

TENANT HANDBOOK[©]



32578

Niceville Property Management, LLC
Niceville Florida

HOW TO LIVE IN AND CARE FOR THE HOME YOU ARE RENTING
BY 32578 Niceville Property Management LLC

Follow us on Facebook for local community updates
www.facebook.com/32578-Niceville-Property-Management-LLC-2088662244697801/

32578 Niceville Property Management, LLC
32578rentals@gmail.com

108 Bailey Drive, Suite 3 Niceville, FL 32578

Susan: (850) 855-7411

Mary: (850) 319-3502

David: (850) 240-7003

CONTENTS

PERSONAL MESSAGE TO YOU

GENERAL RULES & REGULATIONS

- Part of Lease
- The Property
- Rental Payments
- Phone Number
- Returned Checks
- Default of Rental Payment
- Thirty Days Written Notice
- Keys and Locks
- Trash, Garbage and Recycling
- Disturbances, Noise and Nuisance
- Move-In/Move-Out Condition Report
- Periodic Inspections
- Parking/Vehicles
- Guests
- Use Of The Premises
- Swimming Pool
- Emergency Maintenance/Repairs
- Insurance
- Pets

WHEN YOU FIRST MOVE IN

- Get To Know Your Property
- Put This Handbook Where You Can Find It

IN AND AROUND THE HOUSE

- Heat/AC Units
- Circuit Breakers
- Extermination
- Changing Paint, Wallpaper, Etc.

MAINTENANCE, DAMAGE AND REPAIR

- Put Maintenance Requests in Writing
- Who Does What
- Unauthorized Repairs
- Lawns and Grounds
- Light Bulbs
- Plumbing/Septic Systems
- Waterbeds
- Walls and Ceilings
- Vinyl Floor Coverings/Hardwood Floors
- Carpet Care
- Stoves
- Dishwashers

- Garbage Disposals Washer/Dryer Hookups

CLEANING AND HOW TO'S

- Minimum Cleaning Standards
- Counter Tops and Cabinets
- Kitchen Appliances
- Fireplaces

MOVING OUT

- Put It In Writing
- Marketing During the Notice Period
- The Move-Out/Check Out Condition Survey
- Breaking the Lease
- Return of the Security Deposit

APPENDIX A: PROPERTY MANAGEMENT INSPECTION GUIDELINES FOR TENANTS

APPENDIX B & C-EMERGENCY DISASTER PROCEDURES

- Appendices B and C
- Make Your Plan Now
- Two Types of Emergency
- What You Do

APPENDIX D-A/C CONDENSATION LINE MAINTENANCE

SUMMARY

- This Handbook is for You
- Welcome

OUR PERSONAL MESSAGE TO YOU

Congratulations on the rental of your new home. Welcome to the Emerald Coast and to your new association with **32578 Niceville Property Management, LLC** located at:

**108 Bailey Drive, Suite 3
Niceville, FL 32578**

We want to make your association with our firm a pleasant experience and hope you will look to us for all your RENTAL and REAL ESTATE needs.

Should you decide to purchase a home, please call us directly, we are both licensed realtors. The home you are renting may also be available to purchase. Please contact this office for more information about the home you are renting.

As Professional Property Owners, we have obligations to both you, as the resident tenant, and to the Owner of the home. This Handbook, **which is part of your lease**, outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or to discuss problems.

COMMUNICATION: The tenant portal is the best and most efficient means of communicating with us. Oral communications should always be followed up by written correspondence without delay. The ideal way would be to use the tenant portal or email.

GENERAL RULES & REGULATIONS

Part of Your Lease - *This Tenant Handbook is part of your lease and is legally binding on both parties. If for any reason there is a conflict between the lease provisions and this handbook, the lease provisions prevail.*

The Property- You have leased a home . . . think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the Owner, and you are expected to care for and maintain the premises accordingly.

Rental Payments- All **rents are due and payable, in advance, on the first day of each month.** Monthly bills will not be sent. Payment should be made as set forth in your Lease Agreement. WRITE THE PROPERTY ADDRESS on your payment to assure proper credit. Also, to avoid any misunderstanding, please put your property address on every correspondence with the office.

If you elect, you may pay rent in person, Monday through Friday, 9:00am to 5:00 pm, at the address stated in your Lease Agreement. For your after-hour convenience there is a drop box on the outside of the building. **We do not accept post dated checks and we do not accept cash.** Rents remaining unpaid beyond the 2nd day of the month are delinquent and are subject to a 10% additional rent added on to the monthly rent due.

