

Rules and Regulations: Addendum to Residential Lease Agreement

Updated Addendum January 1st, 2024

Compass Property Management Group

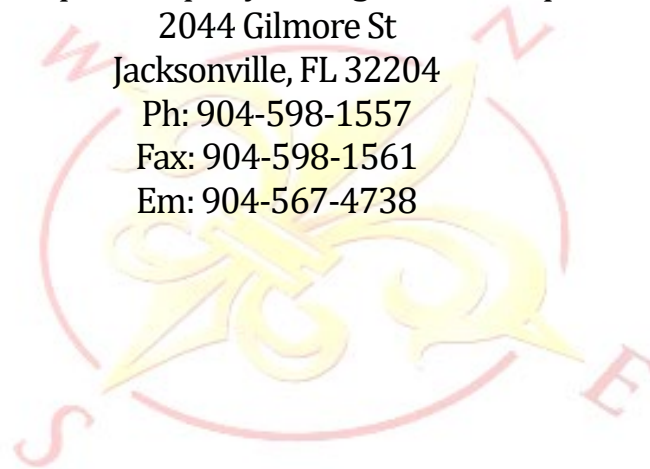
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COMPASS PROPERTY
— Management Group —



Compass Property Management Group

CPMG Welcomes You!

Compass Property Management Group would like to take this opportunity to welcome you as a new resident. CPMG is an abbreviation of our full company name, Compass Property Management Group, and will be used throughout this handbook. We have created the Tenant Handbook to help achieve a successful tenant/management relationship. The purpose of this handbook is to help you with your tenancy and we recommend you keep it in a convenient location so that you can refer to it easily. Included in this handbook, you will find general information, maintenance guidelines, rental payment instructions, safety tips, vacation guidelines, holiday tips, emergency instructions and more. We want you to be prepared throughout your tenancy; therefore, we have provided important information that you may need in the future. The owner of the property you are renting has retained CPMG as their Property Management Company and representative. Therefore, you should contact CPMG when you need any assistance. Instructions on how to contact us are available in this handbook. If you have any questions or concerns regarding any of the information contained in this Tenant Handbook, please feel free to contact our office. We are here to help! We wish you a successful and enjoyable tenancy in your new residence.

* Due to the fact that leases change over time, your lease will always prevail over any information provided in this handbook. This addendum is part of the residential lease agreement between owner and tenant.

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OFFICE INFORMATION

We are located at:

2044 Gilmore St
Jacksonville, FL 32204

*Our secondary offices are located at:

389 Palm Coast Pkwy SW Suite 4
Palm Coast, FL 32137

320 Hide Tide Dr Suite 100-F
St. Augustine, FL 32080

* Note: these offices are a shared office space. The staff are not employees of CPMG. Please direct any issues to the main office.

Office Hours

Monday – Friday 9:00 AM to 5:00 PM

Our property management department is closed on weekends and some holidays.

We have emergency maintenance service. Should a serious maintenance problem arise when the office is closed, we have provided an answering service to take your messages and direct them to the proper staff member. That number is **904-567-4738**.

Office Holidays

At Compass, we work diligently to make sure our properties, owners, and tenants are taken care of the best we can. Occasionally, we do close the office for holidays to give our office staff and property managers time to spend time with their loved ones. If the holiday falls on a weekend, we close on either the previous or next business day.

Our office is closed on:

- ✦ New Year's Day
- ✦ Memorial Day
- ✦ Independence Day
- ✦ Labor Day
- ✦ Thanksgiving - to include the following Friday
- ✦ Christmas

Office Personnel

We have a complete staff to assist you with any of your needs. You should be familiar with our staff at this time, but if you need more information, please contact us.

<u>Position</u>	<u>Name</u>	<u>Phone</u>	<u>Email</u>
Broker	Toni Burley	904-598-1557 x 105	toni@compasspmg.com
Accountant	Keetha McArthur	904-598-1557 x 106	accounting@compasspmg.com
Broker Associate/ Property Manager	Tara Dulitz	904-598-1557 x 103	tara@compasspmg.com
Office Manager/ Property Manager	Samantha Alderman	904-598-1557 x 100	officemanager@compasspmg.com samantha@compasspmg.com
Property Manager	Christine James	904-598-1557 x 102	Christine@compasspmg.com
Property Manager	Taylor Kuehmeier	904-598-1557 x 101	taylor@compasspmg.com

WEBSITE

The following forms are available on our website, www.compasspmg.com:

- ❖ Maintenance Request Form (You can submit this form online from your portal.)
- ❖ Rental Application
- ❖ Notice to Vacate
- ❖ Tenant Information Sheet
- ❖ Rental Application Screening and Processing Criteria
- ❖ Rules and Regulations
- ❖ Move-Out Checklist

Tenants may also pay online via the tenant portal.

APPLICATION FOR RENTAL

It usually takes three to five business days to finalize the application. Your approval will come via email as well as a call from your new property manager. Denial will come via email, phone call, and mail to the current address listed on your application.

If applying for an occupied property, the current tenants have precedence. Although they have given a Notice of Intent to Vacate, the possibility exists that the property will not be available on the listed date.

ACCEPTANCE OF PROPERTY

Tenant accepts the property in its present condition (AS-IS) subject to conditions, which materially affect health or safety of an ordinary tenant.

No additional cosmetic touches or repairs will be done after move-in unless otherwise agreed to by both parties, in writing.

AGENCY

In renting to Tenant, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means that we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his/her obligation under the lease.

OCCUPANTS

Everyone who lives in the property must be named on the lease agreement.

If you wish to add an additional occupant who is 18 years or older, he/she must complete an application and pay an application fee of \$75. If they are approved by our office, they must be added to the lease. It is our policy that a guest staying with you longer than 14 days is no longer considered to be a guest, but a roommate.

Tenant(s) must abide by the decision of Compass PMG whether another person or persons can be added to the Rental Lease Agreement.

Failure to fulfill the above-mentioned requirements may result in termination of your lease.

NO SMOKING

All of CPMG's homes are Non-Smoking. If upon inspection or move out, it is determined that the home has been smoked in, there will be an immediate security deposit increase charge in the amount of **\$1000.00** to cover the cost of smoke removal upon leaving. The actual cost of restoration could be more than the increased security deposit and will be charged on your disposition at move out. This additional security deposit will be due with the next month's rent.

DRUG-FREE HOUSING

CPMG has a drug-free housing policy concerning our tenants and keeping your residence drug-free is a requirement of your tenancy. However, tenants can encounter drug problems presented by other residents, from the lowest-income neighborhoods to the highest. We want you to be aware of some signs of potential drug problems in any neighborhood, and how to handle them:

- ✦ Do not approach a house or building if you smell a strong chemical odor; report it to the authorities. Houses with drugs may contain volatile chemicals and explosions can easily occur.
- ✦ Do not pick up abandoned purses, suitcases, filled bottles, or packages. People can create "meth labs" in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned objects to the authorities. Do not attempt to examine it yourself.
- ✦ If you see constant pedestrian or vehicle traffic in your neighborhood first report to the authorities then notify CPMG of your suspicions as soon as possible.
- ✦ Educate children of all ages about the signs of drug activity.
- ✦ Be aware and be alert- drug activities are a danger anywhere and to everyone.

MOVE-IN / PICKING UP KEYS

Call the office to schedule the lease signing.

Your first month's rent must be paid at the time the keys are picked up. If the move-in date is ten (10) days prior to the end of the month, tenant must pay the pro-rated amount, plus the rent due for the following month. Pet fees must be paid prior to move-in.

Checks for pro-rated rent, first month's rent and pet fees must be paid by certified funds (i.e., cashier's check or money order).

