



TENANT HANDBOOK

Address: 1202 Sacramento St. Deltona, FL 32725 **Business**

Hours:

Monday - Friday 9am to 4pm

Service Department Hours: 8:00AM to 2:00PM

Monday through Friday

Office Telephone: (386) 259-5910

Email address: Office@DRErents.com

WELCOME LETTER

Dear New Tenant,

As your new property management team, we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and also will answer the most common questions you will have while working with a property management company.

Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through, you still have some questions, feel free to call our offices or come in and someone will be happy to answer any questions you might have and help you in any way we can.

Dynamic Real Estate of Central Florida is committed to providing friendly and helpful service to all of our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help. We look forward to working with you.

Sincerely,

The Management Team

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Disclaimer: This Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.

PAYING RENT

When is rent due: Rent is due on the 1st of each month and must be paid IN FULL. Please note this timeline includes weekends and holidays.

Variations may exist by location. *Please consult your Lease Agreement Terms.*

How to pay rent:

Rent can be paid by check, money order or cashier's check payable to Dynamic Real Estate of Central Florida. Rent can also be paid online via EFT (eCheck) for **only \$2.50** or with a VISA or MASTERCARD for **2.99%** at www.DRErents.com. *This convenience fee is subject to change*
NO CASH IS EVER ACCEPTED.

Rent can be paid by mail, but it must be **physically received in the office by 5:00 P.M in accordance with your Lease Agreement.**

We recommend to send any payments by CERTIFIED MAIL with a tracking number.

Please address mail to: **1202 Sacramento St Deltona, FL 32725**

Rent can be paid in person during normal business hours or a er hours by placing your rent in the drop box slot to the right of the front door. **Please consult the Lease Agreement for Late Fees.**

IMPORTANT NOTES

If you change your phone number or email address, please notify the office immediately.

Place your name and property address on the check or money order to ensure that you are properly credited with rental payment.

Review your check or money order and ensure it has the names of payer and payee.

Leaving cash or an incomplete check or money order on the premises is not the management company's responsibility.

When the office is closed, place your rent in the drop box slot to the right of the front door and please be sure the envelope is properly labeled with your address.

If a rent check or online payment is returned for insufficient funds (NSF) or any other reason, all charges including NSF, and late fees will be charged to you as additional rents. *Please consult your Lease Agreement.*

SUBMITTING A SERVICE REQUEST

There are fees for cancelling or not providing access to the Premises at the scheduled me. You can also be charged for a repair if it is deemed tenant responsible. *Please consult your Lease Agreement.*

If a service issue should arise, please complete a written service request and submitting through your tenant portal online or to Office@DRErents.com

We ask that you ALWAYS submit **service requests in writing with pictures and/or videos, if possible,** to avoid confusion and to ensure that we have a clear record of your request. When making a request, be as specific as possible about the problem, including pictures if possible.

When preparing your service request please include your available schedule, and any pictures.

Tenants are responsible for securing any pets that may be encountered on the visit to the property.

It is against company policy to have our service technicians enter the property without you or a representation, over the age of 18, of your choice present available at the time of service.

Please note, there will be no reimbursement for any service call made by the tenant without management authorization.

SERVICES & APPOINTMENT FEES.

(1) As per the Maintenance/Service portion of this Lease Agreement, Tenant(s) will have the full financial responsibility of any repair found to be due to the neglect of the Tenant(s) and or the guests of the Tenant(s). *Please consult the Lease Agreement.*

(2) Changes, made by Tenant(s), to any scheduled or service appointment less than (1) Business Day prior to the scheduled appointment will be charged a \$25 inconvenience fee. Appointments canceled after 4:00 P.M. the business day prior to the scheduled appointment or if Tenant(s) do not provide premises access at the me of the scheduled appointment, for any reason, will be charged a \$75 inconvenience fee.

(3) There shall be no allowance to resident and no liability on the part of landlord by reason of inconvenience or annoyance arising form the making of any repair, alterations, additions, or improvement to the premise. IF any items need to be replaced landlord reserves the right to replace any furnishing, appliances, or fixture with similar items.

All fees and charges regarding maintenance/service will be deemed as additional rent.

EMERGENCY PROCEDURES

In the case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you always call your local emergency number or 911.

SERVICE EMERGENCY PROCEDURES

If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night or on a holiday/weekend it is very unlikely we will be able to dispatch a contractor to the property un l the next business morning, so **please try and contain the emergency as best as possible** and call the office the next business day.

The specific definition of a maintenance emergency is: **an issue that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in the winter, or gas leak).**

An emergency is not an annoying sound, air conditioning failure, drain stoppage, etc., while inconvenient, these are not considered emergencies and will be handled by our office on the following business day.

