

Realty Masters of FL
(850) 473-3983 phone
www.PensacolaRealtyMasters.com

TENANT HANDBOOK[®]

HOW TO LIVE IN AND CARE FOR THE HOME YOU ARE RENTING

BY PAM KEEN, BROKER

LEARN MORE AT

WWW.PENSACOLAREALTYMASTERS.COM



www.PensacolaRealtyMasters.com

info@pensacolarealtymasters.com

(850) 473-3983 Phone / (850) 473- 3975 Fax

Emergency Cell (850) 512- 6019



CONTENTS

OUR PERSONAL MESSAGE TO YOU 3

GENERAL RULES & REGULATIONS 3-5

Part of Your Lease 3
 The Property 3
 Rental Payments 3
 Phone Number 4
 Returned Checks 4
 Default of Rental Payment 4
 Thirty Days Written Notice 4
 Breaking Your Lease 4
 Keys and Locks 4
 Trash, Garbage and Recycling 4
 Disturbances, Noise and Nuisance 4
 Move-In/Move-Out Condition Report 4
 Periodic Surveys 5
 Parking/Vehicles 5
 Guests 5
 Emergency Maintenance/Repairs 5
 Insurance 5
 Pets 5
 Use of the premises 5

WHEN YOU FIRST MOVE IN 5

Get to Know Your Property 5
 Put this Handbook Where You Can Find it 5

IN AND AROUND THE HOUSE 5-6

Low country Living 5
 Heat/Ac Units 5, 6
 Circuit Breakers 6
 Extermination- 6
 Changing Paint, Wallpaper, Etc 6

MAINTENANCE, DAMAGE AND REPAIR 6-8

Put Maintenance Requests in Writing 6
 Who Does What 6, 7
 Unauthorized Repairs 7
 Lawns and Grounds 7
 Light Bulbs 7
 Plumbing/Septic Systems 7
 Waterbeds 7
 Walls and Ceilings 7
 Vinyl Floor Coverings/Hardwood Floors 7
 Carpet Care 7
 Stoves 7
 Dishwashers- 8
 Garbage Disposals 8
 Washer/Dryer Hookups 8

CLEANING AND HOW TO'S 8

Minimum Cleaning Standards 8
 Counter tops and Cabinets 8
 Kitchen Appliances 8
 Fireplaces- 8

MOVING OUT 8-9

Put It in Writing 8
 Marketing During the Notice Period 9
 The Move-Out/Check out Condition Survey 9
 Breaking the Lease 9
 Return of the Security Deposit 9, 10

EMERGENCY/DISASTER PROCEDURES 10

Appendices A and B 10
 Make Your Plan Now 10
 Two Types of Emergency 10
 What You Do 10

SUMMARY 10

This Handbook Is For You 10
 Welcome to Realty Masters 10

APPENDIX A NON-DISASTER EMERGENCY PROCEDURES 11

APPENDIX B DISASTER EMERGENCY PROCEDURES 12

MOVE OUT GUIDELINES 13, 14

OUR PERSONAL MESSAGE TO YOU

Congratulations on the selection of your new home. Welcome to the Pensacola area and to your new association with Realty Masters of FL located at:

4400 Bayou Blvd, Ste #58B, Pensacola, Florida 32503

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.

If you have a home in another part of the USA, we may be able to locate a Property Manager for you through our association with the National Association of Residential Property Managers (NARPM). NARPM is a large association of professional residential property managers, who maintain a high standard of service. If we can help you locate a property manager for your home, please let us know.

Should you decide to purchase a home, call the office and we will help locate a Realtor who is knowledgeable in the area and price range you desire. 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 Managers, 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.

GENERAL RULES & REGULATIONS

Part of Your Lease - ***This Tenant Handbook is part of your lease and is legally binding on both parties.***

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 in the form of a check, money order, or certified funds, and made payable to:

Realty Masters of FL
4400 Bayou Blvd, Ste #58B
Pensacola, Florida 32503

Please mail or deliver your payment to the above address. **WRITE YOUR ADDRESS** on your payment to assure proper credit. All accounting is done by address of the property. Also, to avoid any misunderstanding, please put your address on every correspondence with the office.

