



**BRIDGE TO BROW**  
PROPERTY GROUP

# Tenant Handbook

## FOR 30+ DAY RENTALS



**We hope you enjoy your new place!**

Please don't hesitate to reach out if you need anything at all or have feedback to share.

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**REAL ESTATE PARTNERS**  
CHATTANOOGA LLC

### QUESTIONS? CONTACT US.

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## Welcome Home

**We're so glad you're here. Whether you're staying for a year or settling in longer, we want you to feel comfortable and cared for.**

This handbook is designed to give all of our tenants a helpful overview of what to expect while renting with us — from how we handle maintenance requests to tips for being a great neighbor. It's here to answer common questions and make your experience as smooth as possible.



## About Us

**Bridge to Brow Property Group** is a Chattanooga-based property management team made up of locals who care deeply about our community. We're here to keep things running smoothly — from maintenance coordination to clear communication and responsive support.

We manage a wide range of homes across Tennessee and Georgia, and our goal is always the same: to provide a rental experience that's respectful, reliable, and easy. We're also licensed real estate professionals, so we bring a strong understanding of the housing market and how to care for the places people call home.

# MAINTENANCE & REPAIRS

**We want your home to be safe, comfortable, and well-maintained—and that means staying on top of both small tasks and larger issues.**

This section outlines what's expected of tenants and what falls under landlord responsibility. If you're ever unsure about how to get something fixed, please reach out to our rental manager—we're here to help!

## Tenant Responsibilities

- Replacing light bulbs
- Changing HVAC filters (monthly or as recommended)
- Keeping drains clear (*avoid flushing non-flushable items or pouring grease down the sink*)
- Resetting tripped breakers or GFCI outlets
- Replacing batteries in smoke detectors or thermostats (unless hardwired)
- Basic yard upkeep (if required per lease)
- Keeping the home clean and free from pests

## Tenant Responsibilities

- Structural issues (roof, foundation, windows, etc.)
- Heating and air conditioning problems
- Plumbing and electrical issues beyond everyday use
- Appliance repair or replacement (if provided with the rental)
- Pest control for infestations (not caused by tenant negligence)
- Mold remediation or water damage
- Any item that presents a safety hazard or health concern



**Safety First – Report Problems Early!**

# HOUSE RULES + QUIET HOURS



**To ensure a safe, comfortable, and respectful living environment for everyone, please review and follow the general house rules below.**

## Quiet Hours

**Daily Quiet Hours: 10:00 PM – 8:00 AM**

- Please keep noise to a minimum during these hours, especially in shared walls or multi-unit buildings.
- Be mindful of loud music, TVs, gatherings, and outdoor noise (including cars or pets).

## General House Rules

- Treat the property with care.
- No smoking or vaping indoors.
- Take out trash regularly.
- Keep outdoor areas clean.
- Park only in designated spots.
- Don't block driveways or access.
- Get approval for long-term guests.
- Follow pet rules and cleanup.
- Ask before making any changes.
- Use appliances as intended.



# GETTING STARTED CHECKLIST

## Move-In Essentials

1. Picked up your keys and garage/gate remotes (if applicable)
2. Set up tenant-paid utilities in your name
3. Signed up for renter's insurance.
4. Changed your address with USPS and updated any subscriptions
5. Located your circuit breaker, water shut-off, and HVAC filters

## Home Basics

1. Reviewed trash/recycling pickup days and where to place bins
2. Walked through and tested smoke detectors and locks

## Communication & Maintenance

1. Saved our office number and maintenance request contact info
2. Downloaded or bookmarked our tenant portal for easy access
3. Reviewed our maintenance request process and what's considered urgent
4. Added emergency contacts (like 24/7 maintenance line, poison control, etc.)

## Pro Tips

1. Set calendar reminders to change HVAC filters (usually every 1-3 months)
2. Check lease for rules about guests, decor, and minor changes
3. Follow us on social media @bridgetobrow to stay in the loop
4. Reach out any time — we're here to help make this feel like home

# RENT PAYMENT INFO

01

## Rent is due on the 1st of each month.

Please ensure your payment is submitted on time to avoid late fees.

02

## Late payments begin on the 5th.

A \$100 late fee will be applied if rent is not received by the 5th day of the month.

03

## All rent payments should be made through the Tenant Portal.

You can access it online anytime to make payments, view your balance, or set up autopay.

We recommend setting up autopay or calendar reminders to avoid missing a due date.

[ONLINE TENANT PORTAL](#)



### We do not accept cash or personal checks.

All payments must be made electronically through the portal for security and tracking.



