

HANDBOOK FOR OUR VALUED TENANTS



PLEASE KEEP THIS HANDBOOK IN A SAFE PLACE FOR FUTURE REFERENCE

Mailing Address for On-Time Rent and Notices:

Please, make checks Payable to:

Florida Managed Properties

Post Office Box 906

Stuart, FL 34995

Phone: (772) 220-0844

[email: info@floridapm.net](mailto:info@floridapm.net)

Web General Info: www.floridapm.net

(including access to your online account)

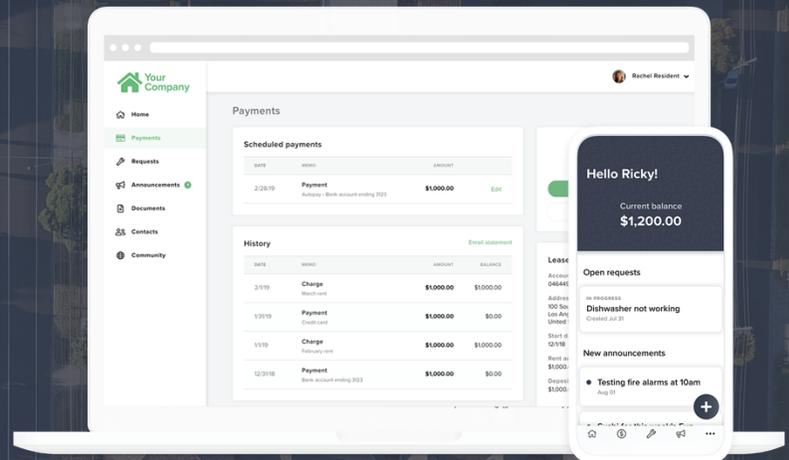
Non-Emergency Repair Requests:

<http://www.floridapm.net/repair-request-form/>

Emergency, such as FIRE:

Call 911, and then call us at (772) 220-0844 EXT. 1

Say hello to a better resident experience.



Most of your life is managed online, so why should your resident experience be any different?

We are pleased to offer you the *Resident Center*, which gives you easy access to manage your living experience online.



Online Payments

Make online payments and keep track of your payment history



Recurring Payments

Never worry about late fees by setting up automatic payments



Maintenance Requests

Submit maintenance requests from your mobile device or computer



Access Documents

Get easy access to important documents related to your lease



Messages

View notifications and announcements in one convenient place



Mobile App

Easily access the *Resident Center* app at anytime, anywhere

For more information, please contact us.

(772) 220-0844 | info@floridapm.net | www.floridapm.net

Contents

HANDBOOK FOR OUR VALUED TENANTS 1

Contents 2

WHEN YOU FIRST MOVE-IN 6

 Get to Know Your Home 6

 Locating the Main Water Shut-Off For the Home..... 6

GENERAL RULES & REGULATIONS..... 6

 Part of Your Rental Agreement..... 6

 The Home..... 6

 Rental Payments 6

 Late Rent 7

 Returned Checks 7

 Contact Phone Numbers & Email Addresses 7

 Default of Rental Checks..... 7

 60 Day Written Notice 8

 Keys and Locks 8

 Trash and Recycling..... 8

 Condominium/Homeowner Associations..... 8

 Disturbances, Noise and Nuisance..... 9

 Move-in Condition 9

 Periodic Property Inspections 9

 Parking/Vehicles 9

 Guests 9

 Emergencies..... 10

- Insurance..... 10
- Pets 11
- Smoke Detectors..... 11
- Security/Alarm/Video/Television/Satellite Dish..... 11
- IN AND AROUND THE HOME* 11
 - Circuit Breakers..... 11
 - Pest Control..... 12
 - Painting, Decorating, Etc..... 12
- MAINTENANCE, DAMAGE AND REPAIR* 12
 - Maintenance Requests to be in Writing and submitted via our Website 12
 - Scheduling Maintenance..... 12
 - System Failures 12
 - Unauthorized Repairs 13
 - Heating, Ventilating, Air Conditioning (HVAC) Systems..... 13
 - Lawns and Grounds..... 13
 - Lawn Irrigation/Sprinkler Systems..... 13
 - Plumbing/Septic Systems..... 14
 - Waterbeds/Flotation Bedding Devices 14
 - Walls and Ceilings 14
 - Vinyl/Ceramic Tile Flooring..... 14
 - Hardwood Floors..... 15
 - Carpet/Floor Care 15
 - Stoves..... 15
 - Dishwashers 15
 - Garbage Disposals..... 15

Washer/Dryer Hookups 15

CLEANING & HOW..... 16

 Cleaning Standards 16

 Counter Tops and Cabinets..... 17

 Kitchen Appliances..... 17

 Fireplaces 17

MOVING OUT..... 18

 Move Out Procedures 18

 The Move-Out Process..... 19

 Breaking the Lease 19

 Return of the Security Deposit..... 20

Itemized List of Common Charges and Security Deposit Deductions..... 20

Items and charges may change without notice. Cost may be higher for damage to high end finishings such as granite counters, marble floors, etc. 20

EMERGENCY/DISASTER PROCEDURES 22

 Make Your Plan Now..... 22

 Hurricane/Tornado/Storm Watch/Storm Warning 23

 What You Do 23

 DISASTER PROCEDURES 23

NON-DISASTER PROCEDURES 24

 Tenant Responsibility..... 24

Utilities and Service Providers..... 25

 Martin County 25

 Saint Lucie County..... 26

OUR PERSONAL MESSAGE TO YOU 27

Welcome to Florida Managed Properties

We are pleased to have you as our tenant and we would like your experience with Florida Managed Properties to be a pleasant one. Along with your rental agreement, this tenant handbook can be a very useful reference tool. It contains helpful information that can make your tenancy a satisfying one. The tenant handbook is designed to outline our responsibility to you and your responsibilities to us and the home you are renting. It is our sincere belief that when you as a tenant understand our policies and procedures we can better serve your needs and increase your customer satisfaction.

