

Tenant Handbook

Realty Masters of FL
(850) 473-3983 phone

www.PensacolaRealtyMasters.com

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

BY THE REALTY MASTERS TEAM

LEARN MORE AT www.PENSACOLAREALTYMASTERS.