



WELCOME BOOK AND USEFUL INFO

Dear Resident,

Welcome and thank you for choosing SEATON PROPERTIES to take care of your housing needs! We hope that you and your family will view your new residence as not just a house but a home. This information packet is provided to help make your move a little bit easier as you get adjusted to the new area.

Enclosed are important phone numbers and general information about services.

If you have any questions, please do not hesitate to contact us through our web page at:

<https://seatonproperties.managebuilding.com/Resident/PublicPages/Home.aspx>

USEFUL NUMBERS	
EMERGENCY	in case of FIRE call 911 first then Seaton Properties
City Police	865-215-7000
Fire Dept Prevention	865-215-2283
Sarah Lynn Seaton	865-254-7269 Lynns2@me.com
Barry Seaton	865-254-7268
KUB	865-524-2911
City of Knoxville info (trash pu info)	311
Knox County Schools	865-594-1800



PEST POLICY

- We make sure all of our properties are pest free prior to a new tenant's arrival.
- We do not spray the properties on a regular basis throughout the course of the year.
- We will spray the home if you have concerns.
- It is your responsibility to maintain a clean dwelling to keep the property pest free.
- If you do have pets please keep all dry pet food in lidded plastic containers.
- Contact SEATON PROPERTIES if you have questions or concerns regarding pests.



REPAIRS AND MAINTENANCE

1. For repairs and maintenance issues requests workflow:
 - a. Text Lynn at 865-254-7269
 - b. No response call or text Barry 865-254-7268
 - c. If you feel that we are not addressing your concerns make a request through our website <https://seatonproperties.managebuilding.com/Resident/public/home> or email Lynn at Lynns2@me.com
 - d. If it is an emergency- for example water pipe has burst KEEP texting or calling until you reach either Lynn or Barry.
2. We do our best to respond to and repair the issue within three days.
 - a. If parts have to be ordered or a specialized professional needs to be contracted to provide work additional time may be needed.
3. We will not enter your home without 24 hours notice, unless there is an emergency situation.
4. If you have a dog we ask you to be at home when repairs are to be made.
5. We do inspections on our homes. We will contact you and set up a date and time that is convenient for you to do inspections.
6. If you have a particular grievance or issue we ask that you submit the issue through our web site so that the problem or issue is in writing. We will do our utmost to resolve the issue.