You may pay in person, Monday through Friday, 8:30am to 4:30 pm, at 4400 Bayou Blvd, Ste #58, Pensacola, Florida 32503. For your after-hour convenience there is a drop box beside the front door to the office. **We do not accept post-dated checks.** Rents remaining unpaid beyond the 3rd day of the month are delinquent and are subject to a late fee. Rents remaining unpaid after the 3rd day of the month may be offered for collection and will be subject to all collection charges and fees incurred. The late fee is 10% + \$5 per day. If Realty Masters has to post a 3-day notice on your door you will be charged \$20. If Realty Masters mails you a 3-day notice you will be charged \$1.

Phone Number- All residents are required to have telephone accessibility and to provide Realty Masters with their home and work phone numbers. Please be sure to notify Realty Masters when you change home or work

numbers. Even unlisted numbers must be provided to Realty Masters. You should include your home and work phone numbers with your first rental payment after you move in, or you may send it to us via fax @ 473-3975 or email: christine@pensacolarealtymasters.com

Returned Checks- The amount of any bad checks, plus the returned check charge allowed by law (5%) must be paid in either certified funds or a money order within 24 hours of notification. Otherwise legal action may be taken. After a check is returned to us for insufficient funds, you will be required to pay either with a money order or certified funds. If the returned check makes your rent payment late, a late fee will also be due. All amounts due must be paid in full at time of notification.

Default of Rental Payment- ***If the rent is not paid by the 3rd of the month; this is your notice that your lease and rental agreement may be canceled after due notice, and that a demand may be made for all monies due.*** 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- Thirty (30) days written notice must be given to Realty Masters before vacating the premises. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE. Also, the Landlord will give you thirty (30) days written notice prior to the end of the lease term if the rental agreement will not be renewed. If Landlord consents to 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 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 certified mail. All other conditions of this lease shall remain in effect. Failure to give above stated notice by tenant prior to end of the lease or any month to month period will result in additional liability of tenant for the following full monthly rental period in addition to security deposit forfeiture. **If tenant fails to vacate after the initial term, or any successive consensual periods after the initial term, tenant shall additionally be held liable for holdover (double) rent.** (This does not apply to the military clause)

Breaking Your Lease- The forfeiture of the deposit as a penalty for premature cancellation of the tenancy does not excuse you from other obligations of your lease. You must leave the premises clean, undamaged and ready for occupancy. Check-in and check-out inspections are required. Tenant is liable for terms of lease including any rents due until property is re-leased in the event of early termination of lease agreement by the Tenant.

Keys and Locks- All locks are not re-keyed with each new resident. One set of keys is issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of Realty Masters. Realty Masters *must* have keys to each lock on the house. Realty Masters may gain access and re-key if at any time access is denied, and charge the cost to the Tenant. Copies of the new keys will be available at the office during posted office hours. All keys are to be returned to Realty Masters upon vacating the premises. If you are locked out of your home, you may borrow a key from us Monday through Friday 8:30am to 4:30 pm. There will be a charge for any borrowed key that is not returned within 24 hours.

Trash, Garbage and Recycling- All garbage & trash must be placed in appropriate containers, (Realty Masters 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 Report- Included in your move-in Package is a Property Condition Report. Realty Masters provides this form so that you can note the condition of the premises, listing all defective items. Please sign your name, date it and return it to Realty Masters within 3 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 Florida Residential Landlord and Tenant Act, the property will be assumed to be in acceptable condition and any defects brought to our attention after the 3rd day will be considered your responsibility. No exceptions will be made.

Periodic Surveys- As part of our agreement with Owner of the property, Realty Masters will conduct routine surveys of the condition of the property. You will be notified of any problems, and given 14 days to remedy them. Any breach not corrected will be addressed as per the Florida Residential Landlord and Tenant Act.

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 on lawns, sidewalks and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times.** 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- Any person or persons staying more than three weeks in a three-month period will be considered Tenants, unless prior written permission is obtained from Realty Masters. Only those persons listed on your rental application 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 large above ground pools nor trampolines allowed on the premises.

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 512-6019. *Be sure to report the specific emergency and include your telephone number in your message.*

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

Insurance- It is highly recommended that you have tenants' insurance. A copy of your declarations page is to be given to management the first month you move in. Please notify your insurance company that Realty Masters of FL 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, 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 Realty Masters 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.** See paragraph III. C. for more information about circuit breakers.

Put this Handbook Where You Can Find it- Keeping it near the phone book works for most people. Before calling Realty Masters, 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 Realty Masters 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. If you 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 three (3) 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. Realty Masters assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Please notify Realty Masters 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 Realty Masters 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 Realty Masters 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 Realty Masters. You will be charged for repairs caused by misuse or neglect.

