



## Resident Handbook

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### Welcome Home!

We're excited to have you as a resident! This handbook covers everything you need to know about renting with us — from paying rent to requesting maintenance to understanding your lease.

Our goal is simple: make your rental experience smooth and stress-free.

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### Add Us to Your Contacts

Scan this QR code with your phone's camera to save our contact info instantly:



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### Quick Reference

<b>Resident Portal</b>	<a href="https://omyra.rentvine.com">omyra.rentvine.com</a>
<b>Maintenance Requests</b>	<a href="https://app.propertymeld.com/tenant/omyra">app.propertymeld.com/tenant/omyra</a>
<b>Office Phone</b>	678-381-8000
<b>Office Email</b>	<a href="mailto:success@omyrapm.com">success@omyrapm.com</a>
<b>Emergency Line</b>	(470) 737-1513

**Office Hours:** Monday – Friday, 9am – 5pm

*Need to meet in person? Call or text Adam at 678-389-3392 to schedule an appointment.*

**Mailing Address:**

Omyra Property Management  
1986 Montreal Rd  
Tucker, GA 30084

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 **Emergencies**

**Life-threatening emergency?** Call 911 first, always.

**After-hours property emergency?** Call our emergency line: **(470) 737-1513**

Emergencies include: - Fire - Flooding or major water leak - Gas leak - Complete loss of heat in freezing temperatures

This line is monitored outside business hours for true emergencies only.

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**If a Pipe Bursts**

1. **Shut off the water immediately**
  - **Houses:** Find the water meter cover in your front yard (between the house and street). Use a wrench to turn the shut-off valve one-quarter turn so it's perpendicular to the water line. (It should look like a T when it's off)
  - **Townhomes/Condos:** Check your garage or utility closet near the water heater. Turn the handle perpendicular to the main pipe. (It should look like a T when it's off)
2. **Dry up all water possible** to prevent further damage
3. **Call the emergency line** to report the issue

**If Water is Coming from an Appliance**

Appliance	What to Do
Washing Machine	Stop the cycle, turn off supply valves behind the machine
Dishwasher	Turn off the supply valve under the sink
Toilet	Turn off the supply valve on the wall behind the toilet.

Put a bucket or Tupperware container under the leak and dry the floor to prevent damage.

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## Paying Rent

### Key Dates & Fees

Item	Details
<b>Due Date</b>	2nd of the month by 10:00 AM
<b>Late Fee</b>	10% of rent (applied if not received by 10 AM on the 2nd)
<b>NSF Fee</b>	\$55 (for returned payments)
<b>Paper Check Fee</b>	\$25 per check or money order

### How to Pay

**Online (Recommended)** — Log in at [omyra.rentvine.com](https://omyra.rentvine.com) -  **No fee** when you pay via ECheck (checking account) -  Credit/debit cards incur a third-party processing fee

**By Mail** — Make checks payable to **OMYRA INC** and mail to:  
1986 Montreal Rd, Tucker, GA 30084

*Important: Rent must be RECEIVED by the due date. If we don't have it in hand by 10 AM on the 2nd, it's late.*

### Backup Payment Method

Your lease requires a credit or debit card on file as a backup payment method. This allows us to collect any amounts owed if your primary payment fails. When your backup payment method is ~1 month from expiring, we will send you a form to fill out to update it. If you do not update it, there's an additional \$35/month fee.

### Viewing Your Balance

Your tenant portal shows your current balance, payment history, and upcoming charges. If you need help accessing it, give us a call and we'll walk you through setup.

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## Maintenance

### How to Submit a Request

All maintenance requests must be submitted through **Property Meld**:  
[app.propertymeld.com/tenant/omyra](https://app.propertymeld.com/tenant/omyra)

**Tips for faster service:** - Include photos of the problem - Describe when the issue started - Note any relevant details (model numbers, error codes, etc.)

Once submitted, a vendor will contact you through Property Meld or by phone to schedule service.