Mailbox Keys

If a copy was not provided upon move-in, you can pick up your mailbox key by registering at the Post Office in your area. Call the US Postal Service at (800) 275-8777 to find out which Post Office to go to. If your mailbox is not as USPS mailbox, CPMG will provide you with information on obtaining a key in your welcome letter. CPMG is not responsible to provide mailbox keys at any time.

Utility Phone Numbers

Unless otherwise indicated in the lease, utilities are the responsibility of the tenant. Listed below are the telephone numbers to call to have utilities turned on and off.

When it is time to switch from cooling to heating, your local gas company will assist you in lighting your furnace for a minimal service fee. Please contact each entity directly for their current rates and deposits.

<u>Company Name</u>	<u>Phone Number</u>	<u>Website</u>
JEA	904-665-6000	www.jea.com
FPL	800-226-3545	www.fpl.com
City of Lake City	386-752-2031	http://www.lcfla.com/index.php/departments/utilities
City of Palm Coast	386-986-2360	http://www.palmcoastgov.com/government/utility
Clay Electric	904-272-2456	http://www.clayelectric.com/
Clay Utility	904-272-5559	http://www.clayutility.org/
St. Johns Co. Water	904-209-2700	http://www.co.st-johns.fl.us/Utilities
City of St. Augustine	904-825-1037	http://www.staugustinegovernment.com/residents/utility_service.cfm
TECO Peoples Gas	904-739-1211	https://www.tecoenergy.com/
Sawyer Gas	904-296-8600	N/A
Oates Energy, Inc.	904-242-0075	https://www.oatesenergy.com/

Liability Insurance

Liability insurance is a \$100,000 liability coverage policy for accidental resident-caused damage to the residence. Covered losses include fire, smoke, explosion, water damage, backup or overflow of sewer, drain or sump, falling objects, riot, or civil commotion. This will cost **\$14.00** for each home and will be charged with rent monthly.

You may opt-out of this liability coverage by providing proof of renter's insurance either through your tenant online portal or another insurance company; Compass will need to be named as an additional interest on this policy.

It is recommended that you purchase renter's insurance to cover any loss of your personal property and your possible liability in case of accidents.

You should obtain renter's insurance that becomes effective on the date that you take possession of the property and maintain the policy as long as you occupy the premises.

If you don't have renter's insurance, you may lose everything! The Landlord isn't held responsible. In fact, even in incidents that you didn't cause, you are responsible for replacing your possessions.

And, even worse, if you are responsible for an accident that causes damage to the property, losses to others, or injury to an individual, you could be held liable...even to the owner of the property!

So, why do you need Renter's Insurance? To protect yourself from liability.

- ✦ To protect your possessions and to replace them in the event of a loss.
- ✦ To protect yourself financially.
- ✦ To provide you with temporary living coverage if your residence is damaged.
- ✦ To insure you will have someone on your side when the unexpected happens.

Liability insurance DOES NOT cover your personal property, food spoilage or costs associated with loss of use of the property, i.e., lodging, if needed. You should verify that your renter's insurance policy covers such events.

Move-In Inspection Report

At the time you sign your lease, you will be provided a Move-In Condition Report. This document is designed to protect your security deposit and is for your protection for consideration in both maintenance deductibles and security deposit charges.

To ensure that you are not charged for any damages that exist when you take possession of the house, it is very important that you provide our office with a detailed list of discrepancies. If there are window coverings included, list whether they are drapes, curtains or mini-blinds.

Tenant is responsible for completing and returning the Property Checklist within two weeks after occupancy. After that time, it will be understood that there are no discrepancies. You can either mail, email, or fax a copy to us. Do not telephone the information to us.

THE PROPERTY CHECKLIST IS NOT A REQUEST FOR REPAIRS AND ANY DEFECTS NOTED WILL NOT BE CONSIDERED FOR REPAIR SIMPLY BY RETURNING THIS DOCUMENT.

If needed, a separate written request for specific repairs must be submitted. List needed repairs on a separate form and send to your property manager. Cosmetic repairs may not be completed; rather only those repairs that we deem required. Needed repairs that affect your health or safety will be made as quickly as possible.

Move-In Pictures

We take move-in pictures of the property's condition. We encourage you to take move-in photos for your records.

Sign and Lockbox

If the sign or lockbox is not removed in a few days after your move-in, please call the office to have them picked up. Thank You!

Phone Numbers

You are required to provide the office with your work and home telephone numbers, including nonpublished numbers, and you must notify the office of any changes in those numbers.

Lease Payments

In accordance with the provisions of your lease, your rental payment is due on or before the 1st day of each month.

Payment may be made by Personal Check or Secured Funds, payable to Compass PMG, LLC. Or through your online portal.

We do not accept cash!

If your rent payment is not received in our office by 11:59 p.m. on the 5th day of the month, a late charge will be assessed.

Weekends and holidays do not delay or excuse tenant's obligation to pay rent on time.

Be sure your rental payments indicate the property address for which you are paying rent as identified on the lease agreement. If you do not do so, your rent payment could be applied late as we have no way of knowing which account to apply it towards. Do not sign the back of any check or money order; that is for the office to sign.

If you make after hours payments, please call us the next business day to verify receipt. We will not be responsible for lost payments.

Returned Checks

The consequences of a rent check being returned to us for nonsufficient funds (NSF) are costly. After receiving an NSF check, we will no longer accept your personal check for payments of future rents.

If your rent check comes back NSF, it is as if the rent has never been paid. At that point, it costs you a \$75.00 NSF check fee, plus the late charges printed in your lease.

Once we have informed you that your check was returned NSF, you have 24 hours to make your NSF check good with a money order or cashier's check. Compass PMG will not accept a personal check.

Failure to do so will leave us no option but to deliver a "Notice to Quit or Vacate", which is an eviction notice demanding that you pay immediately or move. This is a legal step we must take to protect the owner's rights and will cost you an additional \$50.00.

We realize that at times an NSF check is the result of a bank error. If this is the case, you must provide us with a letter from your bank stating it was their error in order for us to continue to accept your personal checks.

The \$75 NSF fee must still be paid regardless of the reason. NSF rent checks will not be re-deposited.

Parking of Vehicles

- ✿ Please DO NOT park or clean vehicles on grass areas around the home.
- ✿ Major vehicle repair is not allowed in the garage, driveway or on the street in front of the home.
- ✿ No inoperative vehicles will be kept on the premises without permission of Landlord.

Pets

Some owners do not allow pets; contact our office before acquiring any pet. Failure to do so is a violation of your lease.

We have restrictions on number, size and type of pets. Akita, American Bulldog, Bullmastiff, Chow, Doberman, German Shepherd, Husky, Presa Canario, Pit Bull, Siberian Husky, Staffordshire Terrier, "Wolf Dog", Bull Terrier, Pit Bull Terrier, Rottweiler and/or other breeds trained for attack purposes are not permitted.

No pets may be kept on the property even temporarily without management's written authorization. Please inform your guests that this rule also applies when they visit you. Pet owners are responsible for any damage caused by pet(s) and for disposing of their pets' waste.

Any Unauthorized pets found on a property can result in eviction and/or will incur a triple pet fee penalty per pet for this violation. Pets also include fish in aquariums larger than ten gallons, mammals, birds and reptiles.

Eviction Notices

If the rent payment is not received by the 5th day of the month, Tenant will be served a Notice to Quit and Vacate (NTQ).

Tenants will NOT receive a phone call if their rent is late.

If the rent, all late charges and the \$50.00 posting charge for the NTQ are not received in our office within 3 days after receiving the NTQ, we will order a Forcible Entry and Detainer (eviction suit). In the case of an eviction suit, Tenant will receive a notice from a constable informing him or her of the court date to appear before a judge. If Landlord or Landlord's Agent must appear in court for an eviction suit or like suit, Tenant will incur additional charges.