Put Maintenance Requests in Writing- Maintenance Request Forms are in your Rental Package. 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). Write clearly and legibly. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Realty Masters so the call can be reassigned. You may fax your requests to us at 473-3975 or email fern@pensacolarealtymasters.com.

Who Does What- All "breakdowns," system failures and structural defects must be reported to Realty Masters 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. Realty Masters 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:

- Replace light bulbs
- Torn or damaged screens
- Replace or repair cabinet catches, knobs or handles
- Replace heater/air-conditioner filters EVERY MONTH
- Relight gas furnace or hot water heaters
- Treat for fire ants and other lawn pests
- Keep flower beds weeded and edged and add fresh bedding once a year
- Replace batteries in smoke detectors (please notify Realty Masters if smoke detector is inoperable)
- Phone jacks and cable outlets if desired.
- Minor plumbing

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

- Repairs to heater/air-conditioning systems from normal use
- Replace heating units for hot water tanks from normal use
- Repair leaks in roof
- Major plumbing
- 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

Unauthorized Repairs- Please do not make any repairs or authorize any maintenance without written permission from Realty Masters. All repairs must be authorized by us. Except as provided in the Florida Residential Landlord and Tenant Act, rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Lawns and Grounds-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; 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. 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.

Light Bulbs- At move-in, all light fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during the Tenant's occupancy (including floodlights). Upon moving out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.

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- 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 written approval* of Realty Masters. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted/vacuumed regularly and before vacating. **NO SMOKING IS ALLOWED INSIDE OF THE HOME AT ANY TIME.**

Vinyl Floor Coverings/Hardwood Floors- Vinyl and hardwood floors must be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times a year. Do not use gas, benzine, 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 and you must have them professionally cleaned upon vacating. A copy of the cleaning company's receipt is required at the time of check-out. Please check with Realty Masters before moving out for recommended carpet cleaning companies.

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. Check the perimeter of the door for food items falling from the counter.

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 by turning the blade backwards with a broom handle or a wrench. 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 with a wrench 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, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.

Clean heater/air conditioner air return grate and change filter each *month*. (A good rule is when you pay your power 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- Before notice to vacate is accepted by Realty Masters, it **MUST** be put in writing. The notice must include the date you anticipate having the property ready for your move-out survey 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 by Realty Masters at least thirty (30) days before you move out.** Also, the Landlord will give you thirty (30) days written notice prior to the end of the lease term if the rental agreement will not be renewed.

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 6:00pm. 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 place of residence is the usual and customary practice in the Pensacola area, 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 and professional carpet cleaning receipts must be turned in to the office before an inspection will be done. Inspections are done after keys and receipts 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, along with pictures of the move out inspection.

All utilities are to be left on for three days after your scheduled inspection/ move out date.

Surveys are made only after you have completely vacated the premise, the premises are cleaned, carpets are professionally cleaned and dry (receipt required, chemical dry cleaning is unacceptable), the yard is mowed and edged, all trash hauled off, shrubs trimmed, flower beds have fresh bedding, and you have turned over the keys and professional carpet cleaning receipt to the office. A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.

Appendix D provides some of the cleaning guidelines. Upon receipt of your written notice to vacate, another copy will be sent to you. **Most Tenants who use the guidelines pass the survey on the first appointment.**

A reinspection fee (minimum, \$35.00) will be charged for each return trip that is required after the first inspection should the inspector need to go back for any reason.

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. Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and check-out.

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

A re-leasing and/or breaking lease fee

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)

Advertising

Forfeiture of Security Deposit

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

The security deposit will be refunded in accordance with Florida Statutes §83.49, which, in summary, provides that upon the vacating of the premises for termination of the lease, if the landlord does not intend to impose a claim on the security deposit, the landlord shall have 15 days to return the security deposit, otherwise the landlord shall have 30 days to give the tenant written notice of the landlord's intention to impose a claim on the deposit and the reason for imposing the claim. Unless the tenant objects to the imposition of the landlord's claim or the amount thereof within 15 days after receipt of the landlord's notice of intention to impose a claim, the landlord may then deduct the amount of his or her claim and shall remit the balance of the deposit to the tenant within 30 days after the date of the notice of intention to impose a claim.

Following are the requirements for a full refund;

Have given thirty (30) days 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.

Have an acceptable move-out/check-out condition survey report by the Property Manager or Inspector.