Phone Number- All residents are required to have telephone accessibility and to provide 32578 Niceville Property Management, LLC with their home and work phone numbers. Please be sure to notify 32578 Niceville Property Management, LLC when you change home or work numbers. Even unlisted numbers must be provided to 32578 Niceville Property Management, LLC. You should include your home and work numbers with your first rental payment after you move in, or you may send it to us via email: 32578rentals@gmail.com.

Returned Checks- The amount of any bad checks, plus the returned check charge in the amount as set forth in the Lease Agreement must be paid in either certified funds or a money order within 24 hours of notification.

Default of Rental Payment- **If the rent is not paid by the 2nd of the month; this is your notice that your lease and rental agreement may be canceled and a demand for all monies due may be required.** You will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. All charges unpaid by the end of the month in which they are charged may be added as additional rent. All remedies and charges for collecting unpaid rent may be used to collect unpaid charges. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.

Thirty Days Written Notice- A thirty day (30) written notice required by the Lease Agreement before vacating the premises is REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE. If your Landlord consents to you, the tenant, remaining in the premises after the natural expiration of this lease, and no new lease is signed, the tenancy will be extended as a month-to-month tenancy and may be terminated by the tenant giving written notice not less than 30 days prior to the end of any monthly payment period or landlord giving written notice not less than 30 days prior to the end of any monthly payment period. **Termination of the tenancy shall occur on the last day of the month.** Notice from the tenant to landlord must be made by mail or through the tenant portal as set forth in the Lease Agreement. All other conditions of this lease shall remain in effect. **If tenant fails to vacate, after the initial term or any successive consensual periods, after 30 day notice to terminate, tenant shall additionally be held liable for holdover (double) rent as provided by Florida law.** (This does not apply to the military clause)

Keys and Locks- **LOCKS ARE NOT REKEYED BETWEEN TENANTS.** If Lessee wants to change the locks on the premises, a locksmith may be scheduled through the Rental Agent, at the Lessee's expense. All locks on the premises must be keyed alike and the Rental Agent must always be provided with 2 full sets of keys in addition to the two sets that remain with the Lessee. In the event Lessee(s) or any authorized occupant(s) lock themselves out of the unit, a key will be made available by the Rental Agent for them to borrow during normal business hours. If the borrowed key is not returned within 24 hours from the time it is checked out, a \$25 key charge will be added to the Lessee(s) account. If the Lessee(s) or any authorized occupant(s) locks themselves out of the unit after business hours and need immediate assistance, the Lessee(s) will be responsible for hiring and paying for a locksmith service.

Trash, Garbage and Recycling- All garbage & trash must be placed in appropriate containers, 32578 Niceville Property Management, LLC does not provide these. All containers are to be discreetly stored. The Tenant is required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50 gallon trash bags of recyclable materials may be kept on the premises at one time.

Disturbances, Noise and Nuisance- All Tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music, or vulgar or profane language. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Move-In/Move-Out Condition Reports- Included in your move-in Package is, a Move-In Condition Report that 32578 Niceville Property Management, LLC provides so that you can note the condition of the premises, listing all defective items, if any. Please sign your name, date it and return it to 32578 Niceville Property Management, LLC with-in 10 days of moving in. This same report will be used for the move-out condition comparison after vacating the premises. If this report is not returned as outlined, under the FL Tenant/Landlord Act, the property will be assumed to be in acceptable condition and any defects brought to our attention after the 10th day will be considered your responsibility. No exceptions will be made.

Periodic Inspections- As part of our agreement with the Owner of the property, 32578 Niceville Property Management, LLC will conduct routine inspections at least once every six (6) months to assess the condition of the property. In the event that damages are found during a routine inspection, management reserves the right to notify the Lessee(s) in writing of the damages and require any damage be repaired to the satisfaction of Lessor or contested within ten (10) days. If, upon reinspection, the repairs or damages are not satisfactorily completed, Lessee(s) authorizes Lessor or Rental Agent to complete the repairs(s) and further agrees to pay for the costs of the repair(s). The repairs will be billed to the Lessee(s) account. Lessor reserves the right to defer required repair of any noticed damage until a later inspection or date or until after Lessee(s) vacate. Deferring required repair does not release the Lessee(s) from the financial obligation for the costs of the repair or damages.