Compass PMG' rent collection policy conforms to industry standards.

Billing for Repairs and Late Charges

This expense to Tenant is stipulated in the Lease Agreement. Our policy is to withhold any amount that is owed from the next regular monthly rent payment. If late fees or other charges are not paid, this will cause Tenant to be delinquent in payment of the rent. If this occurs, Compass PMG must proceed with our standard collection action by delivering a Notice to Quit and Vacate, which becomes an additional expense to Tenant.

To prevent any additional expenses to Tenant, please pay non-rent charges on a timely basis.

Lost or Misplaced Keys

In some cases, we have duplicate set of keys available in the office. These keys are available should you lose your keys or lock yourself out.

Only those on the lease can pick up keys, and identification is required. The keys must be

returned within 24 hours or you will be charged \$5 for key replacement. You are responsible for transportation to pick up keys, and keys will only be available during normal business hours.

If we bring key out to you, you will be charged a \$85.00 trip charge plus a \$5 charge for a copy of the key.

If you lock yourself out after hours you will need to contact a locksmith at your expense.

Tenants Will:

- ✿ NOT wash draperies. Call Compass PMG for instructions on all window coverings.
- ✿ NOT perform electrical work. This does not include changing light bulbs or batteries.
- ✿ NOT change walls, woodwork, flooring, landscaping of the property without permission from Compass PMG
- ✿ NOT perform repairs of any type without specific written permission.
- ✿ NOT store items next to the furnace or water heater
- ✿ NOT park on the grass or park more vehicles than are authorized in the lease agreement, or keep inoperative vehicles on the premises.
- ✿ NOT deduct any unauthorized or pre-authorized maintenance expense from the rent

We are here to maintain the property in a safe and habitable condition and to service Tenant and Tenant's needs as efficiently as possible. However, we must also protect the owner and his/her financial position so that they can afford to maintain the property and to avoid frivolous or excessive costs.

Inspections

Compass conducts periodic inspections on all of their properties. Inspections of the interior/exterior are conducted during the lease to ensure that the property is being properly maintained and/or to report to the owner regarding necessary repairs. We will give notice via email, mail, and text message for your inspections. We welcome your attendance; however, the inspection must be completed and the Inspector will have a key with him/her in the event you are not present. Pictures will be taken in order to document the condition of the premises.

We provide this service to our owners to keep them up-to-date concerning the condition of their properties. Please understand that we have multiple inspections to do each month so it is very hard to reschedule these appointments. If the inspection must be rescheduled, we will coordinate with you directly. It will not be moved again after the first goodwill reschedule. In the event that the inspection cannot be completed, you will be charged \$75.00 to reschedule, per your lease agreement.

It takes approximately 30-45 minutes for this inspection. We ask that, if you own any pets, please make sure they are secured inside of a crate or that they are not present during the inspection, so that the inspector may have access to all rooms of the home. We cannot conduct inspections with underage children home alone; please plan for an adult to be home if you have an underage child that will be present during the inspection. If you have an alarm system, be sure to leave it off on this day.

If any concerns are found upon review of the inspection, resident will be notified, and given notice to cure. If Tenant is notified of an inspection by the landlord and fails to provide a key for access, fails to control pets, or otherwise prohibits Landlord or

Landlord's Agent access for said inspection, Tenant will be charged \$75.00 per occurrence AND will also be in violation of the lease. Landlord can exercise remedies set forth in the lease agreement. If Landlord or Landlord's Agent must re-inspect for Tenant's lease violation, Tenant will be charged \$75 inspection fee per occurrence.

HOA Violation Notices

Upon moving in, you will be provided a copy of the Rules and Regulations for your community. We spend a great deal of time notifying tenants of lease and HOA violations and following up to make sure that they are corrected.

Consequently, we charge a \$50.00 fee for sending a violation notice, depending on the type of violation. In addition to any violation fees we may charge you, we will also pass on any HOA charges that are charged to owners.

Examples of lease violations are: not maintaining the yard, not changing and/or using the correct A/C filter, not maintaining batteries in smoke alarm or following other stipulations listed in the lease agreement or in these lease rules and regulations.

Examples of HOA violations are: lawn care, trash, unauthorized item left on balconies, etc. If any concerns are found upon review of the inspection, resident will be notified, and given seven days to cure.

PROBLEM SOLVERS

If you have a problem that cannot be resolved with property management, please call or make an appointment to see Toni Burley at our office and she will look into it for you.

MOVE-OUT PROCEDURES

We want to return the full security deposit when you move out. To ensure that you understand what your responsibilities are for cleaning and preparing the property for move-out, you can request a copy of our Move-Out Guidelines.

Giving Your Notice

Eventually you will move out of the property, and we want you to be prepared when this happens. CPMG tenants are required to give a 30-day notice to vacate in writing, unless otherwise noted in your lease, prior to moving. The property should be left in move-in condition.

Before giving your notice to vacate:

- ✿ Check your rental/lease agreement to ensure that you are eligible to give notice. A lease is a binding agreement for a set period of time and you may still be bound to the lease.
- ✿ If you need to move and you are still committed to the lease period, contact your property manager to discuss your options.
- ✿ Notices to vacate must be in writing, either in email, letter, or Notice to Vacate form that can be found under tenant resources on our website. The day CPMG receives the written notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, intending the date you mailed it to be the notice date.
- ✿ CPMG does not provide rental history to other landlords/property management companies unless the tenant has submitted a written notice to vacate and has given authorization to give out rental references.
- ✿ Notice is always to the end of any rental period. For example, if you provide your 30-

day notice on the 17th of July, you will still owe rent for the full month of August.
Last months' rent is never pro-rated.

Month-To-Month Leases and Lease Extensions

There are situations that would arise where you would need a month-to-month lease or a lease extension (i.e., building a house, family situations, new job, etc.). If this is the case, we will need to contact your owner and get permission for one of these.

Many HOAs will not accept short-term or month-to-month leases. If this is the case, we may not be able to grant you an extension or MTM lease.

If approved, we only offer ONE extension to your lease. After that, we require a move-out or to sign a full one-year lease.

The cost for going on a month-to-month lease is \$75 in addition to any rents, utility charges, etc.

Lease Expiration

✿ During the forty-five (45) to sixty (60) day period prior to your lease expiring, you will receive your renewal via email and your online portal to sign. If you prefer a paper copy, please contact the office to request a paper copy.

✿ You must provide us with at least thirty (30) days written notice – or sixty (60) days dependent on your lease – if you do not plan to renew your lease. Please find the Notice to Vacate Form on the tenant section of our website.

✿ Your lease agreement allows us, during the last 30 days, to install a lock box and a sign on the property and to begin showing the property to prospective tenants.

✿ Failure to allow reasonable showings to prospective tenants or buyers during this period constitutes a default of the lease and the security deposit, in its entirety, may be forfeited.

✿ Florida law requires us to give reasonable notice prior to showing your home

✿ Please do not allow any prospective tenants to enter your home unless

(1) accompanied by a real estate agent or

(2) proper notice was given along with information regarding the prospect (i.e. name & time of showing).

✿ Failure to sign a lease renewal will result in a \$100 monthly Non-Renewal Fee, a \$75 Month-to-Month fee, and any rents, utility charges, etc.

Early Termination of Lease

As broker/manager for the home, our primary responsibility is to act in Owner's best interest at all times. However, we realize that extenuating circumstances may prevent a resident from fulfilling the term of their lease agreement.