MOVE-OUT CLEANING CHECKLIST & PROCEDURES

GENERAL – ALL AREAS

- Windows, windowsills, sash & frames are clean
- Blinds are all thoroughly washed
- Base boards, molding, and trim washed down
- Ceiling free of cobwebs
- Walls and doors wiped & washed down
- Sliding door tracks free of dirt
- All vents & air conditioner registers cleaned
- Outlets and switch plate covers cleaned
- Carpets vacuumed
- All vinyl/ tile/ wood surfaces swept & mopped
- All nail holes & dents on wall are filled & smooth. Fill must match wall color or you must paint the entire wall!
- Strip and wax stained VCT Tiled floors
- Replace all smoke & CO2 detector batteries
- All burnt out light bulbs replaced throughout with 60 watt bulbs unless otherwise stated

NOTE: Carpets MUST be professionally cleaned and a receipt must be provided to management.

KITCHEN

- Cupboards and drawers emptied and cleaned
- Outside of cabinets cleaned with mild soap
- Finish wood cabinets with Scotts Liquid Gold
- Fridge & freezer emptied & cleaned with white vinegar including trays, shelves, seal, handle
- Top and outside of fridge/freezer cleaned
- Fridge/freezer pulled out and floor cleaned underneath
- Stove cleaned including outside, inside, underneath, around & racks/ drawers
- Stove drip pans cleaned or replaced
- Stove hood vent cleaned or replaced
- Sink scoured and caulked if necessary
- Floor and baseboards scrubbed
- All surface areas cleaned
- Dishwasher surfaces cleaned

LIVING ROOM/ HALLWAYS/ BEDROOMS

- Air conditioner filter, grate & cover clean
- Thermostat set to 78 in summer/ 68 in winter
- Clean & sweep out fireplace & screen
- Heat vents and registers wiped off
- Baseboards cleaned
- Carpets vacuumed
- Baseboards cleaned

BATHROOMS

- Exhaust fans cleaned
- Medicine cabinets emptied and cleaned
- Toilet tank, seat, and base cleaned
- Toilet bowl scrubbed
- Floor and baseboards scrubbed
- Sink cleaned
- Shower curtain removed
- Outlets and switch plate covers cleaned
- Vanity surface and under vanity cleaned
- Mirror cleaned
- Tub/ Shower floor and walls scrubbed
(free of soap scum and mildew)
- Tub/ Shower and around countertops caulked

LAWN

- PETS: Remove all pet droppings and dispose
- Mow lawn and pick up any trash
- Walkways & driveways swept & edged
- Rake all leaves on premises & bag
- Trim all hedges & shrubs below 4 feet
- Remove weeds from fence, house & beds
- Replace flower beds with fresh bedding

GARAGE/ PATIOS/ DECKS/ STORAGE

- Empty and clean out storage and/or garage
- Sweep ceilings and walls for cobwebs
- Sweep and mop floors
- Remove any stored items from attic

EXTERIOR

- All exterior doors washed
- Wash all windows and rinse screens
- Wash mailbox and post with soap
- All screens secured on windows
- All doors and windows are locked
- All trash and belongings are removed from the home and the yard!

NOTE: Trash companies will NOT pick up boxes, furniture, etc. left by the curb or anything that does not fit inside trash cans. You MUST call ECUA to schedule pick up or arrange haul to dump or you will be charged a minimum of \$50 for trash removal.

__Carpets vacuumed

EMERGENCY/DISASTER PROCEDURES

Appendices A and B - 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 A addresses this Non-Disaster Emergency.

The second type of emergency is an area wide disaster (i.e. a hurricane or tornado) Appendix B addresses 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, fax 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. Review Section II. A. regularly. We have many thunder and lightening storms, power outages and high winds. An emergency could happen at any time. Be prepared.

APPENDIX A NON-DISASTER EMERGENCY PROCEDURES

(i.e. Kitchen fire, hot water heater burst, burst water pipe, tree falls 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 Realty Masters! if it is after hours use emergency line at (850) 512-6019.
- Make claim on Renters insurance and notify property manager of insurance coverage
- Provides emergency (police, fire, etc.) report to Realty Masters within 5 days of the incident

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

Realty Masters 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

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 manager 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 B- 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, if 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. Fax or deliver the same message to the office of Realty Masters of FL (fax 473-3975)
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!
 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.

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 Manager. We are always looking for additional ways to serve you.

Welcome to Realty Masters- Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly Pensacola 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