

After Hours Emergency Maintenance Calls

Calls for needed emergency repairs after normal work hours (nights, weekends, or holidays) may be made by using the “EMERGENCY” telephone number posted on the front door of the Offices, Community Rooms and Laundry Mats and listed on the front cover of this booklet.

**PLEASE DO NOT CALL AFTER NORMAL WORK HOURS
UNLESS IT IS AN EMERGENCY!**

Atlanta Property Management, DBA: NET Property Management – Atlanta * Hughes Springs * Linden, and the members of the staff wish you a pleasant stay in your new home and every success in your future. The rules and suggestions are not meant to restrict you in your new home, but to help you with those items about which numerous questions usually arise. We reserve the right to add to or change the instructions and rules in this booklet.

Contact Us

Please feel free to contact us at any time with your concerns:

106 S. Howe, Office
P.O. Box 1183
Atlanta, TX 75551

Phone: (903) 796-5065
Fax: (903) 796-3024
Email: atltxha@sbcglobal.net
Web: www.apmtx.org



Resident's Guide

Atlanta: 8:00 a.m. – Noon
By Phone or Appointment Only

Office Hours

Atlanta: Mon – Thurs 1 p.m. – 5 p.m.
Hughes Springs: Mon – Thurs 8 a.m. – Noon
Linden: Mon – Thurs 1 p.m. – 5 p.m.



**After Hours Emergency Maintenance Number
(903) 799-8945 PLEASE LEAVE A MESSAGE**

NO PARTIES!

Welcome

Atlanta Property Management, DBA: NET Property Management (NETPM) welcomes you to your new home and neighborhood. We hope that you and your family will be very happy here. NETPM has pledged to assist you in every possible way. Pleasant community living depends largely on cooperation and understanding throughout the entire neighborhood. Consideration for your neighbor and an appreciation of his/her issues will make you a better neighbor.

Sincerely,
Stacia J. Waters
Executive Director

Important Numbers

Emergency (Police, Fire, Ambulance).....	911
Fire (for fires ONLY!)	911
Ambulance.....	(903) 796-5555
Police	(903) 796-7973
St. Michael Hospital - Atlanta.....	(903) 796-3000
Gas (Center Point).....	1-800-259-5544
TDD/Hearing Impaired.....	7-800-732-2062
Electricity (A.E.P. SWEPCO	1-888-216-3919
Outage.....	1-888-218-3919
Water – Garbage Collection (City Hall)	(903) 796-7153
Cable TV (Fidelity)	1-855-262-7434

Prohibited

The following are a few items that are prohibited:

- No Waterbeds
- No Parties
- No Antennas
- No Satellites (without approval)
- No Unauthorized Guest/Visitors
- No Unauthorized Vehicles
- Do Not Paint your apartment
- Do Not make any alterations to your apartment
- Do Not light your range/stove or water heater yourself
- Do Not change water heater setting
- Do Not burn incense sticks in nail holes in walls
- Do Not tamper with Smoke Detectors
- Do Not make any repairs yourself

Requirements

The following are a few items that are required:

- Report ALL changes in income within 10 days, in writing
- Pay rents and other charges on time
- Pick up trash and toys in your yard
- Keep gas and electricity connected at all times
- Clean your range/stove
- Clean your refrigerator
- Sweep and Mop regularly
- Keep your apartment in a CLEAN, SAFE, SANITARY condition
- Supervise children at all times
- If required, complete Community Service requirements
- If required, complete Economic Self-Sufficiency requirements

.... and LAST but not LEAST, ENJOY YOUR NEW HOME!

Resident Involvement

Resident involvement also makes sound relationships among the residents of a property and in turn promotes a more harmonious community in which to live and raise your family.

Tell us what your complaints and/or suggestions are. Your help in these areas will allow us to continue to improve our services to you the Resident.

GET INVOLVED AND LET US WORK TOGETHER TO PROVIDE A GREAT PLACE TO LIVE!

How We Can Help You

Should you have some kind of problem – family, financial, alcoholism, drug related problem, health, child welfare, mental health, transportation, family planning, etc. call the Office. Our staff will assist in referring you to one of the Federal, State, or Local agencies who can provide the kind of help you are looking for.

We cannot help if we do not know there is a problem!

