



CHATTAHOOCHEE DWELLINGS PROPERTY MANAGEMENT

Dear Resident(s):

On behalf of the entire staff here at Chattahoochee Dwellings, we would like to thank you for choosing to rent with us. We strive to provide you with superior service so that your renting experience is first-rate, and hope you choose to rent with us year after year.

We have included a welcome packet that provides helpful information to get you started. You will find information on trash/recycling programs, utilities, etc. You will also find information on how to access the Resident Portal. The Resident Portal is where you will be able to access your account information, pay rent and submit Maintenance Request.

Our Staff:

- Manager/Owner: Alyssa Bell – (706) 366-0929 – abell@chatdwellings.com
- Assistant Manager: Jessica Brown – (334) 614-2615 – jbrown@chatdwellings.com

Thank you again for choosing us to rent with! If you have any question, please let us know.

Sincerely,

Chattahoochee Dwellings
Property Management



How to Access the Resident Portal

Upon moving in, you will receive an email granting access to your online Resident Portal. With our online resident site, you can pay rent online, view your payment history, setup automatic monthly payments, submit maintenance requests, and much more!

1. Click the link provided in the Resident Portal Activation email
 - > Note: Be sure to save the link as a bookmark in your browser for fast easy access in the future
 - > If you are not sure if you have received the tenant portal activation, check you spam folder first!
2. On the Resident Portal login page, enter your email address and password and click the Log In button.
 - > Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account

Types of Payment Methods

Online payments may be made with checking/savings account, debit, and credit card payments through your Resident Portal.

- Please note that payments made using your banks routing and account information are charged a **\$3.50 processing fee**.
- Payments made with credit or debit are charged a **3% processing fee plus \$3.50**.

Other payment methods such as personal check, cashier checks, and money orders can be mailed or deposited at our secure mail slot located in the front door of the building at:

700 Brookstone Center Parkway STE 300 Columbus, GA 31904

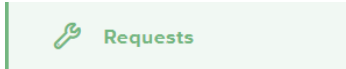
How to Make an Online E-Check Payment/Set up Automatic Payments

1. Login to your Resident Portal: <https://cdpmc.managebuilding.com/Resident/public/home>
2. On the left-hand side click "Payments"
 - Click on "Make Payment" on the upper right-hand side to make a ONE-TIME payment
 - To set up automatic payment click on "Set Up Autopay"

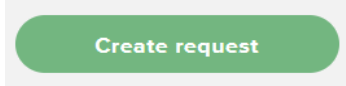


How To Submit Maintenance Request

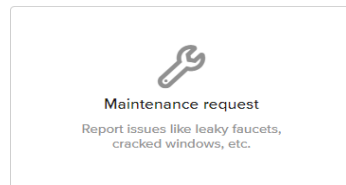
- Login to your Resident Portal: <https://cdpmc.managebuilding.com/Resident/public/home>
- On the left side of the home page click on “Request” tab



- Then in the top right-hand corner click on “Create Request”



- Click on “Maintenance Request”



- Fill out the information needed.
 - Please note: add as many details as possible. You are also able to upload pictures of the issue.

Request details

Type

Maintenance request Change

Category

General ▼

Subject

Description

Attachments (Optional)

Drag & drop files here or [browse](#)

Scheduling

Do we have permission to enter the property if you aren't home?

Yes No Not applicable



Quarterly Property Inspections

We will conduct quarterly property inspections for preventative maintenance purposes. These visits are planned in advance. When we are ready to conduct the inspection, you will be contacted at least 5 days in advance to arrange a time that will work best for you.

House Locks

Locks should not be changed on the property without our consent. If you would like your locks to be changed out on the property, please contact us so that it can be scheduled. A charge for replacing the locks will be billed to you.

AC Filters

Please remember to change AC filters once per month. If you have pets, changing these filters twice a month will help decrease build-up off pet dander/hair in the return. Filters should be replaced consistently and through all seasons. Vent covers should be kept clear and free from furniture or other items which would block the air flow.

Parking on Grass

DO NOT park on grass. Should you utilize the grass area during loading and unloading purposes, please note that any damages caused will be charged to your account.

Flowerbeds/Curb Appeal

The exterior of the home should be kept in a neat and orderly manner. Flower beds should be pruned and weeded to keep an attractive curb appeal. Satellite dishes may not be attached to the roof. They must be placed on a free-standing pole and be positioned on the side of the home or exterior. For curb appeal, the dish should not be installed in the front of the home.

Alterations to Home

Tenant cannot make any additional alterations without prior approval from Owner/Management Company. This includes, but does not limit, to painting in the home. In some cases, approved alterations and upgrades must remain in the home at move out.

Move In Inspection

Along with your enclosed copy of the lease, we have included a Move-In Inspection Sheet. Please take time to complete this during your move-in and return to us within 7 days of move in. This will be placed in your file and referenced at move-out. For your convenience, pictures of the unit prior to move-in have been taken and added to the file.

Notice to Vacate

You must give us a **60-day notice** of your intent to move to be in compliance with your lease agreement.