If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office, then follow-up with a written service order request.

WATER RELATED EMERGENCIES

If water is running onto floors from any appliance, fixture, or pipe, **close the shut-off valve for the appliance / fixture or shut-off the main valve for the property. If a leak has occurred, place a towel and or a bowl under the leak to prevent any further damage.** If you reside in a location that has on-site management, contact them and this office immediately.

If you have gas utilities and experience a problem, turn off the main gas intake to the home immediately

****Please note that if the call is not deemed an emergency, you will be responsible for the off hours surcharge.****

THE BASICS

Important policies:

The tenant is hereby advised and understands that the personal property of the tenant is not insured by the Landlord for either damage or loss, and the Landlord assumes no liability for any such loss.

Tenant(s) are strongly urged to secure insurance for personal property.

The property has been accepted in "**as in condition**". *Please consult your Lease Agreement.*

7-day Move In Inspection sheet- All visible damage or defect of the premises must be noted on the move in sheet that is given to all tenants at the time of move in and must be returned to property manager. The absence of any such note will be conclusive evidence of the resident's responsibility for the damage or defect. Resident accepts the premises, and all furnishings, appliances, landscaping, and fixtures AS IS, with all faults. The premises and any personal property or fixtures included therewith are clean and in operable condition. The taking of the possession of the premises by the resident shall be conclusive evidence that the premises were in satisfactory condition at the time such possession was taken.

Animals & Pets. Animals are only allowed with prior approval of the owner. A **non-refundable fee is required.** Pet insurance may be required. Upon move-out, the property must be professionally treated for odor and pests.

Keys. If you lose your key or lock yourself out of your home, there is a \$25 dollar charge for replacement. In the event all keys are not returned at the expiration of the Lease Agreement there will be a minimum charge to be deducted from the security deposit in the amount of **\$80 per key.**

Yard & Grounds Maintenance. If You are responsible for servicing and maintaining your yard, upkeep of flower beds, lawn care, **tree trimming,** and routine service/maintenance other parts of the yard is expected. **Watering yard at reasonable and appropriated time including but not limited to shrubbery, bushes, flowers, trees and other landscaping features. Trees are to be timed to (8') in height and bushed are to be trimmed away from house.** Additional care should be taken to keep the grounds clean. **No Littering of papers or any trash is allowed.**

Vehicle Parking. Only approved and operational vehicles in designated areas are allowed. Parking on grass is **not** allowed.

Residents may not do, without approval. Remodel, paint, alter or structurally change the premises or remove/add any fixtures. Remove, change, add or rekey any lock. Permit water beds or other water furniture. **Install phone/video cables, outlets, antennas, satellite Receivers, or alarm system. Alter/ Replace or remove**

flooring material or wallpaper. Make holes in woodwork, floors or walls. Keep or permit hazardous material on premises, dispose of any environmentally detrimental substance (paint, gas, motor oil, radiator fluid, etc,) on the premises.

Trash Disposal. All trash shall be disposed of by Tenant into the dumpsters provided. **Under no circumstances may Tenant stack garbage outside the dumpsters or anywhere else on the property. No furniture or large items of any kind can be disposed into or around the dumpsters. The lid must remain closed at all times.** No trash or other materials may be accumulated which will cause a hazard or be in violation of any health, fire, or safety ordinance or regulation. Cartons and large boxes should be broken down before being placed in or on the side of the trash collection area. Please do not discard large items such as furniture, tires, etc. **Do not leave filled trash bags in front of units or in the walkway/common areas.** Trash should be immediately disposed of in the dumpsters. Trash must be placed in plastic bags and tied before placing it in dumpsters. This will help keep the property clean as garbage tends to fall out of dumpsters when being emptied. Disposal of food without use of a trash bag will not be tolerated.

Guests. An Occasional overnight guest does not stay more than 7 (seven) day/night(s) in any calendar month. If tenant defaults landlords may charge resident, as additional rent, an initial amount of \$200.00 per person and 30.00 per day thereafter per person for each day resident violated the agreement.

