



## BRIDGING INTERESTS LLC

859 Custer Street - Hapeville, Georgia 30354  
404-669-6308 - bridginginterestsllc@gmail.com

# Maintenance: What Is an Emergency, What Is a Request

**Emergency? Call 404-669-6308.** No heat, no water, or water running where it should not. Call us -- do not file a request and wait.

## Everything else: file it in the portal

File a maintenance request at **bi.managebuilding.com** and **add photos**. A request in the portal is tracked and dated; a phone call is not, and a text message to someone's cell is not. Photos cut out a trip that would otherwise just be someone coming to look.

Tell us: what it is, which room, when it started, and whether it is getting worse.

**We own every house we rent out.** The person who decides on a repair is the person who owns the house -- there is no third party in between.

## Emergency or not

| Call us now                                                                                                       | File a request                                                         |
|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| No heat                                                                                                           | One room not heating well                                              |
| No water anywhere in the home                                                                                     | A dripping faucet, a slow drain                                        |
| Water running where it should not -- a burst pipe, water coming through a ceiling, a water heater emptying itself | A running toilet, a small leak under a sink you can put a bucket under |
| Gas smell -- <b>leave first, call the gas company, then call us</b>                                               | Pilot light out                                                        |
| Fire or flood -- <b>call 911 first</b>                                                                            | Storm damage that is not letting water in                              |
| Sewage backing up into the home                                                                                   | A slow sewer line                                                      |
| No power to the whole home when the neighborhood has power                                                        | One outlet or one breaker                                              |
| Anything that makes the home unsafe to be in                                                                      | Anything that does not                                                 |

## When we come in

For inspections, repairs and showings we give you **24 hours' written notice** and come during normal business hours. In an emergency -- fire, flood, gas leak -- we may enter without notice.

If access is refused after proper notice, the lease makes you responsible for the cost of the rescheduled trip, up to \$100 per incident.



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### What is yours, not ours

Your lease puts these on you for the whole term:

- **Lawn, shrubs and trees** -- kept mowed, watered and neat. If they are not, we may have it done professionally and bill it as additional rent.
- **Gutters** -- cleaned each fall or as needed.
- **Furnace filters** -- changed monthly during heating and cooling season.
- **Smoke and carbon monoxide detectors** -- tested weekly, batteries replaced, any failed unit reported and replaced immediately.
- **Pest control** -- as needed. An infestation is a lease default.
- **Light bulbs, and general cleanliness.**
- **Septic care**, if the home has a septic system -- nothing but waste and tissue down the drains, regular septic treatment, and no garbage disposal added.
- **Damage caused by you, your family or your guests** -- including anything caused by negligence.

**Appliances are excluded from your lease.** Any appliance in the home is there as a convenience; we do not warrant it and no part of your rent is for it. Return it in the condition you received it.

### Before you change anything

Alterations, installations, repairs and redecorating all need our **written permission first** -- including ceiling fans, blinds, carpet, fencing, light fixtures and plantings. Anything affixed to the home becomes part of the home. Locks and alarms may not be changed or added without written permission, and if we approve one we need the keys or codes immediately.

### What gets billed back

Repairs from normal wear are ours. Damage, neglect and missing items are yours, at the rates in the **Resident Charge Schedule**, plus a 20% administrative fee.

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