations & Approved Contact Methods

In order to efficiently manage properties and ensure that tenant needs are addressed in a timely and documented manner, Pam T Property Management (PTPM) requires that all property-related communication be submitted through official office communication channels only. During the course of your tenancy, you may come into contact with PTPM staff members or vendors and, in some instances, may obtain a personal phone number. While we understand how this can occur, messages sent to personal phone numbers or directly to vendors are not considered received by our office and may result in delays or missed requests. PTPM team members and vendors may be unavailable at times due to assigned duties, illnesses, vacations, or after-hours schedules. In order to protect you as the tenant and ensure that all communication is properly documented, tracked, and acted upon, all communication must be routed through approved office channels.

Approved Communication Channels
All non-emergency communication must be submitted through **one of the following methods**:
PTPM Office Text System: 747-233-0815
PTPM Office Phone: 912-692-0038
Office Email: office@pamtpropertymanagement.com

These communication channels allow our office to document requests, assign the appropriate staff or vendors, and follow up as needed.
Important Notes
Communication sent to personal phone numbers of PTPM employees may not be monitored or forwarded
Communication sent directly to vendors without office authorization will not be considered valid notice
Failure to use approved communication methods may result in delays, missed requests, or tenant responsibility for unresolved issues
It is the tenant's responsibility to ensure communication is delivered through proper channels
PTPM does not want to micro-manage tenants, however, clear communication standards are necessary to prevent misunderstandings, missed maintenance requests, and unnecessary escalation. By following these communication guidelines, you are helping us serve you more efficiently while maintaining accurate records on your behalf.

If you are uncertain how to submit a request or need assistance determining the appropriate contact method, please reach out to the office through an approved channel.

Our Team

Pam T. Edwards: Founder, oversees accounting
Robert Tavormina: Managing Partner, Oversees owner acquisition, and dispute resolution
Monica Tavormina: Maintenance coordinator, oversees all inspections and large project management
Amanda Tavormina: Office manager, Lead Property Manager
Dana O'Hara: Oversees remote operations, and office admin team lead, Maintenance Coordinator
Neely Saturday: Receptionist

Items in this handbook are subject to change from time to time, we will keep an updated copy published on our website and any material changes will result in a community-wide email being sent out to inform tenants that changes have been made.

Should you have any questions about anything in this tenant handbook, please reach out to us. We aim to have open lines of communication so that the time you spend in one of our professionally managed properties is fruitful, safe, and feels truly like home!