



RITAN  
property group, inc

**We specialize in managing single family homes**

# TENANT HANDBOOK

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May, 2015



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# RITAN PROPERTY GROUP WELCOMES YOU

Ritan Property Group Inc (RPG) welcomes you as a new resident. RPG is an Atlanta based property management company that acts on behalf of the our client, the residential property owner. Our goal is to set the standard of high performance and manage residential properties while ensuring all of our residents have the best quality and most comforting living experience possible. RPG shall not deny equal professional services to any person for reasons of race, color, religion, sex, handicap, familial status, national origin, or sexual orientation.

To achieve a successful tenant/landlord relationship, we prepared the RPG *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 easily. You may find a copy of this handbook on the RPG website.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. RPG is here to help you.

*We wish you a successful and enjoyable tenancy in your new home.*

## TENANT COMMUNICATION

### *Telephone calls during office hours*

Staff is available during office hours to answer your call. Please state the reason for your call so that we can direct your call to the right person. If you get our voice mail system, leave a message with your name, phone number, and the property address. A staff member will return your call.

### *Emergency calls*

During normal office hours, immediately state if you have an emergency. If you reach the RPG voice mail system during office hours, or after the office is closed, immediately choose the emergency option and we will be paged.

### *After hours calls*

The voice mail system will take all messages after hours. Messages will be returned the following business day.

### *Email*

Email is a great way to communicate. Please contact us at [Info@HouseAtlanta.com](mailto:Info@HouseAtlanta.com).

### *Website*

The RPG website, [www.HouseAtlanta.com](http://www.HouseAtlanta.com), allows you to pay rent and submit maintenance requests online. .

### *RPG Office*

We keep an office at 1990 Hosea L Williams Dr NE, Atlanta, GA 30317. Our open office hours are Monday - Friday, 12:30 PM - 4:00 PM.

# GENERAL OFFICE INFORMATION

## Ritan Property Group General Information

### Address information

Street address 1990 Hosea L Williams Dr NE  
Atlanta, GA 30317

### Communication

Toll Free # 800.318.4029  
Business # 404.284.2589  
FAX # 800.385.4830  
Email [Info@HouseAtlanta.com](mailto:Info@HouseAtlanta.com)  
Website [www.HouseAtlanta.com](http://www.HouseAtlanta.com)

### Office hours

Monday – Friday	By phone & email 9:00 am - 5:00 pm
Saturday & Sunday	Closed
Holidays	Closed

### Emergencies

Call 404.284.2589, choose the Emergency option

## MOVING IN

### *Utility companies*

It is your responsibility to have utilities turned on in your name on the first day of your Lease. RPG cannot guarantee the utilities will be on at the time of move-in. If the utilities are on at move-in, we cannot guarantee how long they will continue to remain on as well. To avoid an interruption 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 included with rent. A list of metro area utility providers can be found on the RPG website on the Tenant page.

### *Move-in inspection*

A move-in inspection form is included with your Lease as Exhibit A. The purpose of the move-in inspection form is for you to document any damage to the property for which you do not wish to be held financially responsible at move-out. You have three business days from date the Lease begins to return this form to RPG. If you do not return the filled-out and signed form to RPG within three business days, then the existing form in the Lease (i.e., the blank one, showing no damages) shall become binding.

\*\*\*The move-in inspection form is not a maintenance request. All maintenance requests need to be received through your tenant portal.

## HOW TO PAY RENT

Rent is due on the first day of each month. **Rent is late if received on or after the second.** If we receive your rent payment after the first day of the month, you must include a late fee equal to 10% of the rent. **Please note that it does not matter what date the check was mailed: rent is considered paid when we receive it not when you mail it.**

RPG offers four ways to pay the rent: electronically through Appfolio, by mail, Electronic Cash Payment, or physically dropping it off during open office hours (Monday - Friday, 12:30 pm - 4:00 pm).

### *Payment by electronic check*

Ritan Property Group uses a vendor, AppFolio, to process electronic rent payments. Prior to your first use of the AppFolio electronic payment system you must receive an email invitation from Ritan Property Group which will prompt you to create your tenant portal. Please contact the RPG office if you have not received your email invitation or need us to re-send it. Electronic payment of rent is available by electronic check for free; credit card payments are charged a convenience fee.