For the most up to date version of this handbook, remember to check our website at www.floridapm.net.

Office Hours: Due to the nature of our work, we are often in the field and at unpredictable hours therefore our office hours are by appointment only. Please call (772) 220-0844 to make an office appointment.

Please check our website at www.floridapm.net for your closest office physical address.

WHEN YOU FIRST MOVE-IN

Get to Know Your Home

When you first move-in, locate the breaker box and note the location of each the Ground Fault Interrupt (GFI) breakers and the breakers for the stove/oven, water heater and air conditioner/heating system. Doing so now might save you a headache later. When it comes to houses the question is not IF something will break, it's WHEN will something break. Houses run on multiple mechanical systems and the fact is that no matter how well maintained the systems are, mechanical systems sometimes fail.

Locating the Main Water Shut-Off For the Home

The main water shut-off valve can usually be found in two locations: (1.) the municipal valve is usually located in the front yard near the sidewalk or road and sometimes in a flowerbed around the perimeter of the home, or (2.) a gate or ball valve may be located on the exterior of the home where the water main connects to the home itself.

Also locate the water shut off for the hot water heater and under all sinks and toilets. Locating these items now may prevent or minimize water damage to the home and your belongings later.

GENERAL RULES & REGULATIONS

Part of Your Rental Agreement

This Tenant Handbook is part of your rental agreement.

The Home

You have rented a home so please care for it as your own. During the term of this rental agreement, you are responsible for the home 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. Payment should be made in the form of a check, cashier check or money order made payable to:

**Florida Managed Properties
Post Office Box 906
Stuart, FL 34995**

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 our office. Be sure to allow enough days when mailing your payment to assure delivery is made on time, as payment must be received on or before the 1st of every month. You may also make payments on line at our website www.floridapm.net if your property owner has authorized us to offer you electronic funds transfer (EFT). Please email us at info@floridapm.net if you wish to pay by EFT and we will turn on your online EFT service.

Late Rent

We provide all tenants a grace period to ensure rent can be paid in a timely manner. Rent is due on the first day of each month. Rent remaining unpaid after the first day of the month may be subject to a late fee as defined in your lease. Tenants may also be responsible for the charge of having a process server or property manager deliver notice(s) to pay rent. Currently we charge a \$35 fee for delivering a “3-Day Notice to Pay Rent or Deliver Possession” to your door which is the first step in the eviction process. Please remember our property managers are here to help you, but they are not rent collectors. If they are asked to come to the property you are renting to collect your rent, a \$50 rent collection fee may be assessed.

Any rents paid late must be in certified funds (money order or bank cashier’s check) and all applicable late fees must be included with payment. No personal checks will be accepted for late rent payment. Florida Managed Properties reserves the right to refuse third party checks.

Returned Checks

The amount of any NSF checks, plus a \$35 NSF fee must be paid in either certified funds or money order within 24 hours of notification, or legal action may be taken without further notice. If the returned check makes your rent payment late, additional fees will also be due. All amounts due must be paid in full at the time of notification. If a personal check has been returned for any reason, all future payments must be made by certified funds.

Contact Phone Numbers & Email Addresses

All tenants are required to have telephone accessibility and to provide Florida Managed Properties with their home, cell and work phone numbers. Please be sure to notify us when you change any of your contact numbers. A contact email address should also be provided. Please include your full name and address when you update phone numbers or email so the correct information will be placed in your file. Please send updates with your rent payment or to info@floridapm.net.

Default of Rental Checks

Rent is due on the first day of each month. If the rent is not received postmarked by the fifth day of the month in which rent is due (regardless of holidays or weekends), tenant will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. If rent is paid while a

legal action is in process, it must be in the form of certified funds. A separate written agreement must be reached if legal action is to be stopped.

60 Day Written Notice

A sixty day (60) written notice (prior to your rental agreement expiration date) must be given to Florida Managed Properties if you do NOT wish to renew the lease for another 12 month period. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE CURRENT LEASE TERM. The notice should state a definite moving date. Any change to your initial written notice (ie: Change of Move Date) needs to be re-submitted in writing to assure we are able to accommodate the change.

Keys and Locks

Alterations or replacement of locks, installation of bolts, or other attachments to the interior or exterior of doors requires the written approval of Florida Managed Properties and you must provide us keys to each lock on the home. Florida Managed Properties may access the premises and re-key any time access is denied, and charge the cost to the Tenant. All keys are to be returned to Florida Managed Properties upon vacating the premises.

If mailbox keys are needed, they may be obtained from the local Post Office. A copy of your rental agreement may be needed to provide proof of tenancy.

Trash and Recycling

All trash and recyclable materials must be placed in appropriate containers. Florida Managed Properties does not provide trash receptacles and/or containers. All containers are to be stored out of view from the front of the house – this is a code requirement of local municipalities and may be enforced by both Florida Managed Properties and municipal code enforcement. 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. Should a fine be levied on your rented address by local code enforcement for improper trash receptacle storage, your tenant account will be charged.