Noise. You are subject to all laws pertaining to noise and your Lease Agreement. It is the responsibility of the Tenant to be mindful of his/her neighbor's peace and quiet. If a neighbor or passerby can hear a Tenant's television or radio, it is too loud. **Quiet me will be strictly enforced from 10:00 pm until 7:00 am.** Tenants shall not make or allow any disturbing noises in or around the unit by Tenant, family, or guests, nor permit anything by such persons which will interfere with the rights, comforts, or conveniences of other Tenants at all times. All musical instruments, television sets, stereos, radios, etc., are to be played at a volume which will not annoy or disturb other Tenants. **The activities and conduct of all Tenants and guests outside the unit, on the common grounds, parking areas, or any other areas must be reasonable at all times and not disturb others.** Group parties and paraphernalia, including stereo systems with loud speakers, beer pong tables and inflatables i.e. Bounce houses are strictly prohibited. Drunken, belligerent, or threatening conduct toward other Tenants, Tenant's visitors, or Management will not be tolerated. Termination of the lease may be applied at Management's discretion. **Use of illegal drugs is grounds for Immediate Eviction.** Disturbances and problems with Tenants, Tenants' guest and/or children may constitute grounds for eviction and lease termination at the sole discretion of Management.

Smoke/Fire Alarms. The premises are equipped with smoke/fire alarms detectors in accordance with applicable laws. Disconnecting or intentionally damaging a smoke/fire alarm detector, failing to regularly replace batteries or removing a battery without immediately replacing it with a working battery may subject resident to civil penalties and liability for damages.

Pest Control. Tenant(s) are responsible for all routine pest control for insects, rodents, and all other pests after the first 30 days of the Lease Agreement have passed. Landlord is responsible for the extermination of termite and wood destroying organisms. *Please consult the Lease Agreement.*

Residential and Commercial Pools NO LIFEGUARD IS ON DUTY at any of our pools.

If the premises includes or has access to a pool, which for the purposes of this section included any lake, pond or other water features, the resident further acknowledges that, while the pool is enclosed for the general public, there may be no wall, fence or other barrier between the pool and the residence on the premises and there may be no motorized safety cover on the pool which requires the operation of a key switch. Resident assumes all risk relating to the pool and access thereto and hereby waives any and all claims, now existing or hereafter arising against landlord or its agents of any nature whatsoever regarding or relating in any way to the pool and access thereto. In addition, resident hereby indemnifies and holds landlord and its agents harmless for any claim, now existing or hereafter arising, of any nature whatsoever regarding or relating in any way to the pool and access there to that might every exist in favor of resident or any of resident's employees or invitees. Residents understand that the pool is strictly an amenity and that the use of this amenity is not guaranteed under the terms of this lease. Any interruption or non availability of the use of the pool will not violate any terms of this lease.

Mildew/Mold Issues

Water or frost on **windows, walls, ceilings and air vents** is **condensation**. **Condensation** is formed when warm moist air comes in contact with cooler dry air. An example of this is when a bathroom mirror "steams up" after a hot shower. Just like that mirror, around the air vents or in the inside, or outside of your window can sweat or fog because of temperature difference.

Recommendation on to prevent Mold due to condensation on are the following

Keep the right temperature inside the unit; increase air temperature in **summer (Avg. 75 to 77 degree F)** and decrease temperature in **winter (Avg. 68 to 73 degree F).**

What to do. If you notice condensation and moisture as it collects on windows, walls, or vents, then dry the wet surface to attempt to reduce the source of water or moisture.

Clean and replace air filters.

Bath Vent Fans: Run the vent fan during—and for 15 minutes after showers. If there is not a bath vent, please open the window. Leave the bathroom door open after shower.

Kitchen Vent. When cooking or boiling water, open kitchen window to let moisture out.

Air Circulation: Crack open doors and windows during dry cold weather to increase air circulation. Make use of fans if necessary.

Indoor Humidity: Keep the humidity in your home between 30 and 50 percent. Check it with a humidity gauge or moisture meter and use a dehumidifier to lower it if necessary.

If mildew or mold starts to appear due to condensation, take a clean cloth with disinfectant and/or mildew remover, and clean the area, use a second dry cloth to dry the area.

It is the tenant's responsibility to keep areas clean and free from mildew or mold.

Common Household Issues Check Steps (prior to contacting Property Manager): Appliance Failure Issues

Stoves:

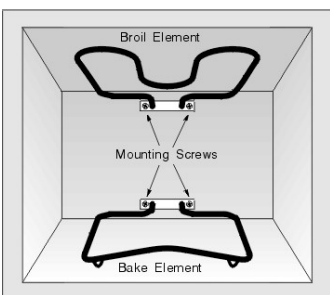
If the electric stove won't heat, please determine if the issue is limited to one burner or all burners.

If the **issue is with one specific burner**, you should examine the heating coil and its connection. Turn off the stove to examine the heating coil. Be sure the coil is completely cool before touching. Unplug the coil from its connection and examine for signs of damage (i.e.



blisters, bubbles, or cracks). If the coil is undamaged, try swapping it with another coil of the same size and test both burners. This is not an emergency. Continue to use the working burners and call the office to schedule a service repair.