You may initiate payment on a one-time basis or you may configure automatic recurring rent payments for the duration of your lease.

Note that short payment is not accepted. For example, if your rent is \$1000 and you have accrued a late fee of \$100 and a dispossessionary fee of \$325, then your balance is \$1425. Short payments will be rejected if you attempt to make them via our electronic payment service.

If you attempt to send us short rent using electronic payment or if your payment is rejected for “not sufficient funds” (NSF) we will terminate your access to our electronic payment system for the duration of your lease. Once we have terminated your access to our electronic system, you must pay rent via certified funds until further notice.

### *Payment by Electronic Cash*

Appfolio does offer a feature that allows you to skip paying rent online or making a trip to the office. After contacting the office to obtain your PaySlip (can be mailed or emailed) you will be able to pay instantly at any local ACE Cash Express. You will receive a receipt once you have made your payment and it will be immediately reflected in your ledger that you have made a payment. A processing fee does apply.

### *Payment by U.S. Postal Mail*

If you pay rent by U.S. Postal Mail, you must use our P.O. Box below. Make your rent check payable to Ritan Property Group. Write your name and the address of your residence clearly on the check or money order.

Attn: Rent Payment  
Ritan Property Group, Inc.  
P.O. Box 170157  
Atlanta, GA 30317

RPG will accept rent as paid on the first day of the month if it is postmarked on the first and we receive it in our P.O. Box by the following business day.

If short rent payments are physically received we will mail them back to you by certified mail. A certified mail fee will then be added onto your account.

#### *Payment by hand-delivery*

If you wish to hand-deliver your rent check please take it to our Kirkwood office at 1990 Hosea L. Williams Dr. NE, Atlanta, GA 30317. Our office hours are banking days 9:00 am - 5:00 PM. We have a slot in our front door where items can be dropped off after hours.

## MAINTENANCE

#### *Getting to know your residence*

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in case power goes out
- Gas shut off valve – turn off during emergencies for safety
- GFCI outlets – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on
- Air filter locations and size

#### *How to submit maintenance requests*

Our sister company, **Church Street Home Repair**, handles all maintenance requests received by Ritan Property Group tenants and property owners.

All maintenance requests must be in writing. Please use your tenant portal to log in all maintenance requests. This information is immediately sent to our maintenance department without any delay. You may also mail or FAX a maintenance request to us. A PDF form for this purpose may be downloaded from the RPG website on the Tenants page.

- Please specify if you wish to make an appointment with the vendor or you would like for RPG to give the vendor a key.
- If you choose to meet the vendor, it is your responsibility to accommodate the vendor's schedule not the vendor's responsibility to accommodate your schedule. In the event of any logistical difficulty in meeting the tenant, or at RPG's discretion, the vendor will enter with a key from the RPG office. If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee. Therefore, be certain to call the vendor with whom you made an appointment with as much notice as soon as possible if you are unable to keep an appointment.
- If you do not hear from a vendor or repair person within 5 – 7 business days, call the RPG office and inform us that a vendor has not contacted you.
- A RPG staff member will contact the vendor to find out the cause of the delay and then inform you when to expect the vendor to call.

RPG manages over 400 single-family homes spread out over a wide area. Our response time for repairs is very different than the response time a multi-family apartment complex might offer. An apartment complex has the advantage of an on-site maintenance crew that may be available for immediate service. All their air conditioners, furnaces, dishwashers and other appliances are probably the exact same model and they may well have spare parts stockpiled in an on-site

warehouse. In contrast, RPG's managed homes are all over the metro area. A vendor or employee has to drive over to the property by appointment to respond to each maintenance request. No two of our homes have the same appliances. If you report that your air conditioner has failed on the hottest day of the year every HVAC vendor in the city will be backed up and it may take several days for a technician to get to your home. Once on site, the technician will diagnose the problem and may need to order parts. These parts may take several more days to be delivered. The total response time in such a case can be seven to ten days even for repairs which are expedited as much as possible.

We do everything within our power to provide the quickest service and turnaround possible. We can encounter delays, especially with repairs that need property owner, insurance, or warranty company approval.

