



TENANT HANDBOOK

Know your rental.

2026 Edition · Published July 2026

The current version of this handbook always lives at www.floridapm.net/tenant-handbook — this document is a dated snapshot.

Emergencies: **911** first for fire, then **(772) 220-0844** (24/7)

Repairs & questions: your **online tenant portal** · www.floridapm.net/maintenance

Downtown office, by appointment: **C/O South Florida Realty Management,
206 SW Ocean Blvd., Stuart, FL 34994**

CONTENTS

WHAT’S THE POLICY ON...?

Every entry is clickable — and every answer is the current policy as of this edition.

Moving in? First-week checklist, 3-day reporting, water shut-offs 6

Rent & payments? Due dates, autopay, late rent, failed payments 8

House rules? Notice, keys, trash, HOA, noise, parking, guests 10

Renters insurance? Why we strongly recommend it 12

Pets & assistance animals? The pet addendum and Florida law 13

Whose job is it? The yours-vs-ours responsibility table 15

Something not working? Try this first — 2-minute fixes 18

Maintenance & repairs? What to expect, trip charges, HVAC 20

Lawn, septic & systems? Home care that protects your deposit 22

Cleaning standards? The cadence, moisture & mildew 26

Lease renewal? When your offer arrives, month-to-month 29

Wear and tear vs. damage? What is (and is not) chargeable 30

Moving out? The checklist, keys, your security deposit 31

A hurricane is coming? Storm prep and emergencies 38

Utilities? Find your providers by address or city 41

Rental scams? The tells and how to verify 46

NEED SOMETHING RIGHT NOW?

I NEED TO...	HERE IS HOW
Report a fire or life-safety emergency	Call 911 first. Then call us at (772) 220-0844 .
Report a property emergency (fire, flood, major sewer backup, gas smell)	Call (772) 220-0844 — answered 24/7. After hours, the line is currently answered by our automated attendant, which reaches us immediately.
Report a repair (not an emergency)	The Maintenance tab in your tenant portal , or start at floridapm.net/maintenance .
Pay rent	Your online tenant portal — rent is paid online.
Ask a question or send us a message	The message feature in your tenant portal — superior to calls and emails. Portal messages are logged under your name and your property, and give you the opportunity to keep your contact details current for management and vendor access on service issues. We recommend always using your tenant portal.
Send written correspondence (security-deposit matters, legal notices)	Florida Managed Properties, PO Box 906, Stuart, FL 34995 . Written communications only — never for payments.

01



CHAPTER 01

GETTING STARTED

Your first days in the home: what to check, what to report, and how to get every account set up right.

WELCOME

WELCOME TO YOUR HANDBOOK

We're glad you're here. You've rented a home managed by Florida Managed Properties, and we want your time in it to be a good one — for you, for the home, and for the neighbors around you.

This handbook is designed to do one job: help you **know your rental**. It explains our policies and standards, what we take care of, what we ask you to take care of, and what to expect when something needs attention. Tenants who know these things have smoother tenancies, fewer surprises, and full security deposits waiting at the end, subject to the terms of your individual lease.

Office visits are by appointment only. The nature of our work keeps us in the field at unpredictable hours, so we don't keep walk-in hours. Message us through your portal to arrange a time.



MOVING IN

WHEN YOU FIRST MOVE IN

Get to know your home

When you first move in, find the breaker box and note the location of the Ground Fault Interrupter (GFI) breakers and the breakers for the stove/oven, water heater, and air-conditioning 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 no matter how well maintained those systems are, mechanical systems sometimes fail.

Locate the main water shut-off

The main water shut-off valve is usually in one of two places: (1) the municipal valve near the sidewalk or road in the front yard — sometimes in a flowerbed along the perimeter of the home — or (2) a gate or ball valve on the exterior of the home where the water main connects to the house. Also locate the shut-off valves for the water heater and under every sink and toilet. Knowing where these are **before** you need them can prevent or minimize water damage to the home and to your belongings.

Report anything we missed — within your first 3 days

We make every effort to hand you a home with everything in good working order. Go through the home thoroughly in your first days: run every faucet, test every appliance, flip every switch. **Report any maintenance issue or defect through the Maintenance tab in your portal within the first 3 days of possession.** The same 3-day window applies to pests. After the window closes, the home's condition is considered accepted as reported.

Set up your utilities

Utilities go in your name starting on your move-in date, as outlined in your lease, and stay on through the last day of your lease. Providers for every community we serve are in the [utilities directory below](#) — including an address lookup that finds yours. Tip: many providers will waive a deposit if you bring a letter of reference from your current utility company.

02



CHAPTER 02

RENT & HOUSE RULES

How rent works, and the standing rules every household member and guest lives by.

MONEY

RENT & PAYMENTS

How do I pay rent?

Rent is due, in advance, on the **first day of each month**, and is paid through your **online tenant portal**. That's the whole policy — there is no mailing address for rent, and we do not accept paper checks for rent or anything else.

The easiest way to never think about any of this again: **set up autopay in your portal**. Rent arrives on time every month, and a late fee never enters your life.

What if rent is late?

Your lease defines when rent is late and what the late fee is. A few things hold in every case:

- Once rent is late, payment must be made in the certified manner your lease requires, and all applicable late fees must be included with the payment.
- If a notice must be delivered to your door — such as a **3-Day Notice to Pay Rent or Deliver Possession**, the first step in the eviction process — your lease provides a delivery fee, and it will be charged to your account. Under Florida law, the 3 days on that notice exclude Saturdays, Sundays, and legal holidays.
- Our property managers are here to help you, but they are not rent collectors. If one must come to the property to collect rent, your lease provides a collection fee.
- We do not accept third-party payments.

If rent remains unpaid past your lease's due date and grace terms, you are responsible for the fees, court costs, and collection costs your lease provides. Once a legal action is in process, payment must be in certified funds, and only a separate written agreement stops a legal action already underway.

What about a returned or failed payment?

If a payment is returned or fails — for example, a reversed or rejected bank transfer — the full amount plus the returned-payment fee in your lease must be paid in certified funds within 24 hours of notification, or legal action may be taken without further notice. If the failed payment makes your rent late, late charges also apply. After any returned payment, all future payments must be made in certified funds.

Keep your contact information current

You are required to keep a working phone number and email address on file with us at all times. Update them yourself in your **portal profile** whenever they change — it takes a minute, and it's how we reach you about everything from a vendor visit to your renewal offer.

Written correspondence

Formal written communications — security-deposit correspondence and disputes, legal notices — go to:
Florida Managed Properties, PO Box 906, Stuart, FL 34995. This address is never a payment path.