Trash and Recycling Pick Up

Your TRASH Day is: _____

- Columbus Residents: The city does not provide trash containers. You must purchase your own. Pick-up times vary, so it is suggested to place the container at the curb the night before.
- Russell County Residents: If no trash can is provided, you will need to contact the Russell County Sanitation Department within 1 week of move in to set up your trash pickup service.
- Lee County Residents: Lee County does not supply trash pickup. Instead, you will take all waste to the local Lee County Waste Management & Recycle located at:
145-115 Lee Road 484 Phenix City, AL 36870

Your RECYCLE day is: _____

- Columbus Residents: The city does provide a blue container for recyclables. To request a container, dial 311 from your phone and ask for a blue bin.
- Russell County Residents: There is no recyclable services provided.
- Lee County Resident: You will take all recyclable items to the local Lee County Waste Management & Recycle located at:
145-115 Lee Road 484 Phenix City, AL 36870

Yard debris & bulky waste day is: _____

- Columbus Residents: The city advises that yard waste must be placed inside a container or bags and must be free of household garbage.
- Russell County Residents: Russell County will pick up anything that will not fit in your trash bin if it is in trash bags. For bulk items such as furniture and appliances, you will have to call their office to submit a work order. There is a fee that applies.
- Lee County Residents: You will take all debris & bulky items to the local Lee County Waste Management & Recycle located at:
145-115 Lee Road 484 Phenix City, AL 36870

The following items are not picked up by any services mentioned:

- Any construction or demolition materials resulting from construction, remodeling or razing of buildings, structures or pavement. This includes bricks, stone, cement chunks, cement blocks, sand or gravel
- Any type of cylinders, such as propane, oxygen, chlorine, etc.
- Any vehicle, marine, motorcycle, or lawn tractor batteries.
- Any drum that contained fuel, oil, solvent, automotive fluids or pool chemicals.
- NO HAZARDOUS WASTE IS PICKED UP!

Schools

- Muscogee County: visit <https://www.muscogee.k12.ga.us/> for more information
- Russell County: visit <https://www.myrcsd.org/domain/52> or <https://www.pcboe.net/> (depending on your location) for more information
- Lee County: visit <https://www.lee.k12.al.us/> for more information



Electrical Services

Georgia Power Company	1112 Veterans Pkwy Columbus, GA 31901	(888) 660-5890	https://www.georgiapower.com/
Alabama Power Company	1601 Broad Street Phenix City, AL 36867	(334) 298-4692 (800) 245-2244	http://www.alabamapower.com/
Tallapoosa River Electric Cooperative	991 U.S. Highway 165 Fort Mitchell, AL J68S6	(334) 864-9331 (800) 332-8732	http://www.tree.coop/
Flint Energies		(800) 342-3616	https://www.flintenergies.com/
Diverse Power		(706) 845-2000	http://www.diversepower.com/

Natural Gas Service

Liberty Utilities	2300 Victory Dr, Columbus, GA 31901	(706) 478-1804 (855) 216-6305	
Alagasco	1112 Broad Street Phenix City, AL 36867	(334) 297-6249 (800) 292-4008	www.alagasco.com

Cable/Telephone/Internet Service

AT&T	3201 Macon Rd Store25 Columbus, GA 31906	(855) 819-1674	https://att-bundles.com
Mediacom	6700 Macon Rd Columbus, GA 31907	(800) 239-8411	https://www.mediacomcable.com
Spectrum	1349 Warren Williams Rd Columbus, GA 31901	(866) 874-2389	https://www.spectrum.com
Cable TV of East Alabama	2400 Sportsman Drive Phenix City, AL 36867	(334) 298-7000	http://www.ctvbeam.com/en
Columbus Consolidated Government	Waste Management Division	(706) 225-4696	http://www.columbusga.org/Public_Works/waste.htm
WOW	6050 Knology Way Columbus, GA 31909	(888) 757-6500	http://www.wowway.com/

Garbage/Water Service

Columbus Water Works	1421 Veterans Pkwy Columbus, GA 31901	(706) 649-3400	http://www.cwwga.org/plaintext/home/home.aspx
Phenix City Utilities	11119 Broad Street Phenix City, AL 36867	(334) 448-2880	https://phenixcityal.us/utilities/
Smiths Water Authority	2848 Lee Road 243 Smith Station, AL 36877	(334) 298-6342	www.smithswater.com
Fort Mitchell Water Authority	805 Highway 165 Fort Mitchell, AL 36856	(334) 855-4703	http://fortmitchellwater.com/
Russell County Water Authority	4109 Sandfort Road Phenix City, AL 36869	(334) 297-3393	www.rcala.com/Utilities



Useful Numbers

- Emergencies 911
- Columbus Police Department 706-653-3205
- Muscogee County School District 706-748-2221
- Muscogee County Tag Office 706-653-4208
- Main Post Office 800-275-8777
- Citizens Services 311
- Fort Benning Information 706-545-2011
- Animal Control 706-653-4512
- Call Before You Dig/Utilities 811

Thank you once again for selecting Chattahoochee Dwellings Property Management!
We look forward to having you as our tenant.

WELCOME HOME!