If the **issue is with all burners**, there is probably a larger issue. If your stove has a built-in digital clock/ timer but it is not displaying, or if it is part of an oven and the oven light won't go on, you probably don't have any power to the unit. Please see the section on Circuit breakers. If the problem persists, this is not an emergency, contact the office to schedule a service repair.



If the **oven will not heat, or only certain oven coils heat up**, first verify which coil operates the broiler, the broiler coil will not heat up with the normal oven settings, it is strictly for broiler use. If this is not the problem, check the circuit breakers. If the

problem persists, this is not an emergency, contact the office to schedule a service repair.

Refrigerators:

If your **refrigerator temperature isn't cold enough**, it is likely the condenser coils are dirty. This is a tenant responsibility item, please see section on routine maintenance for suggestions. If the problem persists, contact the office to schedule a service repair.

If your **refrigerator isn't working, or is making strange noises**, check the breaker and follow suggestions in the Circuits Tripping Sec on. If the problem persists, contact the office to schedule a repair.



If your **refrigerator is leaking water**, there is likely a clog in the drain line/pan. Pull the refrigerator from the wall and locate the defrost drain hose at the bottom of the service panel on the back of the



refrigerator. This hose should have a rubber check valve, which helps regulate humidity and is known for catching debris and clogging. Clean the valve out with hot water and soap, and reinstall the valve. If this does not resolve the issue, this is not an emergency, place towels to catch any leakage, and call the office to schedule a service repair.

Central Heating/ Cool Conditioning Unit Issues

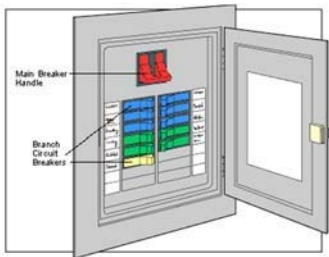
If your Heating/Cooling Unit is **not heating or cooling**, check the thermostat to see that the controls are set properly to either cooling or heating and that the batteries are functioning. Check all circuit breakers both in the breaker box, and at the box located outside at the unit. Check the access panel to the blower compartment to ensure the panel is securely closed. Check the filter and ensure has been replaced in the last six months. If the problem persists, contact the office to schedule a service repair.



If **there is a leak** at the inside air handler. If the drip line is likely clogged, newer units will have an automatic shut off switch to prevent water damage. This is not an emergency. Please place Towels to catch any leakages, then contact the office to schedule a service repair.



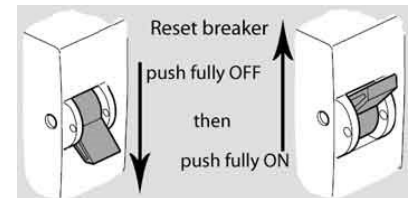
Circuits Tripping Issues



If you have **lost power** to only a portion of your home, have unexpected flickering or blinking of lights or lost power to a specific appliance, there is a possibility the circuit breaker has been tripped. This usually happens when there is too much power being pulled from a particular circuit.

Try to reset the breaker.

If you **reset the breaker, and it trips again**, you possibly have too many items plugged into that circuit. To check how many items you have plugged into a circuit, go through the house, turn on all the lights to the rooms, then turn the breakers off then back on one by one taking note of what is connected on the same circuit. If you have portable/window ac units,

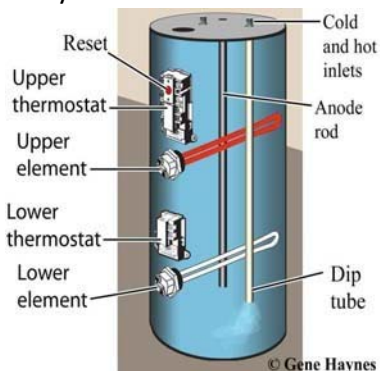
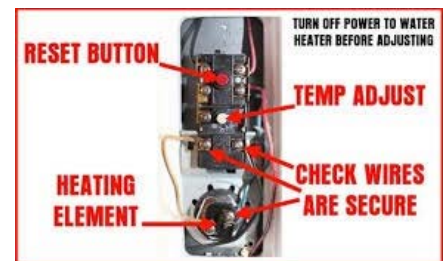


they normally need to be one of or the only thing connected to that circuit. Try to disperse your electronics throughout the house to better utilize the circuit breakers. This is not an emergency. If this still persists, contact the office to schedule a service repair.