Condominium/Homeowner Associations

Tenant is responsible to obtain a copy of the condo or homeowner association, restrictive covenants or declaration and rules. Rental properties in associations are subject to the rules, regulations, covenants and restrictions of the condominium of homeowners association. Tenants agree to abide by all applicable rules and regulations as outlined in any association's restrictive covenants, declarations and rules.

New leases are often also subject to the approval of the condo association or homeowners association and tenant agrees to pay any association application fees or deposits as necessary for such approval (if applicable).

Should Florida Managed Properties or the property owner receive notification from the association of violation of the rules, regulations, covenants and restrictions - the cause of which are the result of the

tenants failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the tenants, the tenants guest or invitees, then the tenant(s) are responsible for the cost of curing any violation, plus legal and attorney fees, court costs, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, etc. or other costs that may be incurred by Florida Managed Properties or the property owner.

Disturbances, Noise and Nuisance

All tenants and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or a passerby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction. This includes loud, offensive music, vulgar or profane language, gathering in the driveway or front of the home drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Move-in Condition

When you rent a home from Florida Managed Properties, we make every effort to see that all items are in good working order. Please report any maintenance issues within the first three days of possession. Please make sure you go through the home thoroughly and test all mechanical items to assure they are functioning properly. If you find anything out of order that we may have missed, please submit a repair request at <http://www.floridapm.net/repair-request-form/>.

Periodic Property Inspections

Florida Managed Properties will conduct periodic inspections of the premises to note its condition. You will be notified of deficiencies, if any, that are tenant responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Rental Agreement and grounds for lease termination.

Parking/Vehicles

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repair is allowed at any time. No oil/fluid stains are permitted on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks oil or fluids, place a protective covering or pan under the vehicle to catch leaks.

Guests

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 72 hours. Only those persons listed on the rental application have permission to occupy the premises. You are responsible for the behavior of any and all guests. All portions of this agreement also apply to your guests.

Emergencies

An emergency exists when danger is present or property damage has occurred or is about to occur.

To report an emergency only, such as a fire to premises, major water intrusion, major electrical issues, please contact us at (772) 220-0844 and leave a detailed message for the emergency extension to include your property address, contact number and description of the emergency. All other non-emergency requests need to be submitted in writing or via the internet at www.floridapm.net, click on the “Repair Requests” button and then fill out and submit the form. Please remember to explain your problem in detail to avoid a delay in your request and always include telephone numbers and an email address when submitting your request.

If your emergency consists of fire or similar emergency, please notify the proper authorities by calling 911 before calling Florida Managed Properties.

If there is a major water leak, immediately turn off the water supply to the premises and contact Florida Managed Properties.

If there is a gas leak (natural gas, propane, etc.), immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify Florida Managed Properties.

See Emergency/Disaster Procedures for additional procedures.

Insurance

It is strongly urged that you obtain a renter’s insurance policy. Understand that the Home Owner’s property insurance does not cover tenant’s personal property or protect tenant from loss or liability. Tenant is responsible for obtaining, and is strongly urged to obtain, renter’s insurance to protect tenant’s personal property against loss or damage. Local providers are Allstate, State Farm, Farmers Insurance and more. Some auto insurers (maybe yours) also offer renters insurance as well.

Renters Insurance

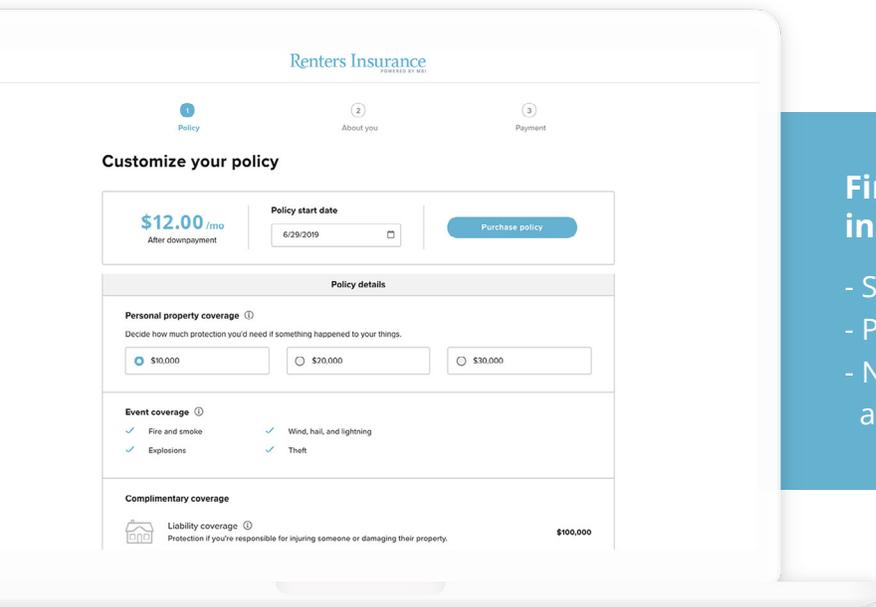
POWERED BY MSI

Be prepared for any incident. Protect yourself and your belongings in just seconds with Renters Insurance, powered by MSI.

Why get coverage?

If there was a fire in your residence, could you afford to replace your belongings? If your bathtub overflowed into your neighbor's residence, how would you replace their belongings?

Incidents can happen at anytime, anywhere—even when we least expect it. Renters are responsible for protecting their personal property from theft, damage, and potential legal liabilities.



Find the right coverage for you—in seconds. It's as easy as 1, 2, 3!