If you decide to break your rental/lease agreement, you WILL BE responsible for the following until the property is re-rented or the end of the lease agreement (whichever comes first):

✿ Monthly rent

✿ One-time fee for cost of new tenant placement- fee is generally \$495 or 50% of the monthly rent, whichever is greater

✿ Lawn Care

✿ Utilities

✿ Costs of Advertising

✿ Any additional costs associated with re-renting the unit

Move-outs

- ✦ After you submit your notice to vacate, CPMG will send you instructions for what to do during your last 30 days in the residence. A move-out and cleaning checklist can also be found under the tenant resources on our website
- ✦ It is the responsibility of the resident to deliver ALL keys to the CPMG office. Garage door openers, amenity cards, mailbox keys, etc. should be left on the kitchen counter
- ✦ Failure to deliver all keys to the CPMG office will result in additional charges
- ✦ Your property manager will schedule a walk-through as early as the next day after your date to vacate. While it is your responsibility to return the keys to our office, we will complete the walk through with or without them. If you have not returned the keys and we have no keys available, we will, at YOUR cost, drill the locks to access the property
- ✦ Turn in your professional carpet cleaning receipt
- ✦ Remember to provide CPMG with a forwarding address and telephone number in order to receive your security deposit refund

Water and Electricity Shut Off

Tenants are required by the lease agreement to know the location and operation of the main water cut-off valve and all electric breakers. Additionally, Tenants are responsible to know how to switch the valve and breakers off, if needed, to mitigate any potential damage to the property.

Purchase a water shut-off key to operate the water cut-off valve on the water meter at any of the major hardware stores.

Carpet Cleaning

Tenants are required to have the carpets professionally cleaned by a truck mount company at the time of move-out. A receipt from a professional carpet cleaning company must be provided to us at move-out.

The carpet cleaning company must guarantee their work to our reasonable property management standards. If the cleaning is not done to our specifications, the tenant will be charged for any additional expense.

Please contact Compass PMG for a reference list of carpet cleaning companies.

Move-Out Inspection

In accordance with the lease agreement, a move-out inspection of your home must be completed before any security deposit can be refunded. The move-in inspection will be used as a reference at move-out. The person doing the move-out is only there to document the condition of the property and cannot tell you if there are any charges.

Upon receiving your notice-to-vacate, you will be provided a detailed list to assist you in preparing for move-out.

This inspection and the inspection performed by the maintenance department after your move-out will determine any charges against your security deposit.

Utilities must be on at time of move-out inspection and until the end of the lease. If the utilities are not on, we will have to have the utilities turned on to do your move-out inspection. This will delay the return of your Security Deposit.

Tenants are not permitted back on the property after vacating.

Painting and Nails

- ✦ Please remove all nails in walls. Do not fill holes caused by hanging pictures or touch up paint.
- ✦ If Tenant paints and it does not match, Tenant will be charged for all necessary repainting.
- ✦ If Tenant attempts to fill holes and it does not meet our standards, Tenant will be charged for all necessary re-patching.

MAINTENANCE AND REPAIRS

Tenant is required to promptly notify Compass of all needed repairs.

Failure to inform Compass PMG of water leaks or any condition that may result in damage to the property will cause tenant to be held liable for the cost of repairs!

Telephone notification is acceptable only in cases of danger to person or property.

Written notification is required by the lease agreement.

Maintenance Personnel

Maintenance personnel are not employees of our company; consequently, we do not control their work hours.

Please advise us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner.

If you require a special appointment time with a repairman and it results in the repairman billing us an extra fee, you will be charged the amount that exceeds the regular service fee. A problem may be an inconvenience or cause you discomfort but it may be something that can wait until the next normal working day. Routine repairs will normally be accomplished within 2 - 4 working days.

Procedures for Requesting Maintenance

All routine and non-urgent maintenance requests, per your lease, must be put in writing providing your name, daytime and evening telephone numbers, address and specific problem or repair. Normal repairs are done during normal business hours. (9:00 am - 5:00 pm Monday - Friday).

We do not have maintenance personnel standing-by evenings, weekends and holidays. If you have a valid emergency that cannot wait until the next business day, call 904-567-4738 and follow the instructions for an emergency repair.

Please submit all repair requests in a timely manner. The following methods are considered valid forms of submitting maintenance requests:

- 1) The maintenance request form on your tenant portal; www.compasspmg.com
- 2) Call the Office at 904-598-1557

We recommend residents to follow up on any maintenance requests made.

Maintenance Expense/Service Calls

In accordance with your lease, you may be responsible for a portion of each service call. You will not be charged for repairs made to structural items, unless caused by a malicious or improper act.

STRUCTURAL

- ✦ Roof leak due to normal wear and tear
- ✦ Load bearing walls

- ✦ Water penetration
- ✦ Fireplaces and chimneys
- ✦ Floors

NON-STRUCTURAL

- ✦ Swimming pools and mechanical equipment
- ✦ Air conditioning and heating repairs
- ✦ Appliance repairs
- ✦ Plumbing repairs
- ✦ Sprinkler repairs
- ✦ Gas lines
- ✦ Electrical systems

If our repairman reports that a problem was caused by your negligence or neglect, you will be billed the total expense of the repair bill.

If you call a repairman in place of properly submitting a maintenance request to Compass PMG, we cannot reimburse you for the amount of the bill.

Emergency Repairs

DETERMINE IF IT IS AN EMERGENCY OR A NON-EMERGENCY ITEM.

After hours service calls for non-emergency repairs will be billed to Tenant.

Few problems are classified as emergencies.

An emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the property.

Emergency repairs (as defined below) should be reported immediately.

- ✦ **FREE FLOWING WATER:** Turn off water valve or exterior water main until contractor arrives.
- ✦ **ELECTRICAL PROBLEMS:** Check all the breakers by flipping them hard to the OFF position and then hard to the ON position and reset any and all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages. If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet. Do not use again until repaired.
- ✦ **MAIN SEWER LINE BACKING UP:** If you have a main sewer line clog do not run any water until the line is cleared (toilets, showers, dishwashers, washer machines, etc.) Any water used will only back up in to the property.
- ✦ **GAS ODOR:** If you suspect an appliance is leaking, turn the gas off at the appliance, open window and doors as necessary and call the office
- ✦ **NO HEAT** when temperature is below freezing.
- ✦ **EXTERIOR DOOR LOCKS:** If temporary measures can be taken until business hours, resident should wait until regular hours before contacting management.

Maintenance problems in the following category ARE NOT CONSIDERED TO

BE AN EMERGENCY and will not be acted on until the next business day.

Please do not expect a return to normal service sooner.

- ✦ Air conditioning problems: Lack of air-conditioning or heat, (unless temperatures are forecast to be below freezing) is not considered to be an emergency. However, Compass PMG will make a diligent effort to have the problems rectified as quickly as possible.
- ✦ No hot water
- ✦ Cracked or damaged windows: If the window is completely broken and is a security concern, then contact Compass PMG Immediately.
- ✦ Homes with two (2) complete bathrooms; toilet stoppage in one of the bathrooms: Should one of your toilets overflow, immediately turn off the water supply to the tank by turning the handle located under the tank.
- ✦ Refrigerator: Landlord is not liable for loss of food caused by appliance breakdown

Non-Emergencies

All routine and non-urgent maintenance requests, per the lease, must be put in writing providing name of Tenant, daytime and evening telephone numbers, address and specific problem or request.

Please submit all repair requests, including phoned-in emergency repairs, in writing. The following methods are considered valid forms of submitting maintenance requests: 1) The maintenance request form on your tenant portal, www.compasspmg.com 2) Email to your Property Manager (call for the Property Manager's email address.)

Non-Emergencies include non-working dishwasher, non-working oven, no hot water etc. Normally, for NON-EMERGENCIES, maintenance personnel will not be able to make an immediate appointment.