HOUSE RULES

THE RULES OF THE HOME

You have rented a **home** — please care for it as your own. During the term of your rental agreement you are responsible for the home and yard, and your obligations are similar to those of the owner. Everything in this section flows from that one idea.

The 60-day notice — in both directions

If you do **not** wish to renew your lease for another term, you must give Florida Managed Properties **written notice at least 60 days before your lease expiration date** — even if you intend to vacate at the end of the current term. The notice must state a definite moving date, and any change to it (such as a new move date) must be re-submitted in writing.

The street runs both ways: **if your lease will not be renewed for any reason, we give you the same 60-day written notice** — unless you're in default under the terms of the lease.

Keys and locks

Altering or replacing locks, installing bolts, or adding attachments to interior or exterior doors requires our written approval, and you must provide us a key to every lock on the home. If access is ever denied, we may re-key the home and charge the cost to you. All keys are returned to us when you vacate. Mailbox keys, where needed, come from the local Post Office — a copy of your lease may be needed as proof of tenancy.

What if I'm locked out?

Per your lease, we are unable to provide on-call lockout service. A lockout is not a maintenance emergency, so it isn't handled as an emergency. If you lock yourself out of your rental property:

- Contact a locksmith of your choice. If the cause is a lost or misplaced key, the locksmith cost is yours.
- If the cause is a genuine hardware failure — a broken lock, keyway, or door mechanism, not a lost key — submit a maintenance request through your portal documenting the failure, and we'll arrange a technician during regular business hours. Until a technician arrives, please use an alternate home entry/exit route (garage, back sliding door, etc.).

Trash and recycling

All trash and recyclables go in appropriate containers, which you provide. Containers must be stored out of view from the front of the house — a municipal code requirement — and come out only for pickup: **no**

earlier than the night before collection, and back in by the night of pickup day. Recycling must be properly contained and discreetly stored. If code enforcement fines the property for improper container storage, the fine is charged to your account.

Condominium and homeowner associations

If your home is in an association, you are responsible for obtaining a copy of the association's rules, covenants, and restrictions — and for following them. New leases are often subject to association approval, and any association application fees or deposits are yours.

If the association notifies us or the owner of a violation caused by you, your guests, or your invitees, you are responsible for the cost of curing the violation, plus any legal fees, court costs, fines, penalties, travel, and incidentals we or the owner incur. Association violations typically carry short cure windows — when you receive one, act immediately.

Noise and neighbors

The rule here is the golden one: **treat your neighbors as you'd want to be treated.** Conduct yourself and your guests so that no one around you is disturbed.

The concrete test is simple: **if music or other sound can be heard outside the perimeter of the premises, it is too loud.** Activity causing extreme or excessive noise, traffic, or disturbance of any kind may be cause for eviction.

Periodic inspections

We conduct periodic inspections of the home to note its condition. Florida law requires that we give you **at least 24 hours' notice** before entering for repairs or inspections, between 7:30 a.m. and 8:00 p.m. If an inspection finds deficiencies that are your responsibility, we'll notify you and ask that they be corrected in a timely manner. Failure to correct them after notice may be a breach of your lease and grounds for termination.

Parking and vehicles

Vehicles park in designated areas only — garages, driveways, parking pads, or curbside on public streets where local ordinance allows. Parking on the grass, sidewalks, or any area not designated for parking is prohibited. All vehicles must be registered, licensed, and operable at all times. No vehicle repairs on the property. No oil or fluid stains on the garage floor, driveway, or walkways — if your vehicle leaks, put a drip pan under it. **No boats, trailers, RVs, or commercial vehicles without prior written approval.**

Guests, occupancy, and subletting

A reasonable number of guests may stay without prior written consent for up to **72 hours**. Only the people listed on the rental application and lease have permission to occupy the home, and you are responsible for

the behavior of every guest — all portions of your lease apply to them too.

Beyond that, the occupancy policy is airtight:

- **No subletting.** No short-term or vacation rental of any kind — including Airbnb, VRBO, or any similar arrangement.
- **Everyone who lives here gets approved first.** Any person staying beyond the 72-hour guest window, or moving in at any point in your tenancy, must complete an electronic rental application with our leasing office at www.floridapm.net and receive written approval **before** residency.
- Unauthorized occupancy is a default under your lease.

What counts as an emergency?

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

Under your lease that includes:

- major water leaks or water intrusion
- no water service
- sewer backup
- gas leaks

If the emergency is a fire or similar danger, call 911 first. Then, for any property emergency, call **(772) 220-0844** — 24/7 — and leave a detailed message for the emergency extension with your property address, your contact number, and a description of the emergency. After hours, the line is currently answered by our automated attendant, which reaches us immediately.

While you wait: if there is a major water leak, turn off the water supply to the home. If there is a gas leak, turn off the gas supply valve, contact the gas company serving your location, and then notify us.

What happens next: we triage emergencies immediately and dispatch the right vendor as fast as one can be secured. You'll hear from us or the vendor directly — keep your phone nearby, and make sure the contact details in your tenant portal are 100% current so we can reach you.

Anything that isn't an emergency goes through the Maintenance tab in your portal. An air-conditioning failure is uncomfortable but is **not** an emergency — see [Maintenance & Repairs](#) for exactly what to expect.

Renters insurance

We **strongly recommend** a renters insurance policy, and here's the why: the owner's property insurance covers the building — it does not cover your belongings, and it does not protect you from liability. If a fire destroyed everything you own tomorrow, could you afford to replace it? If your bathtub overflowed into the room below, how would you cover the damage? A renters policy answers both questions for a few dollars a month, and typically includes personal property, liability, and emergency living expenses.

Any licensed Florida insurer can write one; many auto insurers offer renters coverage as well.

One important limit to know: **renters policies typically exclude flood damage.** Flood coverage is a separate policy.

Pets

No pets, animals, snakes, or birds of any kind are allowed on the premises — whether owned by you or a guest — unless you have a pet addendum executed with us and have paid the non-refundable pet fee your lease provides.

If we find a pet being kept without the required addendum, the pet fee is immediately assessed, and the non-compliance may be grounds for termination of your lease. You will be charged for flea treatment and for any damage caused by a pet. A pet is a privilege, not a right: you are responsible for your animal at all times, and permission may be revoked at any time without terminating your lease.

Assistance animals (service and emotional support animals)

Assistance animals are not pets, and Florida law (FS 760.27) governs how they work in a rental:

- If your disability is not readily apparent, we may request reliable documentation that reasonably supports the disability and the need for the particular animal.
- An emotional-support-animal registration, certificate, ID card, or patch obtained from the internet is **not, by itself, sufficient** documentation.
- No pet fee, pet deposit, or pet rent is charged for a qualified assistance animal.
- You remain fully liable for any damage the animal causes to the premises or to another person.
- Knowingly misrepresenting yourself as qualifying for an emotional support animal, or falsifying documentation, is a second-degree misdemeanor under Florida law (FS 817.265).