#### *What is an emergency?*

An emergency is a threat to life or such as a fire, flood, electrical problem, gas leak, break-in, major tree-fall on the property, etc.

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving natural gas, call the gas company at (770) 907-4231 or (877) 427-5463 and if necessary, 911
- Emergencies involving immediate electrical danger, call the utility service at (888) 891-0938 or 911
- After contacting one of the above, call the RPG office and report the problem.
- An emergency is NOT air conditioning, non-working dishwasher, sprinklers, etc.

For emergencies such as backed up plumbing, flooding, tree damage, etc., call the RPG office number, (404) 284-2589. If you get voice mail, please select the emergency option, leave a message with your complete contact information, property address and a description of the problem.

#### *Tenant alterations are prohibited*

Tenants are not permitted to make repairs, alterations, modifications or improvements, including painting and changing locks. If you wish to have the walls painted a different color, for example, submit a maintenance request. RPG will contact the owner and if the owner agrees we will hire professional painters to paint the unit and bill you for the work. You will also be responsible to pay for the walls to be painted their original color after you move out. For an upgrade, such as the installation of security lights, if we can obtain the owner's approval we will install the lights and bill you for the expense. Tenants may not improve, modify, alter, or repair the home without Landlord's prior written permission.

#### *Plumbing problems*

While Management is responsible to repair the plumbing systems when they wear out or break in the course of normal use, Tenant is responsible for repairs that are caused by Tenant's negligence. The only items safe to put down the drains of the property are human waste and toilet paper. Tenant is prohibited from putting down the drains items including but not limited to baby wipes, sanitary wipes, paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing invoice shall be paid by Tenant as additional rent within fourteen (14) days of the receipt of an invoice from Management.

#### *Garbage disposals*

Please be careful with your garbage disposal. You will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: Bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, "twister" seals, screws, nails,



cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. If you can't chew it, don't put it in the garbage disposal

### *Tenant maintenance responsibilities*

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. RPG has provided you with an easy-to-use maintenance request through your tenant portal. Paper maintenance request forms are available on request. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them here. Please refer to Exhibit B of your Lease, Maintenance Exhibit, for more details on the list below:

- Replacing smoke alarm batteries
- Replacing light bulbs
- Reporting non-functioning smoke alarms immediately if fresh batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Basic insect control
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Landscape watering unless watering is stricted by local or state ordinance.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of a home owners association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace. Also check your lease to verify if it is a decorative only fireplace. If so, you are prohibited from starting any fires in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

### *Renters insurance*

A burglary, fire, or flood can be devastating. It is your responsibility to purchase renters' insurance. Neither RPG nor the owner has responsibility for the loss of your possessions stored in the home due to theft, disaster or any other cause. If there is a burglary, fire, flood, or any other problem at the property resulting in loss of or damage to your possessions, you must bear the cost of replacement yourself if you do not have renters insurance. **To avoid a loss, acquire renters insurance now.**

### *Maintenance reimbursement*

Your lease prohibits you from altering, repairing, modifying, or improving the property in any way, including painting, without prior written authorization from RPG. Generally, RPG assigns a vendor to perform work you request in your residence. However, if you have contacted RPG and requested to perform the maintenance yourself and RPG has agreed in writing to authorize the repair and reimburse you:

- Pay the bill and send the receipt to RPG. RPG will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

**RPG will not reimburse any tenant repairs that are not authorized in advance in writing.**

## YOUR LEASE RENEWS AUTOMATICALLY

**Renewal:** We are happy when tenants decide to renew their lease term. Your lease will automatically renew each annual anniversary of the Lease Start Date. The rental amount will increase by 3% and will be rounded up to the nearest increment of \$5.

If your monthly rental amount is \$700/month and your lease started June 1st of this year, June 1st next year your rent will increase by 3%, or \$21, and then rounded up to the nearest increment of \$5. The monthly rental amount for the next 12 months would be \$725/month.

Ritan Property Group does not offer a month-to-month lease option.