Hot Water Tank Issues

If there is **no hot water**, check the breaker. If it has been tripped, turn the breaker all the way off and all the way back on. If it continues to trip, this is not an emergency, turn the breaker all the way off and call the office to schedule a service repair.



If the breaker is on without problem, the reset button may need to be set. Turn the breakers off, open the panel on the front of the tank and press the red button. If this does not resolve the problem, this is not an emergency, please call the office to schedule a service repair.

If **there is water leaking** from the hot water tank, please turn the valves inlet off, these are usually located at the top of the tank. Please place towels to catch any water that continues to leak from the tank. This is not an emergency. Call the office to schedule a

service repair.

Toilet Leaks/ Running Issues

If the **toilet is running continuously or without you flushing** it, there may be components inside the tank that need to be adjusted or replaced. Please see section on routine maintenance for suggestions on keeping the lines clear. This is not an emergency. You can turn the main valve for the toilet off in between toilet use. (Please see Toilet valve Image) Please contact the office to schedule a service repair.

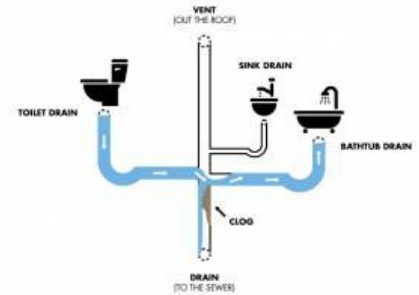


If your **toilet is leaking**, please check to see if it is leaking at the base of the toilet, from the bottom of the tank, or from the valve/hose for the water intake. This is not an emergency. You can turn the main valve for the toilet off in between toilet use and put a towel down to catch any leakages. Please contact the office to schedule a service repair

Toilet, Bathtub, Sink Backup/Clog Issues

Your toilet drain, bathtub drain, and all sinks usually feed into the same main line to your sewer or septic tank.

If your drains are moving very slowly, or backing up into another drain then drains a er a few minutes, this is usually a partial clog.



If there is a **complete back up** in the drains:

And you are on a **septic system**: There are numerous possibilities of what could be the problem. Please contact the office to schedule a service repair. Problems caused by failure to service or possibly could have been preventable, will be tenants responsibility to pay for in full. Please see section on routine maintenance for suggestions on keeping the lines clear.

And you are on a **public sewer system**: There is likely a blockage in the main sewer line. This is a tenant responsible item, the landlord will not be liable for resolving the blockage. Please call a plumbing company of your choice. If the plumbing discovers, and prepares in writing, that there is a problem other than a clog, please provide the written report from the plumbing company to the office and schedule a service repair.

If your **toilet only is clogged**, this is a tenant responsible item, the landlord will not be liable for unclogging the toilet. Please try to utilize a plunger to clear the clog. If this does not resolve the issue, please call a plumbing company of your choice. There will be no reimbursement for this. **Water Leak Issues**



If you have a **leak in the ceiling**, try to determine where the water is coming from. If it is coming from the roof and not from plumbing, place a bucket and or towels down in that area to catch any leakages. Contact the office to schedule a service repair.

If you have a **leak from a faucet**, Check to make sure the handle is turned off all the way. If it is still leaking turn off the main water inlet

valves in between use, and contact the office to schedule a service repair.

If you have a **leak under a sink**, remove all the items from under the sink, place a bucket and or towels down to catch any leakages, turn off the water inlet valves, use another sink, and contact the office to schedule a service repair.

When in doubt of a **major leak or plumbing line break**, turn off the main water inlet on the outside of the house. Clean up as much water as possible with mops and towels. Try to air out and dry the location as best as possible. Contact the office to schedule a service repair.



COMMON AREAS

Tenants are **strictly prohibited** from forcing any nail, staple, or other enforcement to the exterior of the building.

Antennas are strictly prohibited from being attached to the building or roof.

Cigarette butts must be disposed of in an ashtray and never directly onto ground or in flowerbeds. Ashtrays must be emptied by the tenants who smoke and/or who have guests that smoke. Improper cigarette butt disposal will not be tolerated. If Tenant or guests of Tenant are witnessed using improper cigarette disposal, multiple occurrences may result in eviction. *Please consult the Lease Agreement.*

Only outdoor patio furniture may be allowed on the front and back patios of each unit. If there is not a front patio, nothing is allowed on the front face of the Premises. **To keep the exterior of units attractive, Tenant agrees not to store BBQ Grills, mops, brooms, clothing, towels, garbage cans, bicycles, toys and other like articles outside unit doors, or on patios. Clothing, towels, rugs etc., shall not be hung outside of any window, or ledge.** Tenants are also not allowed to hit rugs off of the balconies (if applicable) to clean them off. Items that detract from the interior and/or exterior of the property may be prohibited at Management's sole discretion.