Smoke detectors

Test the smoke detectors when you move in, and **test them monthly** after that. Replace batteries as soon as one begins to lose charge — battery replacement during your tenancy is your responsibility per your lease. If a detector is not working and a fresh battery doesn't fix it, notify us through your portal right away.

Never disable a smoke detector. Doing so violates your lease and the law.

Security systems, alarms, and satellite dishes

No additional security, alarm, video, telecommunication, or satellite-dish installations without our prior written permission — your request must include the specific installation location and the service provider's name. If you install an approved alarm system, provide us the alarm code within 48 hours of activation.

Holiday decorations

Enjoy the season — and take it down when it's over. Holiday decorations come down within about **10 days after the holiday**, and nothing may be fastened to the roof or exterior of the home without written approval.



RESPONSIBILITIES

WHOSE JOB IS IT — YOURS OR OURS?

A well-maintained home is a team effort: the owner keeps structural and mechanical maintenance up to date, our maintenance division coordinates and tracks the work, and you keep the home clean, handle the day-to-day care, and report problems promptly.

Florida law draws the same line. Every tenant’s baseline duties, straight from the Florida Statutes (FS 83.52), are to:

- 1. Comply with building, housing, and health codes;
- 2. Keep that part of the premises which he or she occupies and uses clean and sanitary;
- 3. Remove garbage in a clean and sanitary manner;
- 4. Keep plumbing fixtures clean and sanitary and in repair;
- 5. Use and operate reasonably all electrical, plumbing, sanitary, heating, ventilating, air-conditioning and other facilities and appliances;
- 6. Not destroy, deface, damage, impair, or remove any part of the premises or the landlord’s property, nor permit any person to do so;
- 7. Conduct themselves, and require their guests to conduct themselves, so as not to unreasonably disturb neighbors or breach the peace.

Here is how that splits in practice under our leases:

OURS (THE OWNER, THROUGH US)	YOURS (THE TENANT)
Roof, foundation, exterior walls, and structural components	Routine cleaning, inside and out, to the standards in this handbook
Mechanical failure of plumbing, electrical, and HVAC systems	HVAC filters — changed monthly — and keeping returns, the condensate line, and the condenser clear
Pest control prior to your active lease — and termite treatment at all times	Pest control during a lease is a tenant responsibility once your lease begins. In Florida’s humid environment, professional pest control is strongly recommended for population control of ants, roaches, and other vermin
Repairs you properly report, through vendors we authorize	Prompt reporting of every breakdown, leak, or defect — and stopping further damage when one occurs — is expected. But please do not hire your own vendor and expect reimbursement or discounted rent: repair and vendor authorizations remain at the sole discretion of management, only

Move-in condition: residence systems in good working order, interior spaces cleaned, landscape maintained	Maintain interior housekeeping through regular cleaning to prevent dirt, mold, and mildew accumulation; maintain landscaping (unless your lease says otherwise)
Coordination and quality control of all authorized work	Light bulbs, smoke-detector batteries, drain clogs from use, disposal jams from misuse
Damage beyond normal wear: breakage of doors, glass, fixtures, etc. caused by MISUSE or ABUSE is chargeable to tenants under Florida leases. Please treat the home with care, as you would treat a home that you own.	

When you're not sure which column something falls in, report it through your portal and ask — reporting is always the right move, and it's always free.

03



CHAPTER 03

MAINTENANCE & HOME CARE

What to try first, how repairs actually work, and the care that keeps the home — and your deposit — in shape.

TROUBLESHOOTING

TRY THIS FIRST

Most “failures” are a tripped switch or a dead battery. Before you report a repair, spend two minutes here — you’ll often have it fixed before we could even answer.

NO POWER TO PART OF THE HOME?

Circuit breakers move only slightly when tripped — a breaker can look ON when it has popped. Flip the suspect breaker fully OFF, then back ON. If an outlet near water is dead (bathroom, kitchen, garage, exterior), it’s usually a **GFI**: press the reset button on the outlet itself (often the top plug in the room), and check the breaker box for GFI breakers marked with a red or yellow button. There may be more than one GFI in the house.

NO HOT WATER?

Electric water heater: check the reset button on the unit and the breaker. Gas water heater: the pilot light may be out — check the manufacturer’s instructions or contact the gas company.

A/C NOT RESPONDING?

Check the thermostat batteries first, then the breaker, then the filter — a clogged filter can shut a system down. In winter, lukewarm air from a heat pump is normal — see [the heat-pump note below](#).

DISPOSAL HUMMING BUT NOT SPINNING?

Turn the switch off. Check for a jamming object (bottle cap, utensil). Press the reset button on the bottom or side of the unit — a small red or yellow button.

WATER WHERE IT SHOULDN'T BE?

Close the nearest shut-off valve — under the sink, behind the toilet, at the water heater — or the main shut-off you located at move-in. Then report it (or call the emergency line if it's major).

STILL STUCK?

Submit a maintenance request through your portal (www.floridapm.net/maintenance) — tell us what you already tried, and be sure to upload photos or a brief video (30 seconds or less) if the problem is complex. This helps us immeasurably in the office when dispatching the **correct** type of specialty vendor — plumber, handyman, HVAC technician, and so on.



REPAIRS

MAINTENANCE & REPAIRS

Reporting a repair takes one step: the Maintenance tab in your portal. (Arriving from the web? Start at floridapm.net/maintenance.) Be specific about the problem — detail up front prevents delay.

What to expect after you report

A repair vendor should contact you within **48 business hours** (weekends and holidays excluded) of your request. If that doesn't happen, follow up through your portal so we can chase the vendor — or call the emergency line if the situation has become urgent.

Scheduling and access

Once a vendor contacts you, **you** schedule the service call and grant access to the home — we do not give keys to contractors. Please be courteous to the repair person; they're there to solve your problem, and if you're unhappy with their service, tell us right away.

One fact worth knowing before you book a time: **a missed pre-arranged vendor appointment incurs a trip charge — see your lease for the amount.** If you can't make a scheduled window, tell the vendor as early as possible.

System failures — report immediately, stop the damage

All breakdowns, system failures, and structural defects must be reported immediately. If an urgent repair is needed — say, a leaking water heater — you are responsible for stopping further damage where possible: shut off the water source, or turn off the breaker serving a failing appliance, until the repair arrives.