Parking/Vehicles- All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You are not allowed to park or drive on lawns, sidewalks and other areas not specifically designated for parking or driving. **All vehicles must be registered, licensed and operable at all times.** If these vehicles remain on the premises after notice by the Lessor(s) to remove such vehicles, they are subject to towing at Lessee(s) expense. No vehicle repair (except minor repairs e.g. changing a tire) is allowed at anytime. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch the leaks.

Guests- Only those persons listed on your Lease Agreement have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of this agreement also apply to your guests.

Use of the premises – There shall be no above ground pools, trampolines or hazardous material allowed on the premises at any time.

Swimming Pool – Unless otherwise agreed to in writing, owner will have a pool maintenance company to service the pool. Tenant will make property available for scheduled maintenance. Failure of the Tenant to cooperate in the pool maintenance can be deemed a default under the Lease Agreement. Tenant will be responsible for any misuse, including any accidents or injuries. Tenant will not allow glass containers around the pool or any other item that could puncture a pool liner. If Tenant is responsible for the pool, the Tenant shall execute a Swimming Pool Addendum.

Emergency Maintenance/Repairs- An emergency exists when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls. To report an emergency, call the emergency phone at **Susan at (850)855-7411 or Mary at (850)319-3502**. *Be sure to report the specific emergency and include your telephone number and the property address in your message.*

If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling our voicemail!!

Insurance- As stated in the Lease Agreement, you should have renters/tenants' insurance. A copy of your declarations page is to be given to the Rental Agent the first month you move in. Please notify your insurance company that 32578 Niceville Property Management, LLC is your Landlord and must be notified of any change.

Pets- No pets, animals, snakes or birds, etc. of any kind are allowed on the premises unless you have *written permission and have paid a pet fee*. If permission is given, you will be required to pay a pet fee that will not be refunded. This is for the privilege of having a pet, not for damage. You will be charged for spraying for fleas and/or repair of any damage caused by the pet. You are responsible for your animal at ALL times. ***Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement.***

WHEN YOU FIRST MOVE IN

Get to Know Your Property- **When you first move-in, it is your responsibility to locate the breaker box and note the ground fault circuit breaker** (some of these are located by the sinks and not at the breaker box), where the stove, hot water heater and air conditioner breakers are. **Also locate the water shut off for the house.** It usually is in the front yard near the house, often close to a front spigot. If the shut off has been covered over, contact local utility company so it can be properly marked. Also locate the water shut off for the hot water heater and for under the sinks. ***Locating these items now may eliminate damage later.***

Put this Handbook Where You Can Find it- Keeping it near works for most people. Before calling 32578 Niceville Property Management, LLC, see if the answer to your question is in this handbook. We love hearing from our Tenants, but need to keep our time free for emergencies and urgent matters.

IN AND AROUND THE HOUSE- We live in a warm, moist climate. It is important to keep the vents on the crawl space open, especially in wet weather. Closed vents may cause excessive damage to floor joists and other areas underneath a house. Watch for puddles of water that do not go away around the perimeter of the house. These are often a sign of a water problem underneath. For slab homes, be careful that grass, dirt, flower beds or other coverings do not grow up over the level of the slab. Keep the perimeter of the house clear of all matter. Stack wood away from the exterior walls and off any wooden deck or flooring. Report to 32578 Niceville Property Management, LLC any suspected water problems.

Heat/AC Units- All Heat/AC filters need to be changed once a month and batteries for smoke detectors should be changed at least twice a year. A good rule of thumb is to change your filter and test your battery each month when you pay your electric bill, and to change the battery in your smoke detector each year when the time changes.

Many homes have heat pumps for heating and air conditioning. The air coming from the vents will not be warm in the winter or cool in the summer. Heat pumps are designed for the temperature to be set and then to **leave the control alone**. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. During periods of extreme hot or cold temperatures, the heat pump may not keep the house as comfortable as you desire.

When the heat index is high the heat pump may not lower the inside temperature more than about 10 degrees below the outside temperature. Close the window coverings, keep the doors closed, do not run hot appliances (oven, etc.) and take all other precautions given by public authorities. Do not set the

thermostat at a low temperature when the outside temperature is over 95 degrees. Poor cooling may also be due to a clogged filter. Check and change the filters monthly.

If water drips from the inside unit, it is usually due to a clogged condensation drain line. Some drains are easy to clean with a vacuum cleaner. If the line becomes clogged, turn off the unit and clear the drain line. You have been given instructions on how to do this at move in. If you still do not know how, call a heat/AC repair company to get instructions.