Furniture must be kept inside the unit. Unsightly items must be kept out of vision. No personal belongings, including bbq grills, bicycles, shoes, play equipment or other items may be placed in the entryways, stairways, or about the building, except by written consent of Management.

Management shall deem all items left outside units abandoned, and as such are subject to disposal without notice to Tenant. This includes storage of anything outside of the dwelling without the consent from management.

Tenant is responsible for cleanliness of area in front of their unit, any common area used and/or lawns (if applicable).

All common areas should not be altered, vandalized, or personalized in any fashion by Tenant, or Tenant's guest. If this is violated, Tenant will incur charges for undue labor and materials to restore the area that has been changed.

The landscape is strictly prohibited from Tenant use. Any modifications or tampering of the landscape may result in charges and/or eviction. This includes, yet is not limited to, burial of animals, personal items, or production of new plants.

No signs, signals, or advertisements shall be inscribed, exposed on, or placed at any door or window. Also, no aluminum foil or similar coverings are to be applied to glass or other areas of the unit. All common areas should not be altered, vandalized, or personalized in any fashion by Tenant, or Tenant's guest. If this is violated, Tenant will incur charges for undue labor and materials to restore the area that has been changed. *Please Consult the Lease Agreement.*

Routine Service & Maintenance

As you become more settled in your new home it is important to manage routine service and/or maintenance items. **Here are some examples of service/maintenance items you are responsible for, but not limited to:**

Replacement of light bulbs, Cleaning and/or replacement of A/C filters. Problems caused by failure to service, clean/replace the filters, Replacement of batteries in smoke detectors and CO2 detectors, Ceiling fans, Plumbing Clogs/Blockages SERVICING FIXTURES and APPLIANCES

***Any service item found to be caused or could have possibly been preventable by users are the tenant's responsibility. ***

Central Heating & Cooling Units

Air conditioning can only lower the inside temperature 10 or 15 degrees lower than the outside temperature.

All tenants are responsible for cleaning or replacing the furnace filter every month. Problems caused by failure to clean / replace the filter will be the tenant's responsibility.

Dust can accumulate at furnace vents as well as at fan vents. A small broom brushed across the vent openings will clear away any dust and help the furnace or fan operate efficiently.

Power

If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, report outage to the local power authority.

If the power is only out in your house / unit, **check the circuit breaker panel.** One or more circuits may be tripped, and you may see the switches in the off position. If no switch is off, turn each switch off then on to reset the circuits. If this doesn't solve the problem, report a maintenance emergency.

Drains

AVOID letting food of any kind, grease, inorganic materials (i.e paper, plastic foil) and hair get down the drains.

Clogged drains caused by hair, grease, etc. are the tenant's responsibility.

Some dishwashers will clog from food left on the dishes when put in the machine.

An excellent drain cleaning / clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.

Hardware stores carry “hair catchers” to place in sink and tub drains that significantly help keep drains free of hair.

Garbage disposals

ALWAYS run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

Disposals are designed to grind up organic items only. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, potato peelings, bone, any item that is particularly tough.

NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.

If the unit becomes inoperable, **ALWAYS** be sure to check the power switch first (usually under the sink), then try the reset button (somewhere on the machine), and remove all contents before calling for service.

Problems caused or possibly preventable by users are the tenant’s responsibility.

Refrigerator coils and drip pans

Keep reasonably clean behind and underneath the refrigerator. **Coils and drip pans will require cleaning.** If drip pans are not kept clean, the pans can start to develop a strong odor. Please take the time to get acquainted with the appliances in your unit.

Stove or oven

Be aware of the various bake, broil, convection bake, and self-clean controls. To operate the self-cleaning features, please follow the instructions of the appliance. For continuous cleaning ovens use soap and water to clean, please **never** use oven cleaners or abrasives as this will ruin the finish.

Plumbing fixtures

NEVER use abrasives on brass or gold fixtures, and it is best to wipe fixtures clean after each use.

If brass needs to be polished, use a product specifically designed for brass.

Many homes and apartments have low-flow toilets. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. You may need to continue and hold down the handle when flushing to avoid clogs.

Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from over-flows.

Water damage

Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.

Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on the floors can seep through the grout and cause dry rot on the underlayment and discolor the vinyl. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting a mat, towel or rug on the floor to step on when exiting the tub or shower. Please be aware that the rubber backed mats can discolor vinyl floors, and the tenant could be charged to replace the floor at move-out.