### If you're having trouble making a payment, reach out early.

Communication is key — we're here to work with you whenever possible.



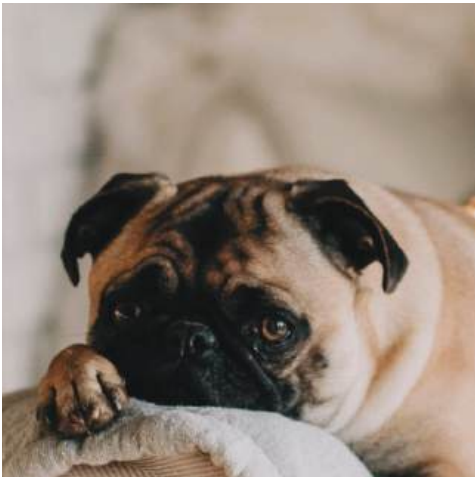
### Returned payments (NSF) may result in additional fees & must be repaid promptly.



## PET POLICY



**We love pets, but not all of our properties allow them. If you're unsure whether pets are permitted in your rental, please check with your property manager before bringing one home.**



- Pet rules vary by property.
- Always check with our property manager.
- Some properties require a pet deposit.
- Deposits may be non-refundable.
- Only approved pets are allowed.
- Clean up after pets promptly.
- Prevent excessive noise from pets.
- No aggressive animals or restricted breeds.
- Pets must be flea-free and vaccinated.
- Tenants are responsible for pet damage.



# WINTER GUIDELINES

**Cold weather can bring extra challenges to your home, especially when temperatures drop below freezing. Please follow these general winter guidelines:**

## Protect Your Pipes

- Disconnect garden hoses from outdoor faucets.
- Cover outdoor spigots if possible. (Store-bought covers or DIY options like insulated containers work great!)
- When temps drop below 20°F, let faucets drip slowly (hot and cold) to keep water moving and prevent freezing.
- Open cabinet doors under sinks to let warm air circulate around pipes.
- Keep interior doors open so heat can flow evenly throughout your home.

## If You Suspect a Frozen Pipe

- Contact your property manager right away.  
Frozen pipes can burst and cause serious damage—don't wait to report any signs, like no water flow or unusual noises.

## Other Cold Weather Tips

- Reverse your ceiling fans (clockwise on low) to help push warm air down.
- Change your HVAC filter if it's been over 3 months. A clean filter helps your system work more efficiently in cold weather.



# MOVE-OUT PROCESS

**As your lease comes to an end, we want to make the move-out process as smooth as possible—for you and for the next tenant. Please review the following guidelines to help avoid unnecessary charges.**

## Cleaning Checklist

- Remove all personal belongings and trash.
- Vacuum/sweep and mop all floors.
- Wipe down countertops, cabinets, and shelves.
- Clean kitchen appliances inside and out.
- Empty and clean the refrigerator.
- Scrub sinks, tubs, toilets, and mirrors.
- Dust ceiling fans, baseboards, and vents.
- Clean out fireplace (if applicable).
- Remove nails, hooks, and patch small holes.
- Mow the lawn and tidy outdoor spaces. (if applicable)

## Final Steps

- Return all keys, fobs, and remotes.
- Leave any provided manuals or appliance guides.
- Turn off all lights and set the thermostat to a reasonable temperature (ask your manager if unsure).
- Make sure all windows and doors are locked.
- Take final photos of the property for your records.
- Provide a forwarding address for your security deposit return.
- Schedule a walk-through with your property manager, if requested.
- Report any damage that may need repair—we appreciate the heads-up!



# EMERGENCY PROCEDURES

01

## **Call 911 for life-threatening emergencies.**

Always call emergency services immediately for fire, medical emergencies, or threats to personal safety.

02

## **Know your emergency exits.**

Familiarize yourself with all exit points in your home or building, and make sure pathways are clear at all times.

03

## **Report gas smells or leaks right away.**

If you smell gas (rotten egg odor), leave the home immediately and call your gas company or 911. Then notify your property manager.

04

## **Locate your breaker box and water shut-off.**

In case of electrical or plumbing issues, knowing how to shut off power or water can help prevent damage.

05

## **Test smoke detectors monthly.**

Notify your property manager if a detector isn't working or needs new batteries.

06

## **Keep emergency contacts handy.**

Save your property manager's number, utility providers, and a trusted emergency contact in your phone.

07

## **Report safety concerns promptly.**

If you notice anything broken, unsafe, or suspicious, let us know right away so we can take care of it.