- Sign up hassle-free through your resident site
- Protect your belongings for as low as \$12/month
- Notify your property manager automatically about your new policy

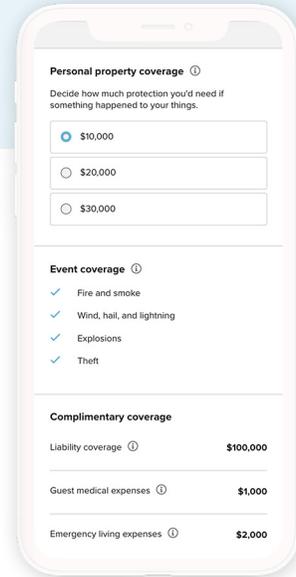
Getting Started with Renters Insurance

Simply log into your resident site and click "Purchase policy" on the homepage banner at the top of the homepage.

1 Customize Your Plan

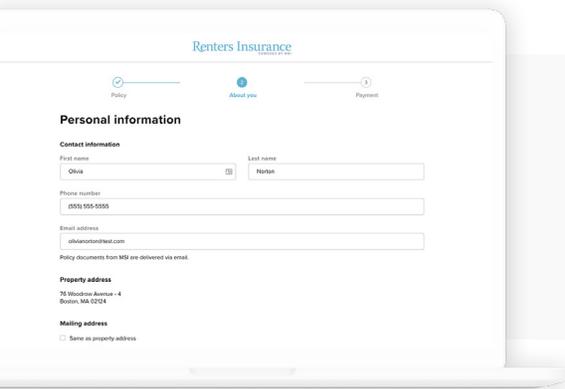
First, choose your policy start date, then select the amount of personal coverage you want. All policies will include the following:

- Liability coverage
- Guest medical coverage
- Emergency living expenses



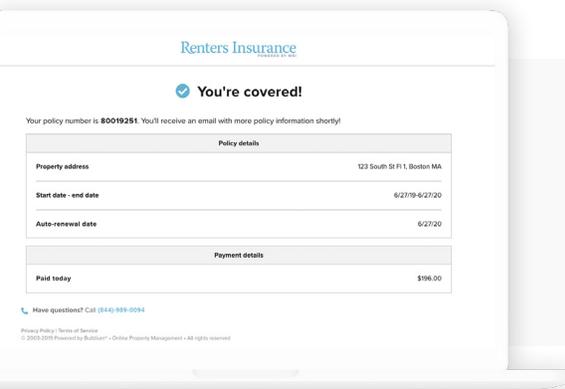
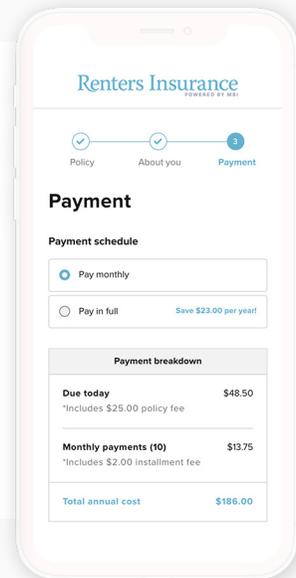
2 Enter Personal Information

Next, enter your personal information including your name, address, and personal email.



3 Choose a Payment Option

Last, choose how you would like to pay. You have the option of paying in monthly installments or upfront annually for a discounted price.



And that's it!

You and your belongings are covered. We'll notify your property manager and add your policy information to your resident site account under the "My account" page.

Already covered but need to show proof of insurance?

No worries. The resident site makes it simple for you to provide your insurance policy information and keep your property manager in the loop.

Save changes

Renters insurance

Protect your home and your stuff—in minutes! [Purchase a renters insurance policy.](#)

Insurance company

Policy ID

Effective date

Expiration date

Liability coverage

Proof of insurance

Drag & drop file here or [browse](#)

Save changes

© 2019 Buildium Property Management • All rights reserved

- 1 Log into your resident site.
- 2 Open the drop-down next to your name and select “My account”
- 3 Under “My account,” scroll down to the renters insurance section.
- 4 Enter the following information:
 - Insurance Company
 - Policy ID
 - Effective date
 - Expiration date
 - Liability coverage
- 5 Upload your proof of insurance.
- 6 Save changes.

And that’s it! After uploading your policy information, we’ll automatically notify your property manager.

Pets

No pets, animals, snakes or birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by tenant or guest, unless you have specific written permission from Florida Managed Properties in the rental agreement (a pet addendum), and tenant has paid a non-refundable pet fee.

Should Florida Managed Properties find that a pet is being or has been kept on premises without the required permission and executed pet addendum, a pet fee will immediately be assessed and in addition, the non-compliance may be considered grounds for termination of the rental agreement.

Tenant will be charged for spraying for fleas and/or repair of any damage caused by pet. As a tenant, you must be 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.

Smoke Detectors

Check to be sure the smoke detectors are operational upon move-in. Notify Florida Managed Properties if you are not able to operate them. Please check the battery regularly and replace the battery as soon as it begins to lose charge. Disabling a smoke detector is a violation of your lease and the law. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

Security/Alarm/Video/Television/Satellite Dish

Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installations at the property without prior written permission. Any necessary written authorization must be provided for Management's approval with the specific location of the installation and name of the service provider. If installing an alarm system, the security/alarm code is to be provided to Florida Managed Properties within 48 hours of the activation of the system.

IN AND AROUND THE HOME

Circuit Breakers

Circuit breakers move slightly when tripped. It may appear to be ON when it has "popped" or "tripped". The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually located where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the top plug outlet. There may be more than one GFI plug in the house. If these "pop" or "trip", reset them.

