



Countryside Property
Management, LLC

Resident Handbook

Maintaining a Great Home Together



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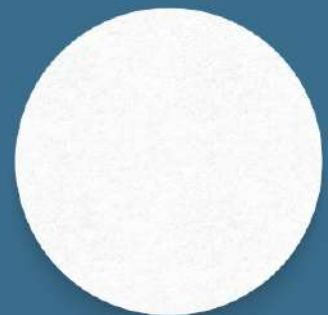
Dear Resident,

Welcome to your new home! I'm truly glad to have you with us at Countryside Property Management, LLC.

We believe that great rental experiences start with clear communication and mutual respect, and that's exactly what this handbook is here to support. Our goal is to make sure you feel at home and confident in knowing what's expected — and what you can count on from us. We're committed to maintaining safe, comfortable properties and building strong relationships with our residents.

Please take a few minutes to read through this guide. And if you ever have questions, my team and I are always just a phone call or email away.

Warm regards,
Hunter Stewart
Owner, Countryside Property Management, LLC





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Welcome to Your New Home!

At Countryside Property Management, LLC, we believe that a well-maintained home is the foundation of a great rental experience. This handbook is designed to help you understand your responsibilities as a resident and what you can expect from us as your property manager. Our goal is to build a positive, professional relationship rooted in mutual respect. Inside, you'll find helpful information about how to take care of your home, how to communicate with our team, and how we work together to keep your property in excellent condition.



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Tennessee landlord-tenant law requires tenants to keep the property in good condition. This helps protect your home and ensures a safe, healthy environment for everyone. Below are your key responsibilities:

- Keep the home clean and sanitary.
- Promptly clean up spills to prevent damage to floors or walls.
- Regularly dispose of trash in approved bins and maintain a clean yard (if applicable).

- Replace light bulbs, air filters, and smoke detector batteries as needed.
- Change HVAC filters every 30–60 days.
- Prevent drain clogs by using sink strainers and not flushing non-flushable items.
- Report minor leaks or moisture issues immediately.

Avoid:

- Driving nails or screws into walls without approval.
- Using appliances or systems for unintended purposes.
- Blocking vents or overloading circuits.

- Letting us know early about a problem can save time, money, and hassle for everyone.
- Use the maintenance request form on our website or email Maintenance@Countryside-PM.com
 - Emergencies should be reported immediately.

- Mow the lawn, edge, and remove leaves regularly.
- Keep flowerbeds free of weeds.
- Store trash properly to avoid pests.

Tennessee law (TCA § 66-28-401) prohibits tenants from intentionally or negligently damaging the property.



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What We Handle vs. What You Handle

To avoid confusion, here's a breakdown of maintenance responsibilities:

What We Handle



- Major plumbing, electrical, and HVAC repairs
- Roof leaks and structural issues
- Appliance repairs (if provided by the owner)
- Severe pest infestations
- Annual property inspections
- Emergencies and code violations

What You Handle



- Changing air filters (monthly or bi-monthly)
- Replacing light bulbs and smoke detector batteries
- Lawn care (if specified in lease)
- Keeping drains clear
- General cleanliness
- Pest control (unless noted otherwise in your lease)



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Emergency vs. Non-Emergency Maintenance

All non-emergency maintenance request should be made through the resident portal or Contact for Maintenance: Maintenance@Countryside-pm.com

Emergency Issues (Call Immediately)



- No heat in winter (below 50°F)
- No water or severe water leak
- Gas smell or suspected leak
- Electrical sparks or fire
- Toilet backups (if there's only one bathroom)
- Roof leak during heavy rain

Non- Emergency Examples:



- Leaky faucet or running toilet
 - Broken appliance
- Clogged sink (if not urgent)
 - Minor drywall damage
- Interior paint touch-up requests



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Maintenance FAQ

How often should I change my air filter?

Every 30–60 days, depending on pets or allergies.

Can I make small improvements like painting or installing shelves?

Not without written approval. Unauthorized alterations may result in deductions from your security deposit.

What if I cause damage accidentally?

We ask that you notify us immediately. Minor damage can often be repaired quickly. Trying to cover it up usually leads to bigger issues later.

What happens if I don't report a leak or issue?

Neglecting to report issues can lead to more damage — and in some cases, you could be held responsible for repair costs.





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Protecting Your Home and Deposit

- Document move-in condition. Complete your move-in checklist and return it within 3 days.
- Stay on top of routine maintenance. Show care and pride in your home.
- Report issues quickly. It helps us respond before damage spreads.
- Clean regularly and thoroughly before moving out. A clean and damage-free home helps ensure a full deposit return.





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Before You Move Out

- 60-Day Notice: Submit your written notice at least 60 days before your planned move-out date, as required by your lease.
- Clean the Property: This includes appliances, floors, bathrooms, and outdoor areas.
- Fix Any Minor Damage: Patch holes, replace burnt-out bulbs, and clean carpets (if required).
- Return Keys and Devices: Make sure everything is returned to avoid replacement charges.
- Final Walkthrough: We'll inspect the home after you move out and send a security deposit report within 30 days.





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Thank You for Choosing Us!

If there is any way we can improve your resident experience, please do not hesitate to reach out. We rely on your feedback to continue improving our services.

Resassist@countryside-pm.com