Circuit Breakers- Circuit breakers move slightly when triggered. It may appear to be ON when it is has "tripped". To reset, turn the breaker in the OFF position, then back ON again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts the power during fluctuations. They are usually used for bathrooms, sink, exterior plugs, garages and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI's located at the breaker box are marked with a red or yellow button. Many homes have the GFI at the plug in outlet. When these "trip", simply reset the breaker as outlined above, or per the instructions on the outlet cover.

Extermination- Please report any pest problem within ten (10) days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, shall be your responsibility. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control. 32578 Niceville Property Management, LLC assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Please notify 32578 Niceville Property Management, LLC if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and damaging the unit.)

Changing Paint, Wallpaper, Etc. - If you want to change the house in any way, please put your proposal in writing and submit it to 32578 Niceville Property Management, LLC along with a sample of the paint/wallpaper or drawing (e.g. adding a fence). If approved, you will receive a written confirmation. All tasks must be done in a workmanlike manner, and must be inspected and approved by 32578 Niceville Property Management, LLC after completion. Any reimbursements agreed to will occur after approval.

MAINTENANCE, DAMAGE AND REPAIR- You are expected to maintain the home and keep it in as good a condition as when you took possession. Only repairs required because of normal wear will be made by Lessor. As stated in your Lease Agreement, you will be charged for repairs caused by misuse or neglect.

Put Maintenance Requests in Writing- Maintenance Request Forms are available online in your tenant portal. Put all routine requests in writing, using this form. Be specific about the problem (e.g. RIGHT-the right burner on the stove does not work; WRONG-the stove isn't working). If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify 32578 Niceville Property Management, LLC so the call can be reassigned.

Who Does What- All "breakdowns," system failures and structural defects must be reported to 32578 Niceville Property Management, LLC immediately. If an urgent repair is needed (i.e. hot water heater leaking) *YOU are responsible for stopping further damage from occurring*, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives 32578 Niceville Property Management, LLC will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make.

Some examples of maintenance you are expected to do at your own expense:

- Know where main water shut off valve is and faucet shut off handles. Shut off the water when you go on vacation (unless needed for sprinkler system)
 - Run all appliances and use all drain in sinks, tubs and showers a minimum of once monthly
 - Run water for at least one minute when using garbage disposal

- Replacement of toilet seats damaged by tenant
- Replacement of toilet flappers, chains and fill valves as needed
- Run bathroom fans while bathing to help remove excess moisture
- Know location of ice-maker, refrigerator shut off valve
- Drip interior and exterior faucets when there is a freeze warning
- Replace A/C filter monthly
- Pour 1 cup of bleach down A/C drainpipe once per month –SEE APPENDIX D
- Replacement light bulbs both standard and non-standard
- Replacement of batteries for garage door remotes
- Replacement of batteries for smoke detectors
- Cleaning of dryer vent leading from house to exterior
- All pest control (except termites), to include but not limited to roaches, ants, mice, bed bugs and fleas are tenant responsibility unless otherwise specified per lease agreement
- Use proper cleaner on “flat top” stoves
- Know where GFI is and circuit breakers
- Winterize lawn pump/back flow device
- Replacement of broken sprinkler heads
- Water lawn as needed
- Mow, edge and trim lawn, hedges and bushes as needed
- Weed and mulch flower beds and lawn as needed
- Do not park vehicles on lawn or yard
- Clean gutters at least once monthly or as needed
- Keep mold, mildew, and rust off of sidewalks, driveways, decks and siding of home
- Keep mold, mildew, and algae off of windows
- DO NOT flush feminine products, flushable wipes, or any other personal items down toilet
- DO NOT use blue toilet additives in toilet tank
- DO NOT plug extra freezer/refrigerator in GFI outlet
- NO Satellite TV dish installation without written permission
- NO Trampolines
- No pools with pumps
- NO above ground pools (unless already on property)
- Renter’s insurance is REQUIRED, to cover personal items and to help cover the cost of unforeseen emergencies, ie: purchase fans or hotel cost due to AC being repaired/replaced, food spoilage in fridge/freezer due to power outage or appliance failure.
- Please follow up on maintenance reported. If you have not heard from a vendor within 48 hours after repair is called in, PLEASE LET US KNOW. Vendors makes their own schedules so we won’t know they haven’t contacted you to schedule or complete a job.
- Tenant is required to leave all utilities on for 5 business days after they turn keys in for check out inspection.