Pest Control

Please report a pest problem within your first three days of possession. If not reported in writing, it is agreed that the premises has no infestation of any kind. Any future infestation of any kind, less termites, is considered tenant responsibility. Tenant is responsible for reporting any suspected or known interior or exterior insect infestation. Florida Managed Properties assumes no responsibility for the control of roaches, mice, rats, ants, fleas, bats or other pests. Tenant will be charged for any damage caused by uncontrolled pests.

Painting, Decorating, Etc.

If you want to change the house décor in any way, please put your proposal in writing and submit it to Florida Managed Properties at info@floridapm.net along with a sample of the paint/wallpaper or drawing of the proposed work (e.g., adding a fence). If approved, you will receive written confirmation. All work tasks must be done by a licensed and insured vendor and the vendor must provide copies of their insurance documents. By municipal code, tenants are not allowed to make many major property alterations on their own. All work must also be inspected and approved by Florida Managed Properties after completion. Lastly, these changes or modifications are the tenant's responsibility. The cost(s) of returning the property to the original condition, if required, are the responsibility of the tenant.

MAINTENANCE, DAMAGE AND REPAIR

Maintenance Requests to be in Writing and submitted via our Website

You must always submit your tenant service requests in writing via www.floridapm.net, click the 'Repair Request' link for instructions on launching a repair request. Be specific about the problem. If you are not contacted by a repair vendor within 48 hours (not including weekends or holidays) after reporting a problem, notify Florida Managed Properties at (772) 220-0844 so we can follow up with the vendor.

Scheduling Maintenance

If you have contacted Florida Managed Properties for maintenance and/or repair, you are responsible for scheduling any necessary service calls with the repair person once they have contacted you. You are responsible for granting the vendor access to the premises. Florida Managed Properties does not provide keys to contractors. Please be polite to the repair person. The repair person is there to help solve your maintenance problems. If you are unhappy with their service, please notify us ASAP.

System Failures

All "breakdowns", system failures and structural defects must be reported to Florida Managed Properties immediately. If an urgent repair is needed (i.e., hot water heater leaking), tenant is 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.

Florida Managed Properties will arrange with vendors to make necessary repairs within a reasonable time. Please note that tenant(s) will not be reimbursed for any unauthorized repairs made.

Unauthorized Repairs

Florida Managed Properties must authorize ALL repairs and/or maintenance that the tenant requests. Please do not make any repairs or authorize any maintenance without written permission from Florida Managed Properties. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Heating, Ventilating, Air Conditioning (HVAC) Systems

All HVAC filters need to be changed once a month. The A/C return vents should be kept clear of obstructions, such as furniture and clothing. Keep the “condensation drain line” clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit.

*Note: An HVAC (Heating, Ventilation and Air Conditioning) system failure does not constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day. If the unit requires a replacement, a replacement may be provided. This process may take four to five days as air conditioning units need to be ordered, shipped and received as well as appropriate permits pulled and approved. In addition, after the unit is replaced you will be called upon by the vendor to open your rental home for a “final permit inspection” to ensure the contractor as properly installed the air conditioning system and the building permit closed out.

Lawns and Grounds

Unless otherwise written in your lease agreement, tenants are expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating fire ant mounds; treating for lawn pests; treating for chinch bugs in St. Augustine grass. Keep shrub and tree growth away from the roof, eaves, and sides of the home. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc. Tenant must maintain mulch cover.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to Florida Managed Properties within 5 days of taking possession of premises. If no notice is received, Florida Managed Properties will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become responsibility of the tenant. It is the responsibility of the tenant to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if

necessary and replacing broken sprinkler heads. It is the responsibility of the tenant to comply with water restrictions for your area (if any).

Plumbing/Septic Systems

Tenant is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs, coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the home sewer.

If your property is on a septic tank sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not rapidly de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs.

Tenant may be responsible for any damage to plumbing or septic system unless it was caused by mechanical failure of the plumbing system. Please teach your household what NOT to flush.

Waterbeds/Flotation Bedding Devices

Tenant will be responsible for ANY damage caused by a waterbed or flotation-bedding device. Tenant will have a current waterbed/flotation bedding device insurance policy in effect during possession of waterbed/flotation bedding device. Please deliver evidence of same to Florida Managed Properties.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. Do not paint or wallpaper without prior written approval of Florida Managed Properties. All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises. If you are a smoker, you will be held responsible for any smoke/tar residue, odor and/or damage to the premises that result from smoking. SMOKING IS NEVER PERMITTED IN ANY RENTAL UNIT UNDER ANY CIRCUMSTANCE. If you put holes in the walls including sheetrock anchors, nails, screws and pins – (1.) You will be charged to repair the holes and (2.) Re-paint the damaged wall. Please use removable “No-hole” picture hanging strips such as those available here: <http://www.command.com> and can be purchased in Publix and Wal-Mart.

Vinyl/Ceramic Tile Flooring

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Tenant will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors

Dry mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Tenant shall not shellac or refinish floors without management's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Tenant will be responsible for damage to the flooring.

Carpet/Floor 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. Before moving in, your carpets were professionally cleaned and you must have them professionally cleaned upon vacating. A vendor receipt from a professional floor/carpet cleaner is required at the time the keys are returned to prove professional carpet/floor cleaning was performed.

Stoves

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Tenant will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

Dishwashers

The dishwasher should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter and make sure drains are clear of debris.

