

Important Landlord Information

The PMI Georgia team's top priority is to provide top tier management service to all of our customers. In order to ensure this, we have established policies and procedures to address certain maintenance items deemed essential.

Residential landlords (under Georgia law) have a duty to keep a unit in a safe and habitable condition and in good repair.

The landlord must:

- Maintain the building structure interior and exterior;
- Keep electric, heating and plumbing in working order;
- Exercise ordinary care to keep the unit and access safe for tenants.

Essential repairs mean that the home must be kept in a habitable condition. "Habitable condition" means the home is livable and the tenant is in reasonable comfort.

Essential repairs include

- Major flooding
- Burst or broken pipe
- No hot water or leaking hot water heater causing damage to the home
- HVAC repairs if the temp is over 90 and heater repairs if the temp is below 45
- No working toilets in the home
- Severe electrical problems
- Fallen tree on the home
- Major roof leak allowing heavy water to enter the home
- Front or back exterior doors or windows that are unable to lock.
- Sewage backing up into the home including septic pumping
- Major appliance provided by the owner that is not working such as stove or refrigerator (does not include microwave or dishwasher)
- Garage door repairs if the tenant is unable to leave the home or it leaves the home open to unauthorized entry

All repair requests are required to be submitted in writing by the tenant and an email like this will be sent to you. If the tenant calls our 24-hour emergency line an email will be sent to you on the next business day.

We will send someone to the home and if the repair is essential it will be completed to contain the risk in the situation and to protect your asset, the liability risk, and the tenant. Once the risk is contained quotes for further repairs will be sent to the owner for approval by our maintenance team.

Per the LMA The manager is authorized by Owner, at the Owner's sole expense to make such repairs to the Property as Manager reasonably believes to be necessary to protect property from damage or maintain services to a resident as outlined in the lease. Manager shall seek Owner approval for expenditures for any one item or repair that exceeds the sum of \$400 unless made under circumstances which Manager deems to constitute an emergency or a safety, habitability issue or health risk to a resident. If the Owner does not respond within 2 business days of a repair notice, Owner shall be deemed to have approved the repair or maintenance request. Owner acknowledges that the costs of emergency repairs are often higher than making non-emergency repairs & estimates of repair costs may not reflect the amount eventually billed for the work.

If Owner has a Home Warranty, the Owner is responsible for submitting all claims. The manager reserves the right to proceed with customary vendors if the warranty vendor has not contacted the Manager or Resident to schedule service within 24 hours of initiation of service call. Should the Resident report the same issue recurring after a warranty service call, the Manager reserves the right to utilize customary vendors to properly resolve the issue and shall have no obligation to continue efforts through warranty service. After hours, weekend and holiday emergency calls will be coordinated by Manager's on-call emergency staff regardless of Owner's Home Warranty