Examples of repairs management will make at no expense to you:

Repairs to heat/AC systems from normal use
Replace heating units for hot water tanks from normal use
Repair leaks in roof
Replace or repair any part of plumbing which fails from normal use
Remove broken electrical components
Repair/paint rotted wood (please notify management if noted)
Treat for termites

Examples of repairs for which you will be held responsible:

Replace heating elements/hot water tanks if caused by empty tank
Repairing burst water pipes when caused by freezing weather
Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, animals, children, guests, smoking or any unusual or unreasonable use
Damage to fences, outside walls, shrubbery, trees or plantings

Damage caused by your failure to notify us promptly and reasonably under the circumstance of any repair needed, where prompt notice could prevent further damage.

Unauthorized Repairs- Please do not make any repairs or authorize any maintenance without written permission from 32578 Niceville Property Management, LLC. All repairs must be authorized by us. Except as provided in the FL Tenant/Landlord Act, rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Lawns and Grounds- Unless otherwise stated in your Lease Agreement, you are expected to care for the lawn and grounds, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass and watering; fertilizing the lawn; trimming shrubs; edging all walkways; curbs and driveways; treating fire ant beds; cleaning the roof and gutters of leaves, debris, and pine needles and keeping vines from growing onto the house and winterizing/drainage the lawn pump when freezing temperatures are expected. Please keep shrub and tree growth away from the roof, eaves, and sides of the house. You are required to report any condition which can cause damage, permanent or temporary, to the grounds and to treat for lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flowerbeds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by the Tenant. Do not leave hoses connected to exterior faucets with the water turned on.

Plumbing/Septic Systems - You are responsible for keeping all sinks, lavatories and commodes open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage after five (5) days of occupancy unless it was caused by mechanical failure of the plumbing system.

Waterbeds- If authorized, you will be responsible for ANY damage caused by a waterbed. Waterbed insurance is available.

Walls and Ceilings- Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without *prior approval* of 32578 Niceville Property Management, LLC. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred and in same condition as when you moved in. **SMOKING IS PROHIBITED IN THE PROPERTY.**

Vinyl Floor Coverings/Hardwood Floors- With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap unless otherwise instructed by us. A thorough cleaning is necessary three or four times a year. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floor. When waxing, use a water-emulsion, self polishing types of wax such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors. Do not use any solvent based waxes. You will be responsible for damage done by using improper cleaning materials. (You are also responsible for damage to flooring such as broken tiles or torn floor covering or improper cleaning procedures.)

Carpet Care- Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. You must have a motor driven brush-and-beater type vacuum cleaner if the home you rent has carpet. Shampooing is usually required about once a year and is your responsibility. Before moving in, the carpets are professionally cleaned.

Stoves- If the oven or broiler will not operate check the timer on the stove. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. Instructions for other types are on the face of the stove. Be careful when cleaning the oven that oven cleaner does not drip onto the cabinets below or onto the floor. Do not use oven cleaner on self cleaning or continuous cleaning ovens. You will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

Dishwashers- Use at least once a week. Seals may dry and the motor may be damaged by long periods of not being run. Clean the door and check the bottom of the dishwasher each use for items that may fall from the racks. Cleaning your dishwasher filter at least once a month is recommended, especially if you notice odors, residue, or dishes that aren't washing as well

Garbage Disposals- Garbage disposals are not for bones, greasy items, meat or any other similar materials. If the motor buzzes, turn the switch off. Unjam the disposal. Reset the circuit breaker on the bottom or the side of the disposal (this is usually a small red or yellow button). If the unit turns easily by hand but not with power, call for service. Almost all disposal jams are from what is put into them or misuse.

Washer/Dryer Hookups- When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. *Check the wall and floor monthly for evidence of a hidden leak.*

CLEANING AND HOW TO'S- We work hard to deliver to you a clean, well maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment safe and usable for you. The key to proper cleaning is to do it often. Set up a weekly schedule. Monitor the work and ensure that cleaning is performed as often as needed. A properly maintained home is a team effort involving the Owner who keeps structural and mechanical maintenance up-to-date; the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Management.

Minimum Cleaning Standards-

Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.

Wash interior doors, doorways and walls in heavily traveled areas every 1-2 months.

Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.

Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.

Mop and wax vinyl floors biweekly.

Dust baseboards, windows sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.

Clean AC/Heat air return grate and change filter each *month*. (A good rule is when you pay your light bill, change your filter)

Clean and sweep out fireplace. Clean fireplace grate, screen and glass.