Garbage Disposals

Garbage disposals should not be used for bones, celery, onion skins, greasy items, pasta, rice or any other similar materials. If the motor buzzes and won't spin, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from non-disposable items put into the disposal. Disposal repair bills may be charged back to a tenant if the jam is due to careless use by a tenant.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use "burst resistant stainless steel braided" washing machine hoses only. If you are going to be absent from the

property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

Water Heaters (Gas/Electric) - If you have an electric water heater that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped.

If you have a gas water heater, the pilot light may have gone out. Check manufacturer's instructions or contact the gas company.

CLEANIN & HOW

Florida Managed Properties diligently works to provide you with a clean, well maintained home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment in good condition. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; our Maintenance Department who keeps a record of necessary maintenance; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Florida Managed Properties in a timely manner.

Cleaning Standards

1. 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.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
4. Mop vinyl floors biweekly.
5. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. Clean AC/Heat air return grate and change filter each month. (A good rule is when you pay your light bill, change your filter).
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.

8. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
9. Blinds, if provided, should be cleaned or washed semiannually.
10. 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.
11. 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 counters on counter tops as they will scratch. All cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating.

Kitchen Appliances

Each kitchen appliance must be cleaned regularly including the stove hood vent, the filter in the stove hood vent, 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 replaced. Please clean the top and under the refrigerator and washer/dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which tenant will be responsible.

Fireplaces

If there is a fireplace in your home, 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.

When using the fireplace in your residence:

1. Open the flue before starting the fire and keep it open until the ashes are cool enough to touch.
2. Close the fireplace screen or door when the fireplace is in use to keep sparks from flying out.
3. Do not put anything, including paper and kindling, closer than three (3) feet to the fireplace while it is in use.
4. Never leave a fire unattended.
5. Burn only dry, seasoned hardwood. Do not use green wood, treated lumber or painted wood.
6. Never use combustible liquids such as kerosene, turpentine, lighter fluid or gasoline to start or accelerate the fire.
7. Do not stuff scrap paper, gift wrapping paper or old holiday trees into the fireplace.

8. Do not use excessive amounts of paper or wood to create a roaring fire.
9. Do not dispose of burnt logs or ashes until they cool completely. Dispose of cooled ashes in a metal container. Usually, you can re-burn logs. If you must dispose of a log, wait until it is completely cool, then douse it with water and place it outside away from combustible materials.
10. Notify Florida Managed Properties of any problems with the fireplace.

MOVIN OUT

Written Notice Before notice to vacate is accepted by Florida Managed Properties, it MUST be put in writing or will not be accepted. The notice must include the date you plan on vacating the premises. This notice must not be less than 60 days before termination. Once Florida Managed Properties receives notice from tenant, move-out procedures will be sent to tenant. Please follow the move-out procedures to ensure the return of your tenant security deposit as per the terms of your lease.

Move Out Procedures

Upon moving out at the end of your lease, it shall be tenant responsibility to:

- 1.) Clean the interior and exterior of the house including all appliances and floors. This includes pulling out and cleaning under and behind the appliances.
- 2.) Dispose of all garbage and trash.
- 3.) Close and lock all windows and doors
- 4.) The carpet, tile and grout must be cleaned by a professional floor cleaning company. Please provide a copy of your receipt from the floor cleaning company when turning in keys.
- 5.) Cut lawn, weed the flower beds, edge, and trim the shrubs.
- 6.) Inform all utility services and postal services of the departure date and forwarding address.
- 7.) TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET. Unplug your refrigerator and crack open the refrigerator's door when you depart. You may need to place an object in between the door of the refrigerator to ensure the unit remains open.
- 8.) Turn the main power breaker in the home's interior breaker box into the "OFF" position to ensure the home is fully powered down when you vacate the premises. This step minimizes the risk of fire.
- 9.) Turn in ALL keys on the lease expiration date and provide Florida Managed Properties with your forwarding address. Leave your garage door openers in plain view on your kitchen counter.

10.) Florida Managed Properties may be placing a “For Rent” sign on the property and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

11.) Marketing During the Notice Period: After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9:00am and 6:00pm. Florida Managed Properties will make an effort to accommodate your schedule, however, the property must be available and in good condition for agents to show. You will be notified prior to showing. If there is no answer or no answering machine, we will call your work number to give notice of a showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent 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 Process

Once the tenant has vacated the premises and the keys have been received by Florida Managed Properties, we will begin the Move-Out process to determine and expedite return of the tenant’s security deposit according to the terms of your lease. Keys MUST be returned to Florida Managed Properties and not left at the premises. Tenant is fully responsible for rents until the keys have been received by Florida Managed Properties. If you elect to mail the keys, please ENSURE that an envelope or appropriate mail packaging is used which will not allow loose keys in a regular envelope to be ejected from the envelope by the post office’s high speed mail sorting equipment.

Breaking the Lease

If you default on your lease, you will be responsible for all costs incurred in securing a new tenant including but not limited to rental losses incurred as a result of tenant’s default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required 60-day written notice. You must continue to pay the monthly rent each month until the property is re-rented or your rental obligation ends, whichever comes first. A release fee or an administrative fee may apply as per your lease to cover the cost of an agent re-marketing your rental.

Forfeiture of your security deposit does not excuse you from other obligations of the rental agreement. You must follow all procedures for marketing, cleaning and move-out. The most common charges for breaking a lease are:

- 1.) A re-leasing and/or breaking lease fee,
- 2.) Rent until the new lease takes effect,
- 3.) Lawn maintenance (you need to arrange for that before leaving),
- 4.) Utilities (keep them on in your name until notified of a new tenant),

5.) Advertising.