Sliding glass doors, screen doors and shower tracks

It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Opening and closing doors over debris that frequently accumulates in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear the tracks.

Please do not use oil or WD40 to lubricate slider doors or screens. They only attract dirt and gum up the wheel mechanisms.

In order to slow the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out.

House Plants

Be sure plant saucers are kept under all potted plants. Water run-off will stain or damage most surfaces.

Kitchen Counters

To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

Ceramic tile – Tub and Shower Walls

Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and fiberglass tub surrounds.

NEVER use scrubbing cleansers like Comet or AJAX on fiberglass tub surrounds, as these products will permanently scratch the surfaces **Mini Blinds**

Do not soak mini blinds. Spray them with a mild soap and water solution and wipe them down.

Smoke and CO2 Detectors

Tenants are responsible for changing batteries in smoke and CO2 detectors. We recommend changing batteries at the beginning and end of daylight savings time. Batteries are changed upon move-in. Note that AC/DC powered detectors will usually require Duracell MN 1604 9 Volt batteries, and each detector will need to be tested to stop beeping.

Wood decks and porches

Potted plants and flowers add beauty and appeal to a property. Please put "feet or saucers under them to prevent water run-off from rotting or discoloring the deck.

Hardwood Floors

For cleaning or applying oil to hardwood floors only use a so cloth. It is best to sweep and dust regularly.

Kitchen areas only: once every 3 months clean floors with a small amount of vinegar in water.

Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

Marble and granite

Never use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.

Marble is a porous material. Be careful that water run-off from plants is not le standing on the surface. It will permanently stain the marble.

Sewer/Septic Care and Service

Don't use excessive amounts of any household chemicals.

Avoid dumping grease down the drain.

Don't deposit coffee grounds, cooking fats, wet-strength towels (paper towels that don't dissolve easily, like the heavy-duty kind), disposable diapers, baby wipes, facial tissues, cigarette butts, feminine products and other non-decomposable materials into the house sewer. If any of the above items are found to have blocked drain pipes, tenant will be responsible for the bill.

Use a septic tank additive (Rid X) monthly. If you have a yard with trees, using a copeti sulfate product monthly will assist to minimize root growth in the pipes.

SEASONAL SERVICE

Interior

Furnace/Inside Air Handler

All tenants are responsible for cleaning or replacing the furnace filter monthly.

Problems caused by failure to service or possibly have been preventable are the tenant's responsibility.

Set the thermostat to an appropriate heat level for winter and cool level for summer. Note that you will be held liable for any damage incurred due to turning off the heat when leaving on vacation during the winter.

Inspect all supply and return vents for cleanliness and obstructions.

For radiant heat systems, inspect for leaking valves or radiators.

Exterior

Lawn and Shrubbery

Maintain the lawn and shrubs surrounding your unit. Remove leaves and branches in the fall.

Gutters

Inspect and clean out all gutters semiannually so they are free and clear of any debris. They should drain freely away from the foundation

Winterization, Faucets and Outlets

Wrap all outside facets. If possible, close the isolation valve and open the outdoor faucet. Remember during the spring to close the faucet before opening the shut-off valve.

Cap all outside electrical outlets or disconnect the appropriate fuse or circuit breakers.

TENANT IMPROVEMENTS

The tenant will obtain written permission for the landlord before doing any of the following:

Applying adhesive materials, or inserting nails or hooks in walls or ceilings other than small picture hooks Painting, wallpapering, redecorating or in any way significantly altering the appearance of the property.

Removing or adding walls, or performing any alterations

Installing a waterbed(s); the tenant will be required to carry in tenant's name floatation insurance, with a loss payable clause to landlord.

Changing the amount of heat or power normally used on the Property as well as installing additional electrical wiring, A/C or heating units. If permitted items must be installed by Management Company.

Placing or exposing or allowing to be placed or exposed anywhere inside or outside the property any placard, notice or sign for advertising or any other purpose

Affixing satellite dishes or antennas are prohibited on the house, Item must be affixed to or erected on the property grounds

Any types of pools are prohibited on the property. No trampolines, recreational equipment, vicious or potentially dangerous animals or breeds, or any items or activities which can cause interference with the insurance coverage on the premises will be permitted.

NO SMOKING, E-CIGARETTES, OR USE OF MEDICAL MARIJUANA IS PERMITTED IN OR UNDER THE ROOF OF THE PREMISES. Tenant understands that smoking inside the premises shall be considered a material default under this lease agreement.