Replace burned-out light bulbs as needed, clean lighting fixtures as needed.

Curtains and blinds, if provided, should be cleaned or washed semiannually.

Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.

Caulk tub as necessary.

Sweep out garage as needed.

Counter tops and Cabinets- Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops as they will scratch. All unpainted cabinets need to be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.

Kitchen Appliances- Each kitchen appliance must be cleaned regularly. In particular, the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be new. Please clean under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which you will be responsible.

Fireplaces- If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, Holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned every two years.

MOVING OUT

Put It in Writing- As stated in the Lease Agreement, before notice to vacate is accepted by 32578 Niceville Property Management, LLC, it **MUST** be put in writing. The notice must include the date you anticipate having the property vacated for your move-out inspection and where you are moving to (even if you don't have a forwarding address, list the city and state where you will be relocating) **Notice must be received and acknowledged by 32578 Niceville Property Management, LLC at least one full calendar month (30 days) before you move out.**

Marketing During the Notice Period- After you have given notice that you intend to move, the property may be listed for sale or rent. The most probable showing hours are between 9:00am and 5:00pm. The property must be available and in good condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule. You will be called prior to showing. If there is no answer or no answering system, the call is still considered notice. If permission is given, we will call your work number. A call to your cellular number or landline at the premises is the usual and customary practice, and is considered notice. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Minimum showing condition:

All beds made and rooms neat

Floors are recently vacuumed; clutter free, especially no piles of dirty clothes

Kitchen and baths are clean, sinks are clean and empty

Walls are clean and unmarred

Dogs are out of the way, litter boxes are clean and odor free

TV is off or volume turned low so as not to be intrusive

Yard is mowed, trimmed and in good condition

Blinds/curtains are open and home is well lit (when possible)

The better a home shows, the more likely it will rent or sell quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

The Move-Out/Check out Condition Survey- **Keys must be turned in to the office before an inspection will be done. Inspections are done after keys have been turned in and without tenants being present.** Move in and move out inspection reports will be compared and used to determine damages, if any, as well as pictures of the move out inspection. Security deposits are disbursed according to Florida law.

All utilities are to be left on for five (5) business days after your scheduled inspection/ move out date.

Inspections are made only after you have completely vacated the premise and the premises is cleaned. The cleaner you leave the premises the lower the cleaning fees will be that are claimed against your security deposit. In addition, you need to ensure the yard is mowed and edged, if your responsibility, all trash hauled off, shrubs trimmed, flower and beds have fresh bedding, if lawn maintenance is your responsibility. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.

Breaking the Lease- If you should break your lease you will be responsible for all costs incurred in securing a new Tenant. We work diligently to reduce your costs should you break your lease. If you find you have to move before the end of your lease, we will market the property promptly. You must pay a full months rent for every month until a new Tenant is secured. When the new Tenant moves in, your obligation ceases as long as the rental amount is equal to or more than what you were obligation to pay. Forfeiture of your security deposit does not excuse you from the other obligations of the lease. You must follow all procedures for marketing, cleaning and vacating.

Following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:

- Rent until the new lease takes effect.
- Lawn maintenance (you need to arrange for that before leaving)
- Utilities (keep them on in your name until notified of a new Tenant)
- Forfeiture of Security Deposit
- Payment of ½ of one month's rent for a turn over fee owner will owe to 32578 Niceville Property Management, LLC

Return of the Security Deposit- THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!!!

The security deposit will be processed within 30 days of your vacating the premises as required by law.

Following are the requirements you must follow:

Have given thirty (30) days (1 full calendar month) written notice prior to vacating.

Have left the premises clean and undamaged and followed the check out procedures.

Have left all walls clean and unmarred. (Homes are NOT painted between each Tenant)

Have paid all charges and rents due.

Have removed all debris, rubbish, and discarded all items from the premises.

Have provided a forwarding street address and a telephone number. No P.O. Boxes are accepted as a forwarding address.

EMERGENCY/DISASTER PROCEDURES

Appendices B and C- These are the procedures, plans and responsibilities for emergency/disaster related situations. Please read each of them carefully and regularly review them, especially during the summer months. Since a Hurricane is the natural disaster most likely to happen in our area, special emphasis has been placed on hurricane preparedness.

Make Your Plan Now- The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for. It is easy to forget even little things in the anxiety, which often comes with an emergency. To avoid unnecessary stress, get ready now. As Pensacola Mayor Joseph P. Riley Jr., says, "No one ever got hurt or killed because they were over prepared."