Be sure to call the maintenance person or the office if you are unable to keep the appointment. Tenant's failure to show will cause tenant to be fined.

If no action is taken within 2-3 days, call Compass PMG. We will contact the maintenance personnel to determine the cause of the delay and inform you as to when service can be expected.

If there is still a problem after a recent repair has been completed, call Compass PMG. A recent repair is defined as any repair made within the last 30 days.

If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

IT IS THE RESPONSIBILITY OF THE TENANT TO REPORT ALL REPAIR / MAINTENANCE PROBLEMS.

Failure to promptly report maintenance problems could cause Tenant to be financially responsible for damages!

Inform Compass PMG immediately of any and all:

- ✦ Signs of mold in the property.
- ✦ Toilet and faucet leaks and any plumbing backup
- ✦ Electrical problems
- ✦ Heating and air-conditioning problems
- ✦ Inoperative smoke detectors
- ✦ Faulty appliances which are included in Rental Agreement
- ✦ Roof leaks

- ✦ Gas leaks
- ✦ Broken windows and doors
- ✦ Any unsafe, unhealthy or dangerous condition
- ✦ Major pest control items such as bees, cockroaches, mice, rats, termites or other infestations.

TENANTS WILL BE RESPONSIBLE FOR TRIP CHARGES AND/OR REPAIR COSTS:

- ✦ If there is a service call and the problem is a tripped breaker or GFI plug.
- ✦ If a faulty oven is reported when the oven is on time bake and is not defective.
- ✦ When sewer stoppage is caused by debris in line such as toys, tools, diapers, rags, sanitary napkins, excessive toilet paper, etc. which was placed there by tenant, occupants or their guests (Owner is responsible for broken lines.)
- ✦ If Tenant fails to report necessary repairs
- ✦ If Tenant fails to meet a repair person at an assigned appointment and there is a vendor charge. If Tenant locks a repair person out although a key is authorized.
- ✦ If Tenant reports a repair which does not require service.
- ✦ If Tenant changes lock or locks and does not provide office with keys, Tenant will also be charged \$75.00 PLUS the cost of re-keying locks.
- ✦ If Tenant prevents property management personnel from gaining access to property for showing to prospective tenants, repairs, inspection or any reason for which property management personnel may lawfully enter the property (\$75.00 per occurrence). Plus, tenant will be in violation of the lease and landlord can exercise remedies set forth in the lease agreement.
- ✦ For replacing doors, jambs, broken glass and/or windows unless Tenant provides a Police Report detailing that the cause of the problem was forced entry by others.
- ✦ For changing batteries in smoke detectors and thermostat (unless these items are not reachable by a step ladder and require a ladder that is five feet or taller).
- ✦ For changing interior and exterior light bulbs (unless these items are not reachable by a step ladder and require a ladder that is five feet or taller).

Repair/Replacement List

Below is our estimated repair/replacement list. This gives a general idea of the common repair/replacement items that could be encountered.

Carpet	
Steam Clean Carpet	\$350.00
Apply Pet Neutralizer	\$200.00
Treat Carpet Stains	\$100 each
Deep Scrub	\$250.00
Replace Carpet and Padding	\$20.00 per sq yd min.

Cleaning	
Trash Removal	\$125 per load
Interior Clean	\$300 Minimum
Smoking Decontamination Fee	\$1,000.00

Pressure Washing	
Exterior	300 Minimum
Sidewalks, Driveways, Garage	\$250.00-300.00

Interior Painting	
Drywall Repairs	\$100.00
Walls	\$1.50 per sq ft min.
Add Primer Coat	\$1.25 per sq ft min.
Baseboards	\$0.85 per linear ft min.
Closets	\$100.00
Window Sills	\$85.00
Interior Doors	\$45 min.
Door Frames	\$75.00
Exterior Entry Doors	\$225 min.

Garage Doors	
Remotes	\$125.00 each
Programming Remotes	\$100.00
Garage Door	\$2,500.00
Garage Door Opener	\$425 min.

Appliance Replacement - Varies based on type and model	
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Lawn	
Extreme Mow and Edge	\$200.00
Mow and Edge	\$85.00
Trim Hedges/Bushes	\$125.00
Clean and Mulch Beds	\$125.00-300.00
Sod Replacement - One Pallet Minimum	\$600/Pallet Minimum

Blinds	
Installation Charge	\$125.00
2" Faux Wood - Double Window	\$275.00
1" Aluminum - Double Window	\$125.00
2" Faux Wood - Single Window	\$195.00
1" Aluminum - Single Window	\$75.00
1" Vinyl - Single Window	\$65.00
Side Light Mini - Blind - Short	\$65.00
Side Light Mini - Blind - Long	\$125.00
Sliding Glass Door Verticals	\$195-225
Blind Wands	\$25.00
Blind Slats	\$25.00

Bulbs	
Exterior Flood	\$15.00
60 Watt Standard	\$12.00
40 Watt Vanity	\$15.00
65 Watt Spot Interior	\$25.00
40 Watt Appliance	\$15.00
40 Watt Ceiling Fan	\$10.00

Miscellaneous	
Clean AC Evaporator Coil	\$325.00
Minimum Service Call	\$85.00
Window Screens	\$75.00
Sliding Glass Door Screens	\$125.00
Door Stops	\$8.00
Range Pans	\$12.00
1" AC Filter	\$50.00
Rekey if keys are not returned	\$125.00
Rekey w/ keys due to lease break	\$125.00

Note: This list reflects items that are commonly repaired/replaced. This is NOT a complete list of items that could be repaired/replaced. Prices are general estimations and may vary.

CLEANING AND MAINTENANCE OF PROPERTY

Tenant is responsible for keeping the property clean and orderly inside and out.

Light Bulbs

All light sockets should have working bulbs in them when you move in. If any lights do not work when you move-in, please notify us.

It is your responsibility to replace light bulbs as needed.

When replacing burned out light bulbs, use the correct size, type and wattage. If a light fixture is rated for a 60-watt bulb and you use a 100-watt bulb, you can create a short circuit and a possible fire hazard.

IF ELECTRICITY DOES NOT WORK:

- ✦ Check and make sure it is not a neighborhood-wide power loss or your utilities were
- ✦ Check the Breaker Box
- ✦ Check the GFI plug (Ground Fault Interrupter), which is usually located in the garage, patio, kitchen or the bathroom. Resetting the GFI will usually restart the electricity.
- ✦ Know where all GFI plugs are located in order to quickly solve any problems.
- ✦ If circuit breakers keep tripping, the circuits are possibly being overloaded with appliances, such as a microwave, toaster, curling irons, blow dryers, etc.
- ✦ If the electricity is still not working after checking breakers and all GFI plugs, call Compass for assistance.

Filters and Maintenance For A/C and Heating

As stated in the lease agreement, Tenant is responsible for supplying and changing the heating and air-conditioning filters **at least once a month**. Check for location of A/C filter at move in. If there is not a new A/C filter in place, contact the office.

We require the use of a filter of the correct size unless there is a permanent filter in the unit. A clean filter prevents serious damage to the motor, compressor and other parts of the AC/Heating unit. Failure to perform this service affects the efficiency of the A/C and heating units, which requires the unit to work harder. This reduces the operating life and causing an increase in the electric bill.

The filter has to be replaced a minimum of once a month and must be installed in the correct position for the proper airflow. See arrows on filter for correct placement.

Any cleaning required or damage done to AC/Heating unit caused by failure to perform mandatory changes of the filter will be charged to the tenant.

We have had some instances in the past where we had to send our A/C repairmen out to repair a unit and the tenant had never changed the filter or had removed it. This is a very expensive repair, and the tenant is ALWAYS required to pay the entire billed due to tenant neglect.

