



BRIDGING INTERESTS LLC

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

Resident FAQ

Answers to what residents ask us most. Your signed lease is the governing document -- where a home's terms differ from what is below, the lease wins.

Emergency? Call 404-669-6308. No heat, no water, or water running where it should not -- call us instead of filing a request.

Rent and payments

When is rent due? Rent is due on the 1st of the month, in advance.

Is there a grace period, and what is the late fee? A late fee of 10% of the outstanding balance applies after the 4th of the month. A few homes carry different dates -- check your lease.

How do I pay rent? Online in your resident portal, any time of day. It records the payment immediately and gives you a receipt. We do not accept checks. If you mail your rent, a \$50 processing fee applies.

What happens if a payment is returned? A \$50 returned payment fee applies, and the rent counts as unpaid as of its original due date, so the late fee applies as well.

Where are my receipts and my ledger? In the resident portal, alongside your lease paperwork.

Repairs and maintenance

How do I request a repair? File a maintenance request in your resident portal and add photos. That keeps the request tracked and dated, which a phone call does not.

What counts as an emergency? No heat, no water, or water running where it should not. Call 404-669-6308 rather than filing a request.

Who decides whether a repair gets done? 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.

When can you enter my home? For inspections, repairs and showings, after 24 hours' written notice, during normal business hours. In an emergency -- fire, flood, gas leak -- we may enter without notice.

Your lease and your home

Can I have a pet? No. No pets are allowed in any home we rent. An unauthorized pet is a lease violation and carries a charge.

Is smoking allowed? No. Every home we rent is a non-smoking property. If smoking is found to be occurring inside the home, the rental agreement is voided immediately and the security deposit is forfeited.

My home is in an HOA. Does that affect me? Yes. The association's rules apply in addition to your lease.



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Who pays the utilities? You do -- water, sewer, garbage, gas, electricity, cable and local phone -- even where a bill stays in our name. Put them in your name before you move in.

Do I need renter's insurance? Yes. Your lease requires a policy with at least \$300,000 in liability coverage.

How much notice do I give before I move out? 60 days' written notice before the end of your lease term.

What happens if I stay past my lease end? Without a signed renewal you are in holdover, which your lease charges at a higher monthly rate. Talk to us before your term ends.

When do I hear about renewing? We reach out with renewal terms ahead of your lease end.

How do I get my security deposit back? Your deposit is returned after move-out, less any amounts your lease allows, in line with Georgia law. Leaving the home clean and undamaged, and giving proper notice, is what keeps it whole. See the **Move-Out Checklist**.

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