Return of the Security Deposit

THE SECURITY DEPOSIT MAY NEVER BE USED FOR ANY RENT DUE. The security deposit will be refunded within 30 days of your move-out and return of keys, gate openers and garage door openers if applicable as per the terms of your lease. Return of the Security Deposit is subject to the following provisions:

- 1.) Resident has given sixty (60) days written notice prior to vacating. The full term of the Agreement has expired and tenant has complied with all other lease provisions.
- 2.) All charges due including rents and fees, maintenance or repair costs that are a tenant obligation, utility costs that are the tenant's obligation and any other fees or charges that may be required to be paid by tenant have been paid in full.
- 3.) No damage to premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred except for normal wear and tear. Tenant understands that any expenses incurred to return premises to the same condition as when tenant moved in, allowing for reasonable wear and tear shall be paid by tenant.
- 4.) The entire dwelling, including but not limited to carpets, bathroom and fixtures, floors, windows inside and out, window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free dirt, debris and insects.
- 5.) All debris, rubbish, and all personal property has been removed from premises and disposed of properly.
- 6.) The HVAC system has been left clean and in satisfactory condition and the filter has been changed.
- 7.) The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from premises.

Itemized List of Common Charges and Security Deposit Deductions

Items and charges may change without notice. Charges may be higher than published for excessive damage. Please use this list as a general guideline. Costs may be higher for damage to high end finishings such as granite counters, marble floors, etc.

Bathroom clean (heavy) \$200.00

Bathroom clean (light) \$50.00

Bathroom clean (moderate) \$100.00

- Carpet cleaning per/room (regular) \$125.00
- Change locks (one door) \$120.00
- Chemical single-spot treatment for stain removal on carpet \$25.00
- Dusting ceiling fans (per fan) \$10.00
- General total household cleaning (heavy) \$400.00
- General total household cleaning (light) \$100.00
- General total household cleaning (moderate) \$200.00
- Kilz anti-smoke/stain treatment, walls, ceiling and trim in one room \$750.00
- Kitchen clean (heavy) \$200.00
- Kitchen clean (light) \$50.00
- Kitchen clean (moderate) \$100.00
- Late rent (4th day) \$50.00
- Light bulb replacement / fixture (common) \$10.00
- Light bulb replacement / fixture (decorative) \$15.00
- Oven cleaning \$45.00
- Stove drip pan replacement \$35.00
- Patch tack, nail, anchor holes and re-paint wall, (average 10x10 wall) \$150.00
- Refrigerator cleaning (heavy) \$100.00
- Refrigerator cleaning (light) \$25.00
- Refrigerator cleaning (moderate) \$50.00
- Repair / replace cabinet door \$125.00
- Repair / replace drawer \$75.00
- Repair damaged counter-top in bathroom \$150.00
- Repair damaged counter-top in kitchen \$150.00 - \$600.00
- Repair hole in sheet rock (2'x2') \$150.00

- Repair hole in sheet rock (4'x4') \$200.00
- Replace and paint door trim \$125.00
- Replace and paint exterior door \$450.00
- Replace and paint interior door \$125.00
- Replace carpet and padding in one room (12'x12') \$650.00
- Replace mini-blinds (large) \$75.00
- Replace mini-blinds (small) \$65.00
- Replace shower head \$55.00
- Replace smoke detector \$60.00
- Replace smoke detector batteries \$10.00
- Replace tile in one room (12'x12') \$950.00
- Replace toilet paper holder \$35.00
- Replace toilet seat \$65.00
- Replace towel rack \$45.00
- Replace window (standard) \$300.00
- Returned check (bad check) charge \$35.00
- Trash removal (heavy trashout) \$550.00
- Trash removal (moderate trashout) \$250.00
- Trash removal (light trashout) \$175.00
- Unclog toilet, sink, shower, or bath drain \$165.00

EMERGENCY/DISASTER PROCEDURES

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.

Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for.

Hurricane/Tornado/Storm Watch/Storm Warning

When living in Florida, the chances of experiencing a hurricane, tornado or heavy storm are always possible. It is important to know and follow proper procedures to safeguard yourself and the property you live in and minimize potential risk and damage.

A Hurricane/Tornado Storm Watch is when Hurricane/Tornados are possible in the specified area of the watch, usually within 36 hours.

A Hurricane/Tornado Storm Warning is when Hurricane/Tornado conditions are expected in the specified area of the warning, usually within 24 hours.

What You Do

Everything an owner would do to protect the property, our tenants are expected to do. The first priority is to stop additional damage. In Florida we have many thunder and lightning storms, power outages and high winds. An emergency can happen at any time. Be prepared, think ahead.

Because we get advance warning for Hurricanes/Tornados, many people choose to leave town. If you leave, you still must secure the property prior to leaving.