## GIVING NOTICE TO VACATE

**Notice to Vacate:** You must give written notice to vacate and you must use Exhibit C of your lease to give written notice to vacate. You may non-renew your lease at the end of the initial term or at the end of any subsequent term by giving at least 30 days written notice as of the lease term's end date, using Exhibit C of your lease. Again, if your lease started June 1st of this year and it ends on May 31st of next year, the latest that we will be able to accept a notice to vacate without any penalties will be May 1st. This notice must be in writing, dated and signed, specify the Move-Out Date, and be submitted on Exhibit C of the lease.

Verbal notices are not effective. RPG employees are not authorized to accept a verbal notice of non-renewal or termination from a Tenant. Written notice to vacate not submitted on Exhibit C of your lease is not effective.

**Early Lease Termination:** At RPG we understand that urgent things come up in life and you may need to break the lease. We do give you an option to early terminate the lease and move-out of the property. If you wish to early terminate and move, the following criteria must be met:

1. Give a minimum of 60 days notice in writing using Exhibit C of the lease.
2. Pay all rent due through the notice period.
3. Pay an additional two month's rent as an early termination fee.
4. Move out and remove all possession and occupants from the property by the Move-Out Date.
5. Physically hand keys over to Management's representative on or before the Move-Out Date.

## MOVE-OUT PROCESS

### *Setting up your move-out appointment*

- Contact the RPG office to schedule a move-out appointment.
- RPG only performs move out appointments during weekdays, **9 am to 5 pm**.
- Remember to supply a forwarding address and telephone number for your security deposit refund.

### *Showings to prospective tenants during the notice period*

RPG may show the property to prospective tenants after notice has been received. During the notice period RPG will place a yard sign in the lawn and a lock-box on the door. The property may

be shown by RPG staff or by licensed Georgia real estate agents. When either a RPG staff member or a real estate agent has a prospective tenant who wants to see the property, we will give you a courtesy call prior to showing the property. If we do not get a reply to our courtesy call message, we will show the property at the time noted in the message we left.

If you prefer not to have the property shown during the last 30 days of your lease, we will waive that requirement if you pay an additional month's rent in advance of the final 30 days of your lease.

#### *Cleaning guide for tenant move-out*

We want your move to be a pleasant and successful one. A cleaning guide for tenant move-out can be found in Exhibit B of your lease.

#### *Your security deposit refund*

When you follow the move-out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. RPG remits security deposits refunds within 30 days in accordance with Georgia landlord/tenant law.

#### *Security deposit refunds in Georgia landlord-tenant law*

RPG complies with Georgia landlord-tenant law in determining whether to withhold or refund tenant security deposits. Below is a summary of requirements for refunding security deposits under Georgia law.

- The Security Deposit shall be returned to Tenant by Landlord within 30 days after the termination of the Lease or the surrender of Premises by Tenant, whichever occurs last (hereinafter "Due Date").
- Management shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Property caused by the negligence, carelessness, accident or abuse of Tenant, Tenant's household or their invitees, licensees and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if Premises is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid fees and charges.
- Management shall provide Tenant with a Move-Out Statement listing the exact reasons for the retention of the Security Deposit or for any deductions there from. If the reason for the retention is based upon damage to Premises, such damages shall be specifically listed in the Move-Out Statement. If Tenant agrees with the Move-Out Statement, Tenant shall sign the same. If Tenant refuses to sign the Move-Out Statement, Tenant shall specify in writing, the items on the Move-Out Statement with which Tenant disagrees.
- Landlord shall deliver the Move-Out Statement, along with balance, if any, of the Security Deposit, before the Due Date. The Move-Out Statement shall either be delivered personally to Tenant or mailed to the last known address of Tenant via first class mail. If the letter containing the payment is returned to Landlord undelivered and if Landlord is unable to locate Tenant after a reasonable effort, the payment shall become the property of Landlord 90 days after the date the payment was mailed.