The same duty applies to the quiet failures: **a running toilet or a dripping faucet reported promptly costs nothing; unreported, the excess water bills from a known fixture failure are yours.**

Unauthorized repairs

We must authorize **all** repairs and maintenance. Do not make repairs or hire anyone yourself without our written permission — unauthorized repairs are not reimbursed. Rent cannot be withheld because a repair is needed, and repair costs cannot be deducted from rent.

Heating, ventilation, and air conditioning (HVAC)

Change the HVAC filter **once a month**. Keep the return vents clear of furniture and clothing, keep the condensate drain line clean and clear, and keep the area around the outside condenser free of grass, weeds, and debris. **Damage caused by unchanged filters is charged back to you.**

An HVAC failure does **not** constitute an emergency. We make every effort to schedule a technician as soon as possible, but a weekend or holiday failure may not be serviceable until the next business day. If the unit must be replaced, expect the process to take **four to five days** — units are ordered, shipped, and received, and permits must be pulled and approved. After replacement, the vendor will need access for a final permit inspection to close out the building permit.

Pest control

Report any pest problem **in writing within your first 3 days of possession**. If none is reported, the premises are agreed to have no infestation of any kind — and any future infestation of any kind, **termites excepted**, is your responsibility. That includes roaches, ants, fleas, mice, rats, bats, and other pests, and you'll be charged for any damage caused by uncontrolled pests. Report suspected infestations promptly either way — catching a problem early is cheaper for everyone, starting with you.

Painting, decorating, and alterations

Want to change the décor — paint, wallpaper, a fence, anything? Put the proposal in writing through your portal, with a sample or drawing of the proposed work. If approved, you'll receive written confirmation. All work must be done by a licensed and insured vendor (with insurance documents provided), must be inspected and approved by us on completion, and — municipal code — many alterations can't legally be done by tenants at all. Restoring the property to original condition, if required, is at your cost.

One relic worth a line: any damage caused by a waterbed or water-filled furniture is yours, and your lease requires an insurance policy covering it.



HOME CARE

CARING FOR THE SYSTEMS OF THE HOME

Lawns and grounds

Unless your lease says otherwise, you care for the lawn and grounds, keeping them in as good a condition as when you took possession. That includes:

- cutting the grass regularly; edging driveways, walkways, and curbs
- watering and fertilizing the lawn
- trimming shrubs, and keeping shrub and tree growth away from the roof, eaves, and sides of the home
- treating fire-ant mounds and lawn pests — including chinch bugs in St. Augustine grass
- pruning flowering trees at the proper time of year for their species
- keeping flower and shrub beds free of weeds and grass, and maintaining mulch cover

Watering that works in Florida: water deeply and infrequently rather than a little every day, water in the early morning, and follow the South Florida Water Management District watering restrictions in effect for your area.

Report any condition that could cause damage to the grounds — permanent or temporary — as soon as you see it.

Irrigation and sprinklers

Report any irrigation or sprinkler problems in writing within **5 days** of taking possession; after that, the system is assumed to be in good working order and its upkeep is yours — including resetting the timer and replacing broken sprinkler heads. Observe local watering restrictions at all times.

Plumbing and septic systems

Keep all sink, tub, shower, and toilet drains open, and never let anyone use the plumbing for anything but its purpose. **Never flush:** sanitary products, diapers, wipes (even “flushable” ones), condoms, cotton swabs, coffee grounds, or cooking fats and oils.

On a septic system, add to that list: wet-strength paper towels, facial tissues, cigarette butts, and anything else that won’t decompose — they fill the tank and plug the system. A monthly septic treatment additive (such as Rid-X or equivalent) is a cheap habit that prevents expensive problems.

You may be responsible for damage to the plumbing or septic system unless it was caused by mechanical failure. **Please teach your household what not to flush** — it's the cheapest plumbing insurance there is.

If your home is on a well

Some of our homes draw water from a private well. If yours does:

- **No water? Check the well-pump breaker first** — it's the most common cause and the fastest fix.
- Know where the pressure tank and pressure switch are located.
- Report pump failures, pressure loss, or discolored water promptly through your portal.
- Sediment-filter and softener/treatment-system upkeep follows the responsibility split in your lease.
- Conserve water during power outages — no power means no pump.

Walls and ceilings

Keep the walls clean and unmarred. No paint or wallpaper without prior written approval. Before vacating, all walls, baseboards, and trim must be washed, and ceilings dusted and free of cobwebs.

Smoking is never permitted in any rental home under any circumstance — and that includes the garage, patios, and exterior areas of the property. If you smoke, you are responsible for all smoke and tar residue, odor, and damage that results.

If you put holes in the walls — sheetrock anchors, nails, screws, pins — you will be charged to repair the holes **and** repaint the damaged wall. Use removable no-hole picture-hanging strips (Command strips or similar) instead. And if holes happen anyway: **do not spackle or fill them yourself.** A bad patch costs far more to repair than the original hole did! Every year, great and well-meaning tenants try to patch the holes they made in their walls — but they don't know how, and the resulting repair more often than not requires MORE labor to re-patch the wall and return it to factory condition. So don't patch your wall — or better yet, just don't make holes in your walls.

Floors

Vinyl and ceramic tile: wash with warm water and soap. No varnish, lacquer, or shellac on vinyl; no wax of any kind on ceramic tile. Broken tiles, torn vinyl, and damage from improper cleaning are your responsibility.

Hardwood: dry-mop, sweep, or vacuum regularly. Never wet-mop wood — standing water dulls, discolors, and damages it. Wipe liquid spills with a dry cloth, sticky spills with a slightly damp one. No soaps, detergents, or oil soaps; when mopping is needed, use a wood cleaner applied lightly, then buff dry. Use fabric-faced guides under furniture legs, never drag furniture, and don't shellac or refinish floors without written approval.

Carpet: vacuum thoroughly at least weekly — more in heavy-traffic areas. Your carpets were professionally cleaned before move-in, and they must be professionally cleaned when you vacate — **a receipt from a professional floor/carpet cleaner is required when you turn in your keys.**

Kitchen appliances

Stoves: never use oven cleaner on self-cleaning or continuous-cleaning ovens. On solid-surface stoves, use only cleaners approved for the surface. Damage from improper use, improper cleaning, or lack of maintenance is charged to you.

Dishwashers: run it at least once a week — seals dry out and motors can be damaged by long inactivity. Clean the door, check the bottom for fallen items, and keep the drains clear.

Garbage disposals: no bones, celery, onion skins, grease, pasta, rice, or similar. **Always run water while the disposal is on.** A handful of ice cubes now and then helps keep the blades clean. If the motor buzzes but won't spin, switch it off and check for a jammed object, then press the reset button (small red or yellow button on the bottom or side). Nearly every disposal jam is a non-disposable item — jams from careless use are charged back.