Filters only cost a few dollars and the cost is more than offset by the savings on the electric bill.

We recommend changing the filter when rent is submitted for payment. Buy several at one time to have them on hand when it is time to change.

If the property has an A/C system with a drain line that has an opening in it, pour a cup of bleach or vinegar down the drain tube every month. In most cases, this prevents the drain line from clogging up with algae and flooding the property.

Anytime you see the secondary drain line dripping water or water drips from inside the unit, it indicates that the primary drain is clogged and needs to be serviced. If this not corrected, it may cause serious water damage. DO NOT operate the unit until the clogged drain line is cleared as the unit will produce water and damage to the property may occur. Please report any water drips to the office so we can have the A/C checked. Return temperatures of below 72 begin to enter a zone where **freezing becomes possible**. If your unit freezes up, it will need to be turned off for 24 hours before it can be serviced.

Thermostat

Do not switch your thermostat quickly from COOL to HEAT or from HEAT to COOL. First switch the unit to off and wait until it stops running, then switch to heat or cool. Failure to do so may cause permanent damage to your unit and could result in a charge to you for repair and/or replacement.

In hot weather, set the selector switch to "COOL" and set the fan switch to "AUTO". Set the controls between 75 and 80 degrees to provide maximum cooling. Setting them lower will not cool the home any faster.

The A/C will only function efficiently when all doors and windows are closed. Keep your window coverings closed during the day, keep the A/C filter clean and keep return air grills clear of furniture and boxes in order to allow unobstructed delivery of cool air to your home.

Do not store anything on or around your air conditioning unit. This could impair circulation, resulting in higher electric bills, and cause permanent damage to the unit.

Smoke Alarm

Your safety is very important to us.

Tenant will test the smoke detector within one hour after occupancy and inform Compass PMG immediately if smoke detector is not working properly.

In order to test the smoke detector, it is necessary to push the "push to test" button on the detector for about 5 seconds. If operating properly, the alarm will sound.

Smoke alarms are for your safety, please test them every thirty days and replace batteries if necessary. Normally the smoke alarm will emit a beeping sound when the batteries are losing their charge.

It is Tenant's responsibility to replace the batteries.

If a smoke alarm doesn't work after replacing the batteries, call Compass for repair or replacement.

We urge you to make a regular inspection of your home for potential fire hazards such as stored flammable liquids or overloaded wall outlets and to keep a fire extinguisher on hand.

In case of fire call the fire department or 911 first. Once tenants, occupants and guests are safe, call the office as soon as possible.

Pest Control

Any pests, including insects and rodents, not reported in writing within the first 30 days of the lease, will be assumed to have entered the property after the start of the lease.

You are responsible for keeping the property free of all pests (ants, roaches, fleas, ticks, silverfish, scorpions, rodents etc.)

Pesticides and other chemicals are to be stored safely, out of the reach of children and pets.

Kitchens

- ✦ Keep all food stored properly.
- ✦ Clean stove, hood, vents, and filters on a regular basis.
- ✦ Clean ovens regularly.

Self-cleaning Ovens

(Use heat to clean - door locks.)

- ✦ Follow instructions printed on the oven.
- ✦ DO NOT use commercial cleaners such as "Easy Off" or "Mr. Muscle"
- ✦ Do not leave oven unattended while cleaning.
- ✦ Wipe clean when finished.

Continuous Clean Oven

- ✦ Set at 450 degrees and leave on for several hours because high heat helps the cleaning process. Then wipe out.
- ✦ Do not use commercial cleaners in the oven.
- ✦ If these cleaners are used, the oven will begin to rust within a few weeks.
- ✦ Do not leave oven unattended while cleaning.

Regular ovens

Use an oven cleaner, such as Easy Off. Then wipe oven clean of residue.

Dishwasher

- ✦ Use only dishwashing products.
- ✦ Do not use dish soap or laundry detergents, as they will cause the dishwasher to overflow. Only use products made specifically for the **DISHWASHER**.
- ✦ Use the dishwasher at least once each week, if not used the seals dry up and the motor may be ruined when put back into regular use.
- ✦ To save power and reduce the electric bill, do not run the dishwasher until it is completely loaded.
- ✦ Do not leave soiled dishes in the dishwasher for a long period of time; such practices attract household pests.
- ✦ Every month, run the dishwasher empty with a cup of vinegar.

Washing Machines & Dryers

Some of our owners DO NOT warrant washers and dryers. To find out, please check your lease agreement. If the property has a non-warranted washing machine or dryer and it becomes inoperable, it will be your responsibility and expense to repair.

Repair of a unit at your expense does not make it your property. If you choose to replace the unit, please contact our office so we can amend our records and arrange removal of the unit.

Garbage Disposal

A garbage disposal is a convenient appliance if used properly. Overloading will cause the safety button to kick in and turn off the disposal.

Before filing a maintenance request for the garbage disposal, please complete the following steps:

1. Reset the safety overload, wait three or four minutes for the motor to cool then push the reset button on the bottom of the motor.

2. Use an Allen wrench to reset the disposal
3. Clear any and all objects from inside the garbage disposal (make sure the disposal is switched into the OFF position).
4. If these three steps fail, call Compass PMG. If the repair can be made to the garbage disposal by completing either of the two steps above, Tenant will be charged a \$85 trip charge.

Keep your hands and other objects out of the disposal when it is running!

For best operation, follow these steps:

1. Turn cold water on to full flow.
2. Push food through the splash guard into the disposal. Do not stuff. A mixed load of hard and soft waste works best. Pieces larger than a mouthful in size should be discarded in the trash.
3. Flip starting switch to "on" and let the disposal operate until the grinding sound diminishes and becomes a humming sound.
4. Turn switch off.
5. Run cold water for a few moments longer.

Do not discard the following items in your disposal: potato peels, potatoes, metal, glass, plastic, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, dish rags, celery, corn husks, etc.

Remember: If you can't chew it, your disposal can't chew it!

If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before attempting to retrieve the object.

Do not stick your fingers in the disposal while it is on!

The disposal is self-cleaning; adding baking soda or a lemon or orange rind will help to reduce odors. Do not use caustic drain cleaners at any time.

Kitchen Countertops

- ✿ Promptly wipe up any spills to avoid stains.
- ✿ Use hot pads to protect the counters, when setting hot items down.
- ✿ Use a cutting board when cutting items with a knife to avoid damage.

Refrigerators

Do not dispose of an inoperable unit without written permission from Compass Property Management Group.

If you have your own refrigerator that you wish to use and there is a refrigerator already in the property, contact management regarding proper storage of the rental unit. If you store it in the garage, it will need to be plugged in and running. A refrigerator is not a toy; please teach your children the dangers of playing in and around refrigerators.

Bathrooms

- ✿ Do not use steel wool, scouring powder or abrasive scouring pads or cleaners to clean acrylic or fiberglass tubs or marble sinks. Using these items could ruin the finish.
- ✿ Use Gel Gloss or Soft Scrub or other non-abrasive cleaners.

Prevent mildew and mold from accumulating by:

- ❖ Using exhaust fans during and after showering.

- ❖ Keeping bathroom properly ventilated.
- ❖ Treating mold and mildew immediately with products such as X-14 or Tilex.

Report any leaks immediately.

Please notify the office if the caulked areas around the bathtub and tiles become cracked, broken or chipped. Water seepage can cause severe damage to the home.

Flooring

Carpets and floors are to be maintained at Tenant's expense.