NOTICE TO RENEW

Approximately Seventy-five days prior to the expiration of the Lease Agreement, you will receive a notice that the renewal process will be initiated. Approximate Sixty days prior to the expiration of your lease we will contact you regarding the annual inspection. After the inspection we will discuss rental price increases if any. You will have from that time until 30 days from the expiration of the lease to make the decision to renew or intend to vacate. Please note that your invitation to renew is contingent on the tenant not being in default at

the me the option is present, or having never defaulted under the terms of the lease at any me during the initial term. If you are not intending to renew the Lease Agreement, you need to provide **IN WRITING** a notice of intention to not renew the lease. Upon renewal of the Lease Agreement, proof renewed and paid in full renters' insurance is required in accordance with the lease agreement.

****NOTE: THERE IS A ONE TIME ANNUAL LEASE RENEWAL FEE****

Failure to communicate with the office regarding Lease Renewal will result in a no ce of NON RENEWAL, and you will be obligated per Lease Agreement to vacate the premises upon Lease Agreement Expiration.

Final Move Out

A Move out inspection must be conducted and keys returned to office/agent when **COMPLETELY** done and by no later than 2:00 PM on the last day of the Lease Agreement. ****MAKE SURE YOU LEAVE A FORWARDING ADDRESS****

Security Deposit Disclaimer: Management has the final authority to determine how much of the deposit shall be refunded. Deposits will be handled as governed by 83.49, Residential Landlord and Tenant Act, Florida Statutes. *Please consult the Lease Agreement.*

VACATING CHECKLIST

We understand that moving can be a stressful and busy one. However, there are some important items to consider when moving, which if done properly will save you time and money in the long run. There is a level of cleaning that is required to return the unit in the condition you received it. If you have any questions,

General

Complete change of address cards for the Post Office and provide our office with a forwarding address.

All utilities must remain on through the move out inspection, and, it is your responsibility to cancel any cable, phone, etc. services.

If vacating in the winter, set the thermostat no lower than 55 degrees to prevent freezing of pipes. Tenant will be responsible if heater is turned off or is below 55 degrees.

Refrigerator

Defrost freezer if needed. **DO NOT** use sharp tools to pry ice off.

Wash inside of refrigerator with warm water and baking soda. Clean door gasket.

Take out refrigerator shelves and drawers and wash in warm water, dry and replace. Clean under lower drawers.

Wash and dry outside of refrigerator and vacuum back and lower grills.

Move refrigerator from wall and clean underneath.

DO NOT TURN OFF THE REFRIGRATOR!

Sweep down cobwebs on walls and ceiling.

Replace light with an appliance bulb, if necessary.

Stove

Remove racks and broiler pan; soak in hot water and clean, dry well.

Clean inside of oven, top of stove, knobs, under elements, under burner pans and drawer.

Wash and dry outside of stove.

Replace oven light with appliance bulb if burned out.

Replace burner pans.

Move stove out and clean wall and floor.

Cabinets and Drawers

Wash cupboards inside and out.

Wipe out drawers with damp rag.

Clean sink, baskets and counter tops well.

Make sure garbage disposal is empty and clean.

Miscellaneous in and Near Kitchen

Wash all light fixtures in warm water and soap. Clean switch plates.

Clean inside and out of dishwasher; include inside seal.

Wash range hood and clean filter. Change appliance bulb, if necessary.

Wash windows, blinds, screens and clean sills and tracks.

Scrub kitchen floor, including under movable appliances and baseboards.

Living Room

Wash windows, sills and clean tracks.

Clean light fixtures and switch plates.

Sweep down cobwebs.

Clean out fireplace (s).

Vacuum carpet and clean baseboards.

Clean drapes / blinds.

Clean out fireplace; wash screen and doors.

Bedrooms

Sweep down cobwebs.

Wash light fixtures and switch plates.

Wash windows, clean sills and tracks.

Vacuum carpet and clean baseboards.

Bathrooms

Clean bathtub, tile around tub, sink, door and fixtures.

Clean inside and outside of toilet.

These should be free of soap scum.

Scrub floor, baseboards and behind toilet.

Clean inside of medicine cabinet.

Wash mirror.

Clean windows, sills and tracks.

Clean fan.

Clean vanity inside and out, including drawers.

Wipe toilet paper holder and towel rods.

Clean light and switch plates.

Miscellaneous

Replace furnace filter.

Wash inside and outside of front and back doors.

Clean tracks of sliding doors.

Replace ALL burned out bulbs.

Pull out washer / dryer and clean floor.

Wash ALL doors, especially around knobs.

Sweep garage and sweep down cobwebs. Clean windows.

Landscaping is up to date.

Haul ALL trash away.

Clean out ALL floor vents.