Washers and dryers

Use **burst-resistant stainless-steel braided** washing-machine hoses only. Turn off the hot and cold supply valves if you'll be away for an extended period. Check the walls and floor around the machine monthly for leaks. Keep the dryer vent and lint trap clear — **lint buildup causes fires.**

Water heaters and heat pumps

Water heater not working? Start with [Try This First](#) — reset button, breaker, or pilot light.

A note about heat pumps — which is what most Florida homes use for heat: on a cold morning, a heat pump delivers air that feels **lukewarm**, not hot, and the system may run longer than you expect. That is normal operation, not a failure. The auxiliary/emergency heat setting exists for the rare hard cold snap — it works, but it is expensive to run; don't leave it on.

Gutters and attics

Keep gutters and downspouts flowing — Florida rain volume overwhelms a clogged gutter fast, and the overflow goes straight at the walls and foundation.

Attics are not storage. Attic framing above the ceiling isn't rated as a floor, and summer attic heat destroys most of what people put up there. Don't.

The rare Florida freeze

Once every few winters, a hard cold snap reaches the Treasure Coast. When a freeze is forecast: let faucets drip overnight, protect the irrigation backflow preventer (wrap it — a towel and a trash bag work), and bring plants and pets inside.



CLEANING

CLEANING — AND HOW

We work diligently to hand you a clean, well-maintained home with everything operating properly. Keeping it that way is the part of the team effort that belongs to you — and it is also the single biggest factor in getting your full security deposit back.

Cleaning standards

1. Keep windows and storm doors clean, inside and out — interior at least monthly, exterior 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 the stove, drip pans, under the 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 room corners monthly.
6. Clean the A/C return grate and change the filter each month. (A good rule is when you pay your light bill, change your filter.)
7. Clean and sweep out the fireplace; clean the grate, screen, and glass.
8. Replace burned-out light bulbs as needed; clean light fixtures as needed.
9. Blinds, if provided, should be cleaned or washed semiannually.
10. Clean bathrooms weekly — toilet bowl and base, sink, mirror, floor, bathtub, and shower including the walls. Wipe out the medicine cabinet, drawers, and cabinets.
11. Sweep out the garage as needed.

Moisture and mildew

Florida air is wet air, and managing moisture is part of normal housekeeping here. Run the A/C — it is the home's dehumidifier. Ventilate bathrooms and the laundry area when they're in use, and wipe up condensation where you see it. **Clean mildew promptly as part of your regular cleaning** — keeping the home clean and sanitary is every tenant's duty under Florida law (FS 83.52), and prompt cleaning is what prevents growth. If you find persistent moisture or an active leak, report it in writing through your portal.

Countertops and cabinets

Always use cutting boards and hot pads — never chop or set hot items directly on a countertop. No abrasive cleaners on countertops; they scratch. Before vacating, vacuum out all cabinets and clean the drawer and door fronts.

Kitchen appliance cleaning

Clean each appliance regularly, including the hood vent and its filter, the oven, under the stove burners, and the drip pans. **No aluminum foil on drip pans** — and all drip pans are replaced at move-out. Clean the top of and under the refrigerator and washer/dryer regularly. Skipping this care causes excessive wear, and excessive wear is chargeable.

Fireplaces

If your home has a fireplace: burn only dry, seasoned hardwood — never pine or other sappy wood (it builds chimney residue and raises fire risk), never green wood, treated lumber, or painted wood, and never cardboard, wrappings, pine needles, or holiday trees.

1. Open the flue before starting the fire and keep it open until the ashes are cool to the touch.
2. Close the screen or door while the fire burns to contain sparks.
3. Keep everything — including paper and kindling — at least three feet from the fireplace in use.
4. Never leave a fire unattended.
5. Never use combustible liquids (kerosene, turpentine, lighter fluid, gasoline) to start or accelerate a fire.
6. Don't overload the firebox to create a roaring fire.
7. Let logs and ashes cool completely before disposal; use a metal container, douse discarded logs with water, and keep them outside away from combustibles.
8. Report any fireplace problems through your portal.

Grills, candles, and open flame

Keep grills well away from siding and never grill under a roofline, porch ceiling, or screen enclosure — melted siding and scorched soffits are real (and expensive) chargebacks. **Kerosene and other fuel-burning space heaters are not permitted.** Burn candles carefully and sparingly: candle soot stains walls and ceilings, and soot damage is charged like any other damage.

04



CHAPTER 04

RENEWALS & MOVING OUT

Staying another year, or moving on: renewals, notice, the checklist, and your security deposit.

RENEWALS

LEASE RENEWALS & MONTH-TO-MONTH

Management may begin communicating with you about your lease renewal — if your standard monthly balance is paid to \$0 on average — **90 to 60 days before your lease expiration**. This communication, via US Mail and/or email, will outline your specific offers, so please await your offer.

If your lease is scheduled to end in **30 days or less** and you have not heard from us about a future offer — and your rent is not late and your balance is \$0 — we may have made an oversight in the office: please reach out (a portal message is the fastest way).

When your offer arrives: return the completed, **signed** form promptly — a blank or unsigned return will be re-sent, and we'll have to chase it. Once your renewal is approved, you'll receive the finalized, stamped copy for your records.

Month-to-month: in some cases a lease may convert to month-to-month at the end of its term. A month-to-month arrangement carries a fee — see your lease and your renewal offer for the terms that apply to you.



DEPOSITS

WEAR AND TEAR VS. DAMAGE

“Normal wear and tear” is the gentle fading of a home that was simply lived in: traffic patterns in carpet, minor scuffs, sun-faded blinds. It is not chargeable — it never has been.

Damage is different, and these are damage: crayon or marker on walls, grease staining, pet stains and odors, burns, torn or chipped flooring, broken fixtures, holes in doors or walls — and amateur repairs. Two rules save more deposits than any others:

- **Do not spackle or fill nail holes yourself.** We can fix a hole cheaply; fixing a bad patch costs more.
- **Never use abrasive cleaners on fiberglass tubs and showers** — the scratches are permanent, and a scratched surface is a damaged one.



MOVING OUT

MOVING OUT — AND YOUR SECURITY DEPOSIT

Written notice starts everything

Notice to vacate must be **in writing** — it is not accepted any other way — and must arrive **at least 60 days** before termination, stating the date you plan to vacate. Once we receive your notice, we'll send you the current move-out procedures. (And remember the street runs both ways — if your lease won't be renewed for any reason, we give you the same 60-day written notice, unless you're in default under the terms of the lease.)