Two Types of Emergency-

The first type is one that is specific to the property you rent (i.e. a tree falls on this house, or the hot water heater bursts). Appendix B addresses this **Non-Disaster Emergency.**

The second type of emergency is an area wide disaster (i.e. a hurricane or tornado) Appendix B addresses for this type of emergency procedure.

Because we get advance warning for a hurricane, many people choose to leave town. If you leave, you still must secure the property prior to leaving. Then complete Appendix C, email or bring it to the office before leaving. If the disaster does occur, please call before coming back to the property.

What You Do- Everything an Owner would do to protect the property, you are expected to do. The first priority is to stop additional damage. We have many thunder and lightning storms, power outages and high winds. An emergency could happen at any time. Be prepared.

SUMMARY

This Handbook Is For You- In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, look to see if the answer you seek is here. If you find something you think would be helpful to others, but is not included, please notify your Property Owner. We are always looking for additional ways to serve you.

Welcome to 32578 Niceville Property Management, LLC. Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly area. Should you decide to make this your permanent home, call the office. We would be happy to help you find a home to purchase

APPENDIX A

Property Management Inspection Guidelines for Tenants

CLEANING: To help ensure that the refundable portion of your security deposit is returned to you our staff has put together a cleaning guideline. If you would like a recommendation for a cleaning company to complete the work prior to inspection, please contact our office within one week prior of your moving. During the "turn-over" inspection the following items will be closely inspected. This is only a guideline. The list below (includes but not limited to) areas and items that need to be cleaned /replaced:

Vacating Cleaning Checklist

Kitchen

- All exhaust fans and vent covers should be in working order and clean of dust and grease.
- Filters may be washed in the dishwasher.
- Kitchen cabinets, shelves, and counter tops must be washed inside and out. Refrigerator/freezer/range must be cleaned inside and out. They must also be carefully pulled out and all dust and dirt must be removed from the top, back, sides, floor, and walls surrounding the appliance. If fixed to the counter cabinets, the range may only allow for removal of the bottom drawer for cleaning the floor area.
- Leave Refrigerator/freezer running; do not disconnect or turn off. Dishwashers must be cleaned inside and outside, especially the inside lip of the door.
- All sinks and faucets must be wiped clean.
- Garbage disposals must be cleared and running freely.
- Kitchen walls and floors must be washed and free of stains, dust, dirt and grease.
- The grill/vent on the bottom front of the refrigerator must be cleaned.

Bathrooms

- All bathroom floors and walls must be cleaned with particular attention paid to the grout and caulking.
- All tubs, showers, sinks and commodes must be cleaned, disinfected and free of soap scum and cleanser residue.
- All medicine cabinets, vanities and drawers must be cleaned inside and outside.
- All mirrors and light fixtures should be wiped clean.

All Rooms

- If you made any alterations to the home, including painting, you must restore it to its original condition unless otherwise agreed to in writing.
- All floors require a separate cleaning from a floor cleaning professional with Receipts provided at key return
- All window, screens, and window sills/tracks must be washed.
- All window treatments such as curtain rods, shades and blinds that were

- provided must be cleaned and left in good working order.
- Sliding glass doors must be wiped and the door tracks cleaned.
 - All walls, ceilings, and closet interiors must be free of smudges, grease and food stains. A light cleanser such as "Magic Eraser" should remove black marks from walls.
 - All woodwork, moldings, doors, baseboards and trim must be free of dust, dirt and debris.
 - All electrical outlets and switch plate covers must be free of dirt and smudges.
 - All light bulbs must be in working order and light fixtures/fans cleaned inside and out.
 - All smoke detectors and carbon monoxide detectors must be in working order.

Grounds

- All trash, yard debris, and personal items must be removed from the property.
- If trash collection is not scheduled for the day you vacate, please make arrangements ahead of time to have the bulk items removed prior to that date. A minimal amount of trash may be left at the curb or pickup point.
- All flower and shrub beds must be clean and free of weeds, leaves and debris. Be advised, we do not consider leaves and debris as mulch.
- All grass must be cut and free of debris.
- All walkways, patios and porches must be swept and free of debris.
- All new oil stains must be removed from the garage and/or driveway. There are a number of products available to accomplish this. The garage must be swept clean.
- All animal waste must be removed.
- All holes in lawn must be filled with soil.
- Gutters should be clean of and free of leaves and debris.