## FREQUENTLY ASKED QUESTIONS

### *What will happen if I do not pay the rent?*

When rent is not paid, here are the steps RPG will take:

1. On the third to fifth business day of the month RPG sends a letter by first class mail and email attachment to all tenants whose rent has not been received. This letter notifies the tenant that rent has not been received and that a 10% late fee is due with the rent for that month. The letter requests the tenant to either pay the money owed or move out. The letter also states that RPG will file a dispossessory warrant at the county courthouse if rent is not received within three business days. This is technically called a “demand letter” and is the first step in the eviction process.
2. Three business days later, if the rent has not been received, RPG will file a dispossessory warrant at the county courthouse. At this point, in accordance with the terms of the lease, a \$325 fee is added to the rent. This fee is required to be paid in order to stop the dispossessory warrant. A few days after we file the county Marshal will visit the property and serve the dispossessory warrant. If the tenant is not at home the Marshal will serve the warrant by “tack and mail” (the warrant will be attached to the door and a copy placed in first class mail).
3. After a dispossessory has been filed, in most cases the tenant may get current by paying the rent plus a 10% late fee plus the \$325 dispossessory fee in certified funds (plus any other court costs or fees that may have accrued) and RPG will simply have the dispossessory dismissed. If RPG does not receive these funds, however, then a court date will follow and the eviction process will proceed.

RPG takes no pleasure in evicting any tenant. It is a fundamental truth, however, that you really do have to “pay to stay.”

Please note that once a dispossessory warrant has been filed RPG cannot stop the county Marshal from serving it. For example, if RPG files a dispossessory warrant on the 5<sup>th</sup> day of the month and we receive your rent on the 6<sup>th</sup> day of the month we will cancel the dispossessory warrant but the Marshal will still serve it. If you have brought your account current you may disregard the Marshal’s warrant but RPG cannot prevent the Marshal from serving it after it has been initiated.

*Why did I receive a notice when I paid the rent on the 3rd of the month?*

- As outlined in this Handbook before, the rent is due on the first and late on the second. Our notices/demand letters are generally sent out on the third day of the month. Occasionally a late tenant payment and our notices will pass each other in the mail. RPG serves notices based on Georgia landlord/tenant law requirements and our obligations to the owner of the property.

*Why may I not clean the carpet myself?*

- We require professional carpet cleaning to preserve the life of the carpet and the floor beneath it. Home or rental machines do not handle the deep cleaning necessary.

*May I paint the walls a different color?*

- No. Painting the walls is prohibited in your lease. You may, however, request that the walls be painted a different color. RPG will then obtain the owner’s permission. With the owner’s approval, we will send a professional painter to paint the walls and bill you for the work. You must also agree to pay to have the walls returned to their original color after you vacate.

*May I repair or modify the property myself?*

- No. Altering, improving, repairing or modifying the property is prohibited in your lease. Make a maintenance request if repairs are needed. If you wish to have the property modified or upgraded, submit a request in writing and RPG will request the permission of the owner.

*May I install extra telephone lines?*

- You may install telephone lines if you pay the expense and disconnect them when you leave. However, you must notify RPG and obtain written permission to install the lines. You will be responsible for any repairs to the telephone lines while you are in possession of the property.

*May I have a satellite dish?*

- Yes, you may have a satellite dish. However, you must submit a request to RPG and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call the RPG office for details.

*I did not have a pet when I moved in; may I have a pet now?*

- Notify the RPG office of your request for a pet. Do not move a pet into the property without permission. RPG will contact the owner and submit your request. If the owner does allow the pet, an increased security deposit will be required and a pet exhibit signed.

*What happens if my pet dies or runs away, may I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

*What happens if I want another pet?*

- Notify the RPG office. The Property Manager will contact the owner and submit your request. If the owner allows a additional pet, an increased security deposit will be required and a pet agreement must be signed.

*My roommate wants to move, but I want to stay. What do I do now?*

- Contact the RPG office. RPG will need documentation from you to show that you can support the property by yourself. If you are approved to remain in the property without the financial support of the departing roommate, RPG will draft an amendment that releases the departing roommate. RPG will not partially refund the security deposit to your roommate since it is a condition of your Lease. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

*How do I add a roommate?*

- The prospective roommate will have to submit an application and RPG must approve the person PRIOR to them moving into the property. Have the roommate make complete application via the RPG website including payment of an application fee. If RPG denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign an RPG Roommate Change/Add form.

*Why do the owners want to see the property?*

- The owners may want to assess the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. When owners request a site visit, RPG will contact you to set a date and time.

## CONCLUSION

We hope that you have found the *RPG Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. Please contact the RPG office if you have any questions on the enclosed information.

**Have a successful residency!**



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