Showings during your notice period

After you give notice, the property will be listed for rent. A sign may be placed, and showings typically run between 9:00 a.m. and 6:00 p.m. — you will be notified before any showing. We'll work around your schedule where we can, but the home must be available and presentable for showings. Keep the house and yard neat, keep animals out of the way and litter boxes clean. The better the home shows, the faster it rents — and the sooner the showings stop.

Want a practice run? The pre-move-out inspection

About **2–3 weeks before you vacate**, you may request an optional pre-move-out walk-through. We'll point out anything we can see that would be charged against your deposit, while you still have time to fix it. The walk-through does **not** guarantee the refund of your deposit — conditions can change between the walk-through and move-out — but it removes most of the surprises. Tenants who take it rarely regret it.

THE MOVE-OUT CHECKLIST

Moving is exhausting. Most tenants fully intend to leave the home clean — and then run out of time and energy after days of hauling boxes. Plan your cleaning **before** the final day, and the list below is very achievable.

1. Clean the interior and exterior of the house, including all appliances and floors — and that includes pulling out the appliances and cleaning under and behind them.
2. Dispose of all garbage and trash.
3. Close and lock all windows and doors.
4. Have the carpet, tile, and grout professionally cleaned — bring the floor-cleaning company's receipt when you turn in your keys.
5. Cut the lawn, weed the flower beds, edge, and trim the shrubs.
6. Notify all utility providers and the postal service of your departure date and forwarding address — **utilities stay on in your name through the end of your lease.**
7. **Leave the power ON.** Set the thermostat to **78° cool**. Leave the refrigerator running and closed. (A powered-down house in Florida heat grows problems nobody wants to meet at the walkthrough.)
8. Turn in **ALL** keys on the lease expiration date and give us your forwarding address. Leave garage-door openers in plain view on the kitchen counter.

Keys are the finish line

Keys must be returned **to our office** — never left at the premises. **Rent is charged until all keys are returned.** Once your keys are in, we dispatch the move-out inspection and begin the process of returning your security deposit per your lease. If you elect to mail your keys, use real packaging — loose keys in a regular envelope get ejected by the post office's high-speed sorting equipment.

Breaking the lease

If you default on your lease, you are responsible for all costs incurred in securing a new tenant, including rental losses from the default. If you must move before your lease ends, give the required 60-day written notice and we will market the property promptly. You must continue paying rent each month until the property is re-rented or your rental obligation ends, whichever comes first. A release fee or administrative fee may apply per your lease.

Forfeiting your security deposit does **not** release you from your other lease obligations. The most common lease-break charges are:

1. a re-leasing and/or lease-break fee (per your lease),
2. rent until the new lease takes effect,
3. lawn maintenance (arrange it before you leave),
4. utilities (keep them on in your name until notified of a new tenant), and
5. advertising.

If it goes all the way to eviction

Nobody wins an eviction — least of all the tenant. An eviction produces a public court record and, usually, a money judgment that follows you: it damages your credit and rental history for years, and judgments in Florida can be enforced through wage garnishment. Payments received are applied in the order your lease specifies. If you're in trouble, the time to talk to us is **before** rent is late — message us through your portal. We would always rather solve a problem than file one.

YOUR SECURITY DEPOSIT

The security deposit may never be used for any rent due.

Here is the timeline Florida law sets after your tenancy ends:

- ✓ If we make no claim on your deposit, it is **returned within 15 days** of the termination of your rental agreement.
- ✓ If we do make a claim, we send you **written notice of the claim within 30 days** — by certified mail to your last known mailing address, or by e-mail if you have signed Florida's e-mail delivery addendum.
- ✓ You then have **15 days after receiving the notice** to object in writing. Written objections go to: Florida Managed Properties, PO Box 906, Stuart, FL 34995.
- ✓ Following the notice period, any undisputed balance is **remitted within 30 days** of the date of the notice.

This is why your **forwarding address** matters — provide it when you turn in your keys.

Return of the full deposit is subject to the terms of your lease, including:

1. You gave the required 60-day written notice, the full lease term expired, and all other lease provisions were met.
2. All charges due — rent, fees, tenant-obligation maintenance and repair costs, tenant-obligation utility costs, and any other required charges — are paid in full.
3. No damage beyond normal wear and tear. All walls clean and unmarred except normal wear. Any expense of returning the premises to move-in condition, allowing for reasonable wear and tear, is yours.
4. The entire dwelling — carpets, bathrooms and fixtures, floors, windows inside and out, blinds, ceiling fans and light fixtures, all appliances, closets, and cupboards — is thoroughly clean and free of dirt, debris, and insects.
5. All debris, rubbish, and personal property removed and properly disposed of.
6. The HVAC system left clean and in satisfactory condition, with a fresh filter.
7. The lawn cut and edged, shrubs trimmed, and debris removed.

Itemized list of common charges and 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 finishes such as

granite counters, marble floors, etc.

ITEM	CHARGE
Bathroom clean (light / moderate / heavy)	\$70 / \$135 / \$270
Carpet cleaning, per room (regular)	\$170
Carpet chemical single-spot stain treatment	\$35
Change locks (one door)	\$160
Dusting ceiling fans (per fan)	\$15
General total household cleaning (light / moderate / heavy)	\$135 / \$270 / \$540
Kilz anti-smoke/stain treatment — walls, ceiling, trim, one room	\$1,015
Kitchen clean (light / moderate / heavy)	\$70 / \$135 / \$270
Light bulb replacement, per fixture (common / decorative)	\$15 / \$20
Oven cleaning	\$60
Stove drip pan replacement	\$45
Patch tack/nail/anchor holes and repaint wall (average 10×10 wall)	\$205
Refrigerator cleaning (light / moderate / heavy)	\$35 / \$70 / \$135
Repair / replace cabinet door	\$170
Repair / replace drawer	\$100
Repair damaged countertop — bathroom	\$205
Repair damaged countertop — kitchen	\$200 – \$5,000
Repair hole in sheetrock (2'×2' / 4'×4')	\$205 / \$270
Replace and paint door trim	\$250
Replace and paint interior door	\$475
Replace and paint exterior door	\$600 – \$3,500
Replace carpet and padding, one room (12'×12')	\$1,650
Replace mini-blinds (small / large)	\$90 / \$100
Replace shower head	\$75
Replace smoke detector / detector batteries	\$80 / \$15

Replace toilet paper holder / toilet seat / towel rack	\$75 / \$125 / \$110
Replace window (standard)	\$405
Trash removal (light / moderate / heavy)	\$235 / \$340 / \$745
Unclog toilet, sink, shower, or bath drain	\$225

05



CHAPTER 05

EMERGENCIES & LOCAL REFERENCE

Storm season, true emergencies, your utility providers, and how to spot a rental scam.