- ✿ Vacuum carpets at regular intervals
- ✿ Sweep and mop floor regularly
- ✿ Clean up spills, pet accidents, etc. promptly
- ✿ Have carpets professionally steam cleaned as needed
- ✿ DO NOT use store rented machines. They ruin the carpet. Only steam cleaning is acceptable.
- ✿ Please contact Compass PMG for a list of truck mount carpet cleaning companies.
- ✿ Use only approved cleaners on vinyl floors. Do not use wax.
- ✿ Use only hardwood floor cleaners on hardwood floors.

Walls

- ✿ Please do not use sticker-type hangers, since the adhesive is difficult to remove from the wall. We suggest the use of "bulldog" type picture hanger when hanging pictures. This type of hanger leaves a smaller hole and creates less wall damage.
- ✿ For questions about items that are heavy or difficult to hang, please call the office.
- ✿ Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted.
- ✿ If you wish to change existing wallpaper or paint colors, please contact the office first for written approval.
- ✿ You are financially responsible for removing nails and repairing any major damage to walls or ceilings.

Fireplace Safety

If there is a fireplace on the property, it is there for the tenant's use.

However, if you intend to use it, you will need to have it inspected and clean at tenants' cost. You will then be responsible for having it inspected and, if necessary, cleaned by a certified chimney sweep when you move out.

When you use the fireplace:

- ✿ Before starting the fire, be sure to open the damper.
- ✿ Close the damper securely only when the fire is completely out and ashes are cold.
- ✿ If smoke is coming out of the fireplace into the room, put out the fire immediately and vent the house.
- ✿ Use hard woods, such as oak or mesquite rather than soft woods like pine, cedar, fir or redwood. Soft woods cause sparks and a buildup of creosote.
- ✿ Never use fire starters such as charcoal lighter, kerosene, and gasoline.
- ✿ Never burn trash or Christmas trees in the fireplace.
- ✿ Always use a log grate. It positions the fire properly and ensures a good flow of combustible air to and around the fire.
- ✿ Build moderate to small fires. Most prefab fireplaces are not designed for roaring

fires. DO NOT over fill the fireplace. Overfilling can cause excessive heat in the chimney and possibly a house fire.

- ✦ Use a fireplace screen at all times to prevent damage to the carpet and to reduce the possibility of a fire in the room.
- ✦ Never leave the fire unattended or with unattended children.
- ✦ Always use a metal ash container for the removal of coals and ashes and be sure the coals are cold. Never put hot or warm coals in a garbage can, paper bag or any flammable container.

DO NOT stack firewood next to the house, any building or the fence. Doing so promotes the infestation of wood destroying insects.

Yard Maintenance

Tenant is responsible for the up keep of the lawn, shrubbery, and trees on a continual basis unless otherwise noted in your lease agreement. This includes cutting, weeding, edging, trimming, reseeding if needed, watering and trimming trees and shrubs.

Remember, the exterior appearance of the home reflects the living conditions of the residents.

Grass must not be higher than 6 inches.

The area around the driveway, sidewalks, curbs and gutters are considered to be part of the yard and need to be kept free of weeds, grass, and leaves.

Rain Gutters

In order to prevent damage to eaves and cornices, the gutters, if any, are to be cleared of any and all debris on a regular basis.

Use of Attic

Tenant may not enter or use attic for storage and will be responsible for any damage caused by disregarding this regulation.

Watering Yard

Please remember that in your lease it is your responsibility to water the yard as needed to maintain healthy grass and other vegetation. If you do not, you could be held financially responsible for completely re-sodding the yard upon your move-out. Each county has watering restrictions for your yard, please review and adhere to those guidelines.

Waste Disposal

- ✦ Toxic waste such as oil, antifreeze, batteries, tires and solvents must be disposed of in accordance with the rules and regulations set forth by the city/county.
- ✦ Garbage must be placed in proper containers in accordance with city and/or county policy.
- ✦ Garbage cans and recycling bins must be stored out of sight to the public when not set out for pick-up.

Water Softener

- ✦ If rental home is equipped with a water softener, tenant is required to maintain the salt levels in the salt tank, so that the unit will operate properly.

Septic Systems

Septic system maintenance is often compared to automobile maintenance because only a little effort on a regular basis can save a lot of money and significantly prolong the life of the system.

Do not flush:

- ✿ Plastics, paper towels, facial tissues, feminine hygiene products, sanitary napkins, etc. The only thing that should be flushed down the toilet are waste-water and toilet paper
- ✿ Additives/System cleaners; cleaners such as bleach, disinfectants, and drain and toilet bowl cleaners should be used in moderation and only in accordance with product labels. Overuse of these products can harm your system. To avoid disrupting or permanently damaging your septic system, do not use it to dispose of hazardous household chemicals.

Hurricane Season

In Florida, we are prone to busy hurricane seasons between June and November. It is best to stay prepared in the case of an emergency. Please understand that Florida Law states the Landlord is responsible for the home; not your belongings. If the home floods the Landlord is responsible for the home; floors, ceiling, roof etc. The owner is not responsible for your belongings i.e., your couch, clothes, jewelry, etc.

- ✿ Secure any patio furniture and outside decorations
- ✿ Have an evacuation plan
- ✿ Prepare ahead of time by filling up your gas tanks early and getting a hurricane prep kit together with water, canned food, and a first aid kit.

For the State of Florida's Hurricane information and list of emergency contacts, you can visit.

- ✿ <https://floridadep.gov/hurricane>
- ✿ <https://www.floridadisaster.org/>

Winter Conditions

It is extremely important that you stay abreast of cold weather reports throughout the winter. Any extended period of below freezing could cause unprotected water pipes to freeze and burst.

In the event of severe, freezing weather:

- ❖ Heat must be maintained at a minimum of 65 degrees Fahrenheit in order to protect the property.
- ❖ Exterior faucets and exposed water lines must be adequately protected by wrapping, insulating or covering.
- ❖ Allow inside and outside faucets to slowly drip. Drip both HOT and COLD water.
- ❖ Open cabinet doors to expose plumbing fixtures so that these spaces will be heated.

If Tenant is going to be away from the property for the day or an extended period of time, it is very important that he or she does not turn the heat off. Please leave the thermostat on 65 degrees minimum.

These precautions are essential in order to avoid substantial damage to the property from broken pipes.

If you have negligently failed to take these precautions, you will be liable for damages to

the property.

IMPROVEMENTS / ALTERATIONS

Written approval must be obtained from Compass PMG before any alterations to the premises and its grounds. This includes, but is not limited to: painting, wallpaper, light fixtures, security systems, flooring, lawn, gardens, bushes, trees, fences and utility buildings.

Contact the property manager to discuss your plans and obtain written permission.

Should alterations be made without management's consent, you will be responsible for returning the property to its original condition.

Antennas

Antennas/Dishes can be installed; however, the following terms have to be met:

- ✿ After your lease term, the dish will need to be removed at your cost as well as any damage caused from the satellite.
- ✿ The dish cannot be in the front half of the property, nor in view from the front of the property.
- ✿ The dish can only be installed on a pole in the yard. No dishes or antennas are to be installed on the roof or siding of the home.

Holiday Decorations and Lights

Lights are to be hung properly and carefully checked.

They must be removed by February 1 of the following year. Remove and dispose of Christmas trees properly.

Basketball Equipment

Do not install any type of basketball equipment on the roof or any other part of the property. Basketball equipment must be stored in compliance with HOA regulations.

RENTAL VERIFICATIONS

We often receive requests from mortgage companies and other landlords wanting a verification of a tenant's rental history. They usually want this information filled out and faxed back to them immediately. We are happy to comply.

RE-SCHEDULING APPOINTMENTS

We always try to contact tenants either by phone or by mail before we enter the property. Sometimes there are problems setting up inspections and scheduling maintenance.

Consequently, if you reschedule an appointment, you will be charged a \$75.00 rescheduling fee. If you break or reschedule 2 appointments, we will use a key.