DISASTER PROCEDURES

Have an emergency preparedness plan, a checklist and storm kit. Stay tuned to the local news media and follow all recommended precautions and instructions. During the storm or before leaving your rental home prior to the arrival of a major storm or hurricane, please be sure to:

- 1.) Turn off main breaker to house,
- 2.) Turn off main gas line to house (Call gas company for instructions if your rental has gas),
- 3.) Turn off main water supply to house,
- 4.) Take all recommended precautions by the local news media and storm bulletin publications. Do not put tape on the windows. Tape does not save glass and creates a HUGE mess to remove.
- 5.) A hurricane warning is issued about 36 hours in advance of a hurricane by the National Weather Service. If a hurricane warning is issued where your rental property is located – install the hurricane shutters if provided with your rental property. If a hurricane is imminent, here are a few reasons why Florida Managed Properties asks you to install hurricane shutters on the windows and doors of your rental property:
 - a. They help protect the personal contents of your home from hurricane rains,

- b. They help protect the roof of your home from hurricane winds,
 - c. They help protect the overall structure of your home from hurricane winds,
 - d. They can possibly help your dwelling to provide a local safe haven for your family during a hurricane rather than having to leave,
 - e. They can prevent tree limbs and flying debris from breaking windows and ruining the contents in your home even during a weak tropical storm.
- 6.) Secure your pets, inside. If it is not safe for you outside, it is not safe for your pets either. If you are leaving the property, ensure you are not leaving your pets behind.
- 7.) Secure all outside items. Bring in or tie down the swing sets, play houses, small planters, patio furniture and anything that could turn into a flying object during high winds.
- 8.) Secure house against damage. Follow all recommendations by the local news and the emergency preparedness teams for your area.
- 9.) Make sure Florida Managed Properties has a key for your home.

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

NON-DISASTER PROCEDURES

(i.e. Kitchen Fire, Water Pipe Burst, Hot Water Heater Burst, Tree Falls on House) 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 our office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Tenant Responsibility

- 1.) Take steps to prevent additional damage immediately.
- 2.) Turn off the source of water or electricity or gas, as the situation demands.
- 3.) Notify Florida Managed Properties, if it is after hours use emergency line.
- 4.) Make claim on Tenant's insurance for personal belongings.
- 5.) Notify Florida Managed Properties of tenant's insurance coverage.

- 6.) Provide emergency/incident reports (police, fire, etc.) to Florida Managed Properties within 5 days of the incident.
- 7.) Provide access for insurance, repair vendors, etc. to access and repair damage.
- 8.) Notify Florida Managed Properties of delays or problems with repairs or repairs that are done in a non-workmanlike fashion.

Utilities and Service Providers

Upon move-in please contact the appropriate service provider and set up your utility services. Set the start date for your utilities as your move-in date as outlined in your lease. The following providers may be available to you depending on where your new home is located on the Treasure Coast:

Martin County

There are several utility companies servicing Martin County. They will serve your needs for electricity, telephone, water, cable/wireless television and trash pickup. Some utilities will arrange service over the phone and others require a visit to their offices. Remember to ask if you can obtain a waiver of deposit by bringing a letter of reference from your current utility company.

Water

Stuart Water Dept. (downtown Stuart area)

<http://cityofstuart.us/index.php/utility-division>

Martin County Utilities (majority of Martin County)

<http://www.martin.fl.us>

South Martin Regional Utility (Jupiter Island and Hobe Sound)

<http://www.southmartinregionalutility.com/>

Phone/Internet/TV

AT&T (DSL/Internet Service Provider)

<http://www.att.com/>

Comcast (Cable/High-Speed Internet)

<http://www.comcast.com/>

DIRECTV

<http://www.directv.com/>

Electric

Florida Power & Light
<http://www.fpl.com/>

Sanitation

In the City of Stuart, sign a billing notice at the Stuart City Hall to arrange for garbage pickup. In other areas, call the local company to arrange pickup.

Waste Management
<http://www.wm.com>

Waste Pro
<http://www.wasteprousa.com/>

Saint Lucie County

St. Lucie County and its two municipalities will work with you to meet your utility and telecommunications needs.

Electric

Fort Pierce Utilities Authority
<http://www.fpu.com/>

Florida Power & Light
<http://www.fpl.com/>

Water

Fort Pierce Utilities Authority
<http://www.fpu.com/>

City of Port St. Lucie
<http://www.cityofpsl.com/>

Saint Lucie West Services District
<http://slwsd.org/>

Sewer

Fort Pierce Utilities Authority
<http://www.fpu.com/>

City of Port St. Lucie
<http://www.cityofpsl.com/>

Gas

NUI/City Gas

<http://www.floridacitygas.com/>

Phone/Internet/TV

Fort Pierce Utilities Authority (Fiber Optics, High-Speed Internet)

<http://www.fpua.com/>

AT&T (DSL/Internet Service Provider)

<http://www.att.com/>

Comcast (Cable/High-Speed Internet)

<http://www.comcast.com/>

Hometown Cable (Cable/High-Speed Internet)

<http://www.htcplus.net/>

DIRECTV

<http://www.directv.com/>

Sanitation

In Port Saint Lucie municipal the sanitation contract may reside with either of the following vendors. Please check their websites for coverage and trash pickup days for your address.

Waste Management

<http://www.wm.com>

Waste Pro

<http://www.wasteprousa.com/>

OUR PERSONAL MESSAE TO YOU

Congratulations on selecting a rental home managed by Florida Managed Properties. We are looking forward to having you as a tenant and want to make your new association with our company a pleasant experience for you and for us today, tomorrow and long into the future.

Our goal is to provide you with superior Property Management Service. In return we look forward to you being a highly responsible tenant who pays the rent on time, takes special care of your new home and enjoys the home you have rented.

We look forward to having you as a part of Florida Managed Properties tenant family and we hope your rental experience with us will be a mutually pleasant experience.

Sincerely,

A handwritten signature in black ink that reads "Christopher Lundstrom". The signature is written in a cursive style with a horizontal line underneath.

Christopher Lundstrom, Director
Florida Managed Properties