STORM SEASON

HURRICANES, STORMS & EMERGENCIES

Make your plan now

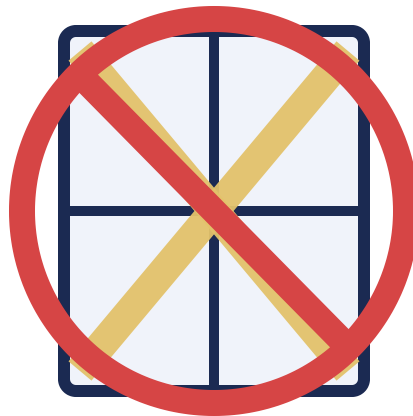
The key to safely handling any emergency or disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility — don't rely only on the authorities. Advance planning means fewer mistakes and greater safety for you, your family, and the home you're caring for.

Build a 3-day kit before you need it: water (one gallon per person per day), non-perishable food, medications, flashlights and batteries, a battery-powered radio, first-aid supplies, cash, phone chargers or battery banks, and copies of important documents in a waterproof bag. Agree on a family communication plan — an out-of-area contact everyone checks in with, and a meeting place if you're separated.

Watch vs. warning

Living in Florida, hurricanes, tornadoes, and severe storms are always possible. Know the difference:

- A **watch** means conditions are *possible* in the watch area — for hurricanes, typically issued about 48 hours before tropical-storm-force winds are expected.
- A **warning** means conditions are *expected* — for hurricanes, typically about 36 hours out.



DO NOT PLACE TAPE ON THE WINDOWS

Tape does not save glass — it creates a huge mess and a false sense of security.

WHEN A STORM IS COMING

Everything an owner would do to protect the property, our tenants are expected to do. The first priority is to stop additional damage. We get advance warning for hurricanes, and many people choose to leave town — **if you leave, you must still secure the property before leaving.**

Before the storm arrives, or before you evacuate:

1. Turn off the main breaker to the house.
2. Turn off the main gas line, if your home has gas (call the gas company for instructions).
3. Turn off the main water supply.
4. Follow all precautions recommended by local news media and storm bulletins. **Do not put tape on the windows** — tape does not save glass, and it creates a huge mess to remove.
5. **If a hurricane warning is issued for your area, install the hurricane shutters if your rental is equipped with them.** Why we insist: they help protect the personal contents of your home from hurricane rains; they help protect the roof from hurricane winds; they help protect the overall structure from hurricane winds; they can help your home serve as a safe haven for your family, rather than having to leave; and they prevent tree limbs and flying debris from breaking windows — even in a weak tropical storm.
6. Secure your pets **inside**. If it isn't safe for you outside, it isn't safe for them. If you evacuate, take your pets — never leave them behind.
7. Secure all outside items — bring in or tie down swing sets, playhouses, planters, patio furniture, and anything else that becomes a projectile in high winds.
8. Know your garage door's **manual release** — with the power out, it's the only way the door opens. Find the release cord before storm season.
9. Make sure Florida Managed Properties has a key to your home.

Tenants are responsible for securing the home against possible damage. Everything a homeowner would do, tenants are expected to do.

A note on coverage: renters insurance policies typically exclude flood damage — flood coverage is a separate policy, and storm season is the wrong time to discover the difference. After the storm, help lines: FEMA ([fema.gov](https://www.fema.gov) · 1-800-621-3362), American Red Cross ([redcross.org](https://www.redcross.org) · 1-800-733-2767), and 211 (dial 2-1-1) for local disaster assistance and referrals.

Non-disaster incidents

(Kitchen fire, burst pipe, burst water heater, tree on the house.) At the first occurrence or discovery, secure the property against further damage immediately. Then, in order:

1. Take steps to prevent additional damage right away.

2. Turn off the source — water, electricity, or gas — as the situation demands.
3. Notify Florida Managed Properties; after hours, use the emergency line.
4. Make a claim on your renters insurance for your personal belongings.
5. Notify us of your insurance coverage.
6. Provide any emergency or incident reports (police, fire, etc.) to us **within 5 days** of the incident.
7. Provide access for insurance adjusters and repair vendors.
8. Notify us of delays, problems with repairs, or work done in a non-workmanlike fashion.

Keeping everyone on schedule is a cooperative effort — and you are part of the team.



UTILITIES · DIRECTORY VERIFIED JULY 2026

UTILITIES & SERVICE PROVIDERS

Set your utility start dates to your move-in date as outlined in your lease, and keep utilities on in your name through your last day. Tip: many providers will waive a deposit if you bring a letter of reference from your current utility company.

Find your community below. One caution before you dial: your mailing city is not always your utility. Some “Stuart” addresses sit in unincorporated Martin County and are served by county utilities, and some rural homes are on a private well and septic — no water bill at all. If your lease or welcome paperwork doesn’t say, ask us through your portal before you set up service. Internet is the one category that is always address-by-address — use each provider’s availability checker rather than assuming.

Stuart (city)

SERVICE	PROVIDER	PHONE	WEBSITE
Electric	Florida Power & Light (FPL)	800-226-3545	fpl.com
Water & sewer	City of Stuart Utilities	772-288-5317	stuartfl.gov
Natural gas	Florida City Gas (where mains exist)	800-993-7546	floridacitygas.com
Internet & TV	Xfinity · AT&T Fiber (where available) · DIRECTV · Wire 3 fiber arriving fall 2026	800-934-6489 (Xfinity) · 800-288-2020 (AT&T)	xfinity.com · att.com · wire3.com
Trash & recycling	City of Stuart Sanitation Division — city-run, billed on your city utility bill	772-288-5300	stuartfl.gov

One city account covers water, sewer, and trash on a single bill.

Hobe Sound

SERVICE	PROVIDER	PHONE	WEBSITE
Electric	Florida Power & Light (FPL)	800-226-3545	fpl.com
Water & sewer	South Martin Regional Utility (also serves Jupiter Island)	772-546-2511	southmartinregionalutility.com
Natural gas	Florida City Gas (where mains exist); many homes use propane	800-993-7546	floridacitygas.com
Internet & TV	Xfinity · AT&T Fiber (where available) · DIRECTV	800-934-6489 · 800-288-2020	xfinity.com · att.com
Trash & recycling	Waste Management (Martin County franchise — assessment-funded, service usually comes with the home)	772-546-7700	martin.fl.us

Outlying and rural Hobe Sound homes may be on private well and septic.