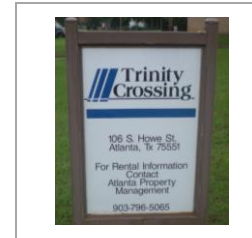
How You Can Help Us

If you see an act of vandalism or someone in the act of a crime of being destructive, children included, please call the Office.

Please report any gas leaks, electrical lines or cables that are on the ground or broken, any open man holes or valve covers missing, anyone you see on the roof of a building, or abandoned vehicles to the Office.

Our Properties

Family & Elderly Living



Located at 106 S. Howe, this property offers 42 apartments for Family or Elderly residents. There is an onsite Laundry Mat, Community Room, and Playground available for resident's use, as well as, 24 hour surveillance.

Family Living



Located at 420 E. Thomas, this property offers 16 apartments for families needing 3 or 4 bedrooms. There is a playground available for residents use and 24 hour surveillance.

Elderly Living



Located at 303 N. Butler, this property offers 22 apartments for Elderly families. There is a Laundry Mat and Community Room for resident's use, as well as, 24 hour surveillance.

Getting Started

Rent

All rents must be paid in advance. Your rent is always due on the first day of every month. We understand that not everyone can pay their rent on the first so we allow you to pay your rent anytime between the first (1st) and fifth (5th) day of each month. If your rent is not paid by 4:00 p.m. the 5th day of the month, it is considered late, without a charge. If your rent is still not paid by 4:00 p.m. the 10th day of the month, a late charge of \$50.00 will be charged to your account.

Security Deposits

All residents must make a Security Deposit upon leasing. This deposit is credited to your account and shall be returned to you when you terminate your lease, but only if you leave the premises clean, in good condition, and do not owe any rent or other charges. The Security Deposit, or any portion of it still due you, will be refunded within thirty (30) days after you have returned the keys to the NETPM Office.

Occupancy

The apartment is rented to you for the sole use of your family; therefore, you should never allow anyone else to live with you. Each person living in your apartment must be listed on your lease.

Notice of Intent to Vacate

Residents must give thirty (30) days written notice of their intent to move out of the apartment. Failure to give required notice will result in a penalty equal to thirty (30) days rent and forfeit of the Security Deposit.

Guest

All guests must be registered with the Office. Guest are permitted for a period not to exceed five (5) days in a month, and no more than thirty (30) days in a calendar year.

Children

In regard to your children there are a few things that you as a parent need to do. Be very careful that matches and lighters are used properly, never permit your children to play with them. Children should not be allowed to play in trash cans. Children should be instructed NOT to throw trash on the ground.

Don't let your children play in the streets. Do not allow them to throw glass, metal, nails, or other dangerous objects in the area because it is a danger for them when they are barefoot. Residents will be charged for damage due to children playing on clothes lines.

DO NOT let children follow or play in the area around the mowers when in use. Doing so could cause serious injury.

Although we do love children, it is your responsibility as a parent to discipline them and not depend on your neighbor or the staff to watch them. Play areas are provided in various area and we urge you to use them or the City's Recreational areas.

REMEMBER: Children are to up SUPERVISED AT ALL TIMES. This includes outside while playing.

Termination of Lease

Your lease agreement requires that you abide by the rules, regulations and requirements at stated. NETPM can evict you if you violate the terms of your Dwelling Lease.

Some of the reasons for eviction could be, but are not limited to:

- Resident, guest, or visitor disturbing neighbors
- Damage to the apartment or property
- Firearm use or threats to neighbors
- Failure to pay rents and other charges
- Continual violation of rules and regulations
- Allowing unauthorized people to reside in the apartment
- **ANY CRIMINAL ACTIVITY ON OR OFF THE PROPERTY!**

BB Guns, Firearms & Fireworks

We do not permit the use of BB guns, pellet guns, nor any type of firearm on any property owned by NETPM. **FIREWORKS ARE NOT ALLOWED!**

You are all aware of the danger to other people or their property when living so close together, so we must insist that you abide by these rules.

Rumors

It is best not to listen to any RUMORS! When there is information that residents need, NETPM will notify in writing. If you need information concerning NETPM, please contact the Office and we will assist you.

Complaints

All complaints **MUST** be in writing and signed by the resident. Management will **NOT** act on any verbal complaint. If you are not willing to sign your name to complaint, please do not waste our time.

Roofs

Do not throw anything on the roofs! This is unsightly and injurious to the property. **KEEP OFF THE ROOFS!** In the event an item does become lodged on the roof, contact the office. Residents will be charged for items on the roof regardless who removes them.