The lease agreement gives us permission to enter the property after trying to contact you.

SENIOR CARE

When the time comes to transition from living independently to assisted living, we want to help and support our residents every step of the way. We have partnered with SeniorHousingNet.com to provide useful resources to prepare for your move and helpful information for you and your family.

<https://www.seniorhousingnet.com/seniors/senior-living-us/florida>

FREQUENTLY ASKED QUESTIONS

CPMG has compiled a list of most commonly asked tenant questions that may address many of your concerns in advance:

Q: Why did I receive a notice when I paid rent on the 6th of the month?

A: As outlined in this handbook, rent is due on the 1st of the month with a grace period until the 5th of the month. Regardless of grace period, we may legally post notice as of the 2nd. Habitual late payers may find this applicable. Generally, once the 5th of the month has passed, we begin preparing Three Day Notices to Pay or Eviction Notices. In your case, the notice was served before we received your payment. CPMG serves notices based on state landlord/tenant law requirements and on our obligations to the owner of the property.

Q: Why can't I clean the carpet of my residence myself?

A: We require professional steam cleaning of carpets to preserve the life of the carpet. Home machines cannot provide the necessary deep cleaning.

Q: Can I install extra telephone/cable lines?

A: You can install extra telephone/cable lines if you pay for the installation and disconnect them when you vacate the property. However, you must notify CPMG and obtain written permission to install the additional lines. Do NOT run phone lines through the walls or tape them to the baseboards.

Q: Can I have a satellite dish?

A: Prior written consent must be obtained. This must first be cleared with the home owner, HOA, etc. Under NO circumstances is it ever permissible to attach a satellite dish to the house. If clearance is given, the satellite must be on a pole in the yard.

Q: I did not have a pet when I moved in; can I have a pet now?

A: You must first contact the CPMG management team of your request to have a pet. You will be required to complete a pet screening. DO NOT move a pet into the property without permission. Your property manager will contact the property owner and submit your request. If the owner gives permission to have a pet on the property, you must first pay a non-refundable pet fee and sign a pet addendum. If the owner does not allow a pet on the property, you must abide by that decision and your rental agreement.

Q: What happens if my pet dies or runs away; can I have my pet fee back?

A: No, all pet fees are non-refundable.

Q: What happens if I want to get another pet?

A: Notify your property manager regarding what kind of pet you would like to get and submit a pet screening application. The property manager will contact the property owner and submit your request. If the owner does allow another pet, an increased pet fee will be required and a new pet addendum must be signed.

Q: My roommate wants to move, but I want to stay. What do I do now?

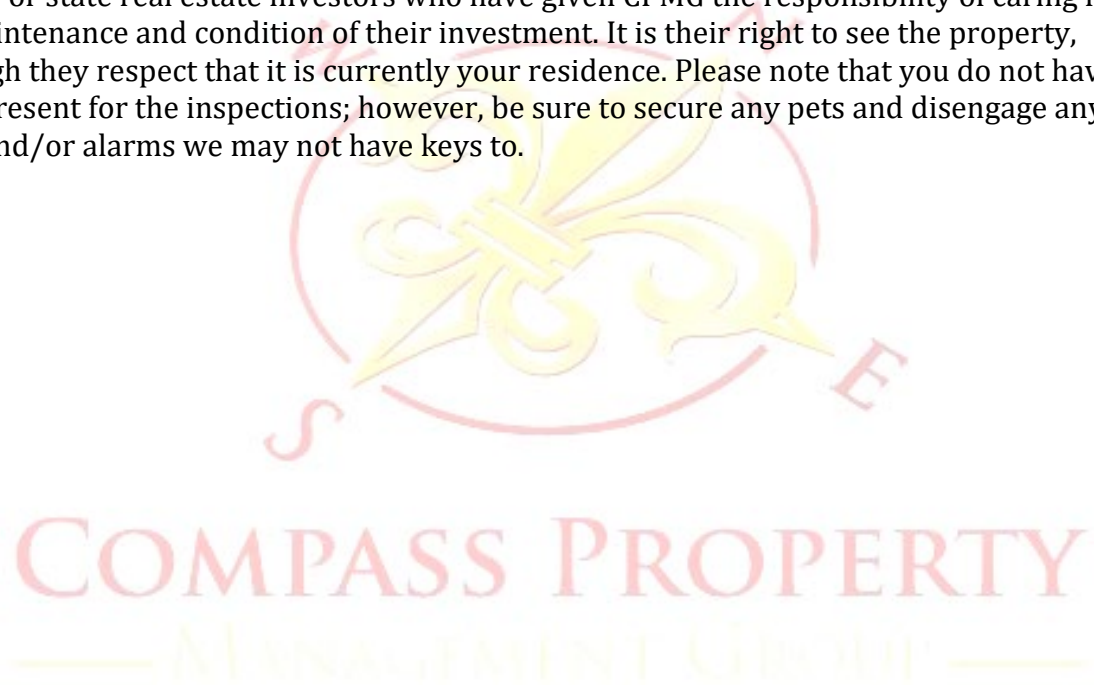
A: Your roommate must submit a partial notice to vacate and you will need to provide documentation that you can support the property by yourself, in some instances this may require you to submit a new rental application. CPMG will NOT refund part of the security deposit to your roommate. You and your roommate will have to settle any funds owed to one another, including any or all of the security deposit. If approved, you and your roommate will have to sign a roommate release form.

Q: I want to add a roommate; how do I do this?

The prospective roommate must submit an application to CPMG, and must be approved for tenancy PRIOR to moving into the property. You can obtain an application at our main office, on our website, or submit your request by email to officemanager@CompassPMG.com. If CPMG denies the applicant, they CANNOT move into the property. If the applicant is approved, both of you must sign a roommate addendum.

Q: I received notice of an inspection of the property. Why is this being performed and why do the owners want to see the property?

A: We perform, unless owner has requested otherwise, two inspections per year. The purposes of these inspections are to check for any preventative maintenance required to avoid larger issues later on and to be sure the property is being properly cared for. We must also check on the condition of the yard and air conditioning units. Most of our owners are out-of-state real estate investors who have given CPMG the responsibility of caring for the maintenance and condition of their investment. It is their right to see the property, although they respect that it is currently your residence. Please note that you do not have to be present for the inspections; however, be sure to secure any pets and disengage any locks and/or alarms we may not have keys to.



FAIR HOUSING STATEMENT

Compass Property Management Group is committed to compliance with all federal, state and local fair housing laws.

Our policies are designed to provide consistent and fair treatment of all tenants in the spirit of these laws.

Compass Property Management Group and its staff have a legal obligation to treat each individual in a consistent manner.

We understand that from time-to-time tenants have financial difficulties, health problems or other emergencies. Although we sympathize with the situation, we are legally bound to follow and enforce the stipulations of the lease agreement.

Please do not place us in the difficult position of denying a request for an exception to the lease agreement because we cannot grant an exception.

Thank you in advance for your cooperation.

We reserve the right to make changes to our lease rules and regulations.

Violations of these guidelines shall constitute a breach of the Lease Agreement.

In any case where a conflict appears between these guidelines and the Lease Agreement, the conflict shall be resolved in favor of the Lease Agreement.

If you have any questions regarding your lease, do not hesitate to ask.

If there is any way we can assist you, please feel free to call or visit us at the office.

We need and appreciate your business, and our staff will do their utmost to resolve problems to your satisfaction.

Our goal is to always provide you with efficient, courteous service.

We wish you a very pleasant stay and look forward to a mutually satisfying relationship.

CPMG hopes that you have found this handbook to be useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move-out. If you have any questions on the previous information, please contact your property manager.

Have a successful residency!