Palm City

SERVICE	PROVIDER	PHONE	WEBSITE
Electric	Florida Power & Light (FPL)	800-226-3545	fpl.com
Water & sewer	Martin County Utilities (where mains exist)	772-221-1434	martin.fl.us
Natural gas	Florida City Gas (limited mains); propane common	800-993-7546	floridacitygas.com
Internet & TV	Xfinity · AT&T Fiber (where available) · DIRECTV	800-934-6489 · 800-288-2020	xfinity.com · att.com
Trash & recycling	Waste Management (Martin County franchise, assessment-funded)	772-546-7700	martin.fl.us

Western and rural Palm City is heavily private well + septic — many homes there have no water utility at all.

Jensen Beach

SERVICE	PROVIDER	PHONE	WEBSITE
Electric	Florida Power & Light (FPL)	800-226-3545	fpl.com
Water & sewer	Martin County Utilities	772-221-1434	martin.fl.us
Natural gas	Florida City Gas (where mains exist); propane common	800-993-7546	floridacitygas.com
Internet & TV	Xfinity · AT&T Fiber (where available) · DIRECTV	800-934-6489 · 800-288-2020	xfinity.com · att.com
Trash & recycling	Waste Management (Martin County franchise, assessment-funded)	772-546-7700	martin.fl.us

Martin County (everywhere else)

SERVICE	PROVIDER	PHONE	WEBSITE
Electric	Florida Power & Light (FPL)	800-226-3545	fpl.com
Water & sewer	Martin County Utilities (most areas, incl. Sewall's Point and Ocean Breeze) · South Martin Regional Utility (south county) · rural areas commonly well + septic	772-221-1434 (MCU) · 772-546-2511 (SMRU)	martin.fl.us · southmartinregionalutility.com
Natural gas	Florida City Gas (where mains exist); propane common	800-993-7546	floridacitygas.com
Internet & TV	Xfinity · AT&T Fiber (where available) · DIRECTV · Wire 3 fiber arriving fall 2026	800-934-6489 · 800-288-2020	xfinity.com · att.com · wire3.com
Trash & recycling	Waste Management (countywide franchise, assessment-funded)	772-546-7700	martin.fl.us

Port St. Lucie (city)

SERVICE	PROVIDER	PHONE	WEBSITE
Electric	Florida Power & Light (FPL)	800-226-3545	fpl.com
Water & sewer	City of Port St. Lucie Utility Systems (most of the city) · St. Lucie West: St. Lucie West Services District — its own utility, not the city	772-873-6400 (PSL) · 772-340-0220 (SLWSD)	utility.cityofpsl.com · slwsd.org
Natural gas	Florida City Gas (where mains exist); many homes are all-electric or propane	800-993-7546	floridacitygas.com
Internet & TV	Xfinity · AT&T Fiber · Wire 3 fiber (live) · Hometown Cable (inside certain gated/master-planned communities — ask your HOA) · DIRECTV	800-934-6489 · 800-288-2020 · 386-777-8835 (Wire 3)	xfinity.com · att.com · wire3.com · htcplus.net
Trash & recycling	FCC Environmental Services (the city's solid-waste contractor)	772-873-6400 (via the city)	fccenvironmental.com/psl

Some older and large-lot sections of PSL remain on well and septic.

St. Lucie County (unincorporated)

SERVICE	PROVIDER	PHONE	WEBSITE
Electric	Florida Power & Light (FPL) — except some areas adjacent to Fort Pierce served by FPUA	800-226-3545 · 772-466-1600 (FPUA)	fpl.com · fpua.com
Water & sewer	St. Lucie County Utilities (north county + Hutchinson Island) · FPUA (sections near Fort Pierce) · rural west commonly well + septic	772-462-1150 (SLC) · 772-466-1600 (FPUA)	stlucieco.gov · fpua.com
Natural gas	Florida City Gas (where mains exist) · FPUA gas near Fort Pierce; propane common	800-993-7546	floridacitygas.com · fpua.com
Internet & TV	Xfinity · AT&T Fiber (where available) · Wire 3 · Blue Stream Fiber (some communities) · DIRECTV	800-934-6489 · 800-288-2020 · 386-777-8835 (Wire 3)	xfinity.com · att.com · wire3.com
Trash & recycling	Waste Pro (county franchise, twice-weekly, assessment-funded)	772-462-1768 (County Solid Waste)	stlucieco.gov

Fort Pierce (city)

SERVICE	PROVIDER	PHONE	WEBSITE
Electric, water, sewer & natural gas	Fort Pierce Utilities Authority (FPUA) — one municipal utility, one combined bill. Not FPL.	772-466-1600 (outages 772-466-7703)	fpu.com
Internet & TV	FPUAnet Communications (the city's own fiber) · Xfinity · DIRECTV	772-466-1600 · 800-934-6489	fpu.com · xfinity.com
Trash & recycling	City of Fort Pierce Solid Waste Division — city-run, twice-weekly, billed on your FPUA account	772-467-3794	cityoffortpierce.com

FPUA’s territory also reaches some addresses just outside the city limits — if you’re near Fort Pierce and unsure, FPUA can confirm by address.

**STAY SAFE**

A WORD ABOUT RENTAL SCAMS

Rental scammers copy real listings — including ours — and rent homes they don't control. Whether you're applying, renewing, or referring a friend, know the tells:

- ✓ **Check the Reply-To.** The fastest tell in a scam email is a From address that doesn't match the Reply-To address. Real mail from us never does that.
- ✓ **We never demand gift cards, wire transfers, or payment apps.** Rent and deposits move through your tenant portal — nothing else.
- ✓ **When in doubt, verify at [floridapm.net](https://www.floridapm.net).** Every legitimate listing, contact channel, and payment path is on our site. If someone rushes you to pay before you can verify, that's the scam working.

OUR PERSONAL MESSAGE TO YOU

Congratulations on your new home. We manage every home in our care the same way: know it well, maintain it honestly, and treat the people living in it the way we'd want to be treated. This handbook is part of that promise — we'd rather you *know* how things work than be surprised by them.

Our goal is to provide you with superior property management. What we hope for in return is simple: pay the rent on time, take real care of the home, and enjoy it. Do those three things and this will be an easy, pleasant relationship for a long time — and if a problem ever comes up, bring it to us early. We solve problems for a living.

Welcome to the Florida Managed Properties tenant family.

Sincerely,

Christopher Lundstrom, Director
Florida Managed Properties

2026 Edition · The current version of this handbook always lives at this page.



Know your rental.

Florida Managed Properties

Downtown office, by appointment: C/O South Florida Realty Management,
206 SW Ocean Blvd., Stuart, FL 34994

Emergencies: 911 first for fire, then (772) 220-0844 · answered 24/7

Your portal · www.floridapm.net/maintenance · www.floridapm.net/tenant-handbook

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