Cars

Do not park or drive on the grass. Please inform your household members and guests of this regulation. Park your car in the parking area only. Do not block the street or prevent other cars from driving through. Residents may **NOT** make repairs on vehicles or leave or park vehicles in an inoperative condition. Inoperative vehicles will be towed at resident's expense.

Residents, Guest, Visitors, and Care Providers must registered all vehicles with the Office and be issued a Parking Permit. Vehicles not in compliance are subject to being towed at owner's expense.

Heating/Air Conditioning System

Our heater/air conditioners are controlled by thermostat settings. We recommend a heater setting of 68 degrees and an A/C setting of 72 degrees. You may then adjust the thermostat warmer or colder depending on your personal comfort. Maintenance will replace the HVAC filters the forth (4th) Monday of every month without written notice, per your lease.

Water Heater

An automatic water heaters is provided for each apartment. **DO NOT CHANGE THE SETTING ON THE WATER HEATER.**

Telephone & Cable TV

If you desire a telephone or Cable television you will have to make arrangements with the local telephone or cable provider

Satellite Dish

You must request approval from the Office to have Satellite Dish service installed. You will be required to sign the Satellite Dish Policy and pay a \$100.00 satellite dish deposit to the NETPM prior to approval being granted. Unauthorized satellites will be removed immediately by NETPM staff.

Utilities

Water, garbage and sewer service is provided by NETPM. Electricity and gas utilities are the responsibility of the resident. Utilities must be connected in the Head of Household's name and remain connected for the duration of the lease. Utilities disconnected for Non-Payment are considered a serious Health and Safety violation.

Pets

Pets are allowed **ONLY** as stated in the Pet Policy. Guest's pets are **NOT ALLOWED ON PROPERTY! PLEASE DO NOT FEED STRAYS!**

Maintenance Needs

Please report repairs to the office, during office hours, as maintenance is not allowed to make repairs without a Work Order issued by the office. Residents are not to make any repairs to the apartment!

Plumbing

Report any leak or stoppage promptly. Care should be taken to prevent chipping or staining of enamel, marble, and porcelain finishes.

Residents are responsible for the repair cost of plumbing stoppage caused by disposal of anything other than normal sewage, which is human waste. **DO NOT** put diapers, sanitary napkins, tampons, baby, Cottonelle, Lysol type wipes or excessive amounts of toilet paper in the toilet.

Refrigerator

The refrigerator is a frost free model and does not have to be defrosted; however, overcrowding the freezer will cause the refrigerator to not cool properly. Do not block the vents in the freezer. The entire refrigerator should be cleaned on a regular basis. Spills should be cleaned up immediately.

Ranges

The range/stove's top burners and oven have electronic ignitions instead of standing pilot lights. The burner, bowls, drip pans, area under stove top, oven, broiler pan, vent hood, and vent hood filter should be cleaned daily or after each use. When you move in you will find your range clean; we expect you to keep it clean.

Periodic inspections will be made of your range, refrigerator, and apartment so we need your cooperation in maintaining clean appliances

Floors

Do not use tacks, nails, cement or other fasteners in laying carpet. Floors need to be mopped frequently with a mild detergent. **DO NOT** use "Mop & Glow" type product on tile floors.

Walls & Woodwork

Do not use nails, tacks, screws, etc. on the walls or woodwork. If you hang pictures, posters, curtains, etc., use the proper hangers. If you do not know what to use, contact the Office. Damage to the walls and woodwork will be charged to you.

Keys & Lockouts

Two keys to your apartment are issued at move in. Be very careful that you do not misplace them. If you should lose your key, you will be charged for a new one. If you lock yourself out you will be charged the fee listed on the "Schedule of Charges".

Housekeeping

You are expected to keep your apartment clean and in a well-kept condition. Keep your home and surrounding areas clean and sanitary at all times. This is also required of the outside of your unit and yards. Good Housekeeping is a **MUST!**

Pest Control

It is impossible to control all insects 100% of the time. NETPM provides routine pest control services to all units on a quarterly basis. Residents will be charged for infestation due to poor housekeeping or caused by guest/visitors.

Inspections

Periodic inspections of your apartment will be made to determine whether regular repairs or maintenance is necessary to preserve the property in safe and good working order. Your cooperation is expected.