## Important Notes

- **Keep your appointment.** Missed service calls = \$150 fee
  - **No unnecessary calls.** If a vendor responds and no repair is needed = \$150 fee
  - **Damage from misuse.** Repairs needed due to negligence or misuse are your responsibility
  - **All repairs must go through Omyra.** We cannot reimburse for maintenance you arrange yourself
  - **Don't contact vendors directly** — if follow-up is needed, call our maintenance line at 678-389-3392
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## Your Responsibilities

### HVAC Filters — This is Critical!

Replace filters **at least every 3 months** to: - Keep your air clean - Protect the HVAC system from damage

**If we find unchanged filters during an inspection:** \$250 per filter + \$45 admin fee

Neglecting filters can cause expensive HVAC damage — and that damage would be your responsibility.

### DO NOT FLUSH WIPES OR LARGE AMOUNTS OF TOILET PAPER

If you clog the toilet, you need to unclog it or have it unclogged. If we send a plumber for a simple clog, we must add their invoice to your account. For true not-your-fault plumbing issues, we will pay for the repair.

### Yard Maintenance

Unless your lease states otherwise, you're responsible for: - Mowing the grass regularly - Trimming shrubs - Replenishing mulch or pine straw - Keeping the yard clean and tidy

### Replace Consumables

Items like light bulbs, batteries, and refrigerator water filters are your responsibility.

### No Smoking

Smoking is prohibited in all Omyra-managed properties. Violation = \$150 admin fee + all damage/cleaning costs.

### No Subletting

You cannot sublet (unauthorized roommate or AirBnB, etc.) or allow others to live in the property without written permission.

## Inspections & Access

### Property Inspections

We conduct property inspections **at least once per year** to check for maintenance issues and assess the home's condition.

**What to expect:** - We'll notify you in advance by email and/or phone - Inspections take 30–60 minutes - You don't need to be present, but you're welcome to be there!

We may conduct additional inspections at our discretion.

### Access for Maintenance

We may enter the property between **9am and 6pm** for maintenance, repairs, or inspections with 24 hour notice. We will always tell you before us or one of our vendors will be at the property.

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## Lease Renewal & Termination

### Auto-Renewal

Your lease **automatically renews for 12 months** on each anniversary date unless you give 60 days written notice that you don't intend to renew.

### If You Want to Move Out

**Required:** 60 days written notice before your lease ends

**Send to:** success@omyrapm.com

### Early Termination

Need to break your lease early? The fees are significant: - 60 days written notice - **2 months rent** as a penalty - **\$500 admin fee** - Property must be returned rent-ready

*Military exception (SCRA) applies if you receive qualifying orders.*

**Tip:** Call us before making this decision — we can discuss your options.

### Holdover

If you stay past your lease end without renewal, you'll be charged **holdover rent** = your monthly rent ÷ 10 per day. Please just let us know your plans in advance so that we don't get in that situation!

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## Moving Out

### Move-Out Checklist

- Give 60 days written notice
- **Keep utilities ON** through the move-out inspection
- Return ALL keys, remotes, garage door openers, access devices
- Remove ALL belongings (we charge for removal)
- Leave the home clean and empty
- Provide your forwarding address for security deposit

### The Inspection

Within 3 business days of your move-out, we'll conduct a final inspection. You don't need to be present. After the inspection, we'll process your security deposit and send you any remaining balance (minus deductions for damages, cleaning, or unpaid amounts).

#### Utilities Must Stay On

If we can't complete a proper inspection because utilities are off, there's a **\$500 fee**. Keep gas, electric, and water on until we confirm the inspection is complete.

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### Questions?

We're here to help. Reach out anytime:

✉ [success@omyrapm.com](mailto:success@omyrapm.com)

☎ 678-381-8000

🌐 [omyrapm.com](http://omyrapm.com)

We look forward to a great relationship. Welcome home!

— **The Omyra Team**