Laundry and utility rooms must be free of dust, dirt and debris.

Washing machine interior and exterior and under washer must be cleaned. Dryer interior and exterior and under dryer must be cleaned and the filter screen left free of lint.

Note: Small nail holes in walls should only be Spackled with lightweight Spackle such as "Dap, Fast and Final" or "DuPont Lightweight Spackle." More than ten new holes in any wall will be considered beyond normal wear and tear. If you made larger holes, or molly bolt holes, it is considered beyond normal wear and tear and best to leave the repair to a professional. To bring the wall back to its original condition the minimum charge for any wall repair starts at \$75. Should you decide to touch up the paint yourself please remember To ensure a seamless touch-up, your touch-up paint must perfectly match the current paint in both color and sheen. Paint pigment shifts over time due to UV exposure, and using the exact same formula is crucial.

It is required that the tenant leave the power/water on until the inspection is completed usually for 5 business days after move out. Should utilities be required for cleaning or repairs due to tenant(s) negligence, the expense will be deducted from your security deposit.

KEYS/GARAGE DOOR OPENERS: Upon vacating the property all keys and garage door openers should be returned to our office. The inspection will be scheduled once we receive the keys; tenants are not present during the inspection.

APPENDIX B NON-DISASTER EMERGENCY PROCEDURES

(i.e. Kitchen fire, hot water burst, burst water pipe, tree on house, etc.)

Upon first occurrence or discovery of problem, secure from further damage immediately. Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Resident Responsibility

- Take steps to prevent additional damage immediately
- Turn off the source of water or electricity or gas, as the situation demands
- Notify 32578 Niceville Property Management, LLC! If it is after hours use emergency line at Susan: (850)855-7411 or Mary: (850) 319-3502
- Make claim on Renters insurance and notify property owner of insurance coverage
- Provides emergency (police, fire, etc.) report to 32578 Niceville Property Management, LLC, immediately if appropriate

- Provide access for insurance, repair people, etc. to assess and repair damage
- Notify management of delays, "no show" appointments, problems with repairs

32578 Niceville Property Management, LLC, Responsibility-

- Notifies the Owner, insurance company and repair companies
- Takes pictures of damage for Owner report
- Obtains estimates and facilitates repairs
- Inspects and takes pictures of finished work

In most circumstances, you will be contacted within 48 hours by the insurance company. They will assess the damage. Within 3-10 days, depending on the severity of the damage, the repairs will begin. Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. If you desire, they can check out a key from the office. You will need to call the office to coordinate with the office owner for key check outs.

After the repairs are complete, management should call you to set up a time to re-inspect. If there is a delay, please contact the office. Sometimes the repair company is not prompt in scheduling the inspection. Your help is vital to this process. *You are responsible for any loss to the Owner due to Resident negligence. If the damage was caused by a resident or a guest, please be aware all charges not covered by insurance will be billed to you.*

APPENDIX C- DISASTER EMERGENCY PROCEDURES

1. Have an emergency preparedness plan, a checklist and a storm kit.
2. Upon first notification that a disaster emergency may occur, and you plan on leaving the property, please call the office and leave us a message on the voicemail with an additional contact for you. –OR–
3. Email or deliver the same message to the office of 32578 Niceville Property Management, LLC (email your property manager.)
4. Stay tuned to the local news media and follow all recommended precautions and instructions.
5. During the storm or before leaving, please be sure to:
 1. Turn off main breaker to house
 2. Turn off main gas line to house (Call gas company for instructions)
 3. Turn off main water supply to house
 4. Take all recommended precautions by the local news media and storm bulletins
 5. Secure your pets, inside. If it not safe for you outside, it is not safe for your pets either! If you are leaving, take all pets with you.
 6. Secure all outside items including bringing in swing sets, play houses, small planters, anything that could turn into a flying object during high winds
 7. Secure house against damage
 8. Make sure management has a key for your house (have you changed locks lately?)
 9. If you are leaving town, call the office before leaving and before returning to verify that the house is safe to return to.

YOU ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, YOU ARE EXPECTED TO DO.

APPENDIX D-A/C CONDENSATION LINE MAINTENANCE



Have you completed the required monthly maintenance for your condensation line?

As required in your lease, most system can be cleaned by pouring a bleach water solution ($\frac{1}{2}$ cup water & $\frac{1}{2}$ cup plain white vinegar) in the condensation line monthly to maintain a clean line. This can be done when you change your filter.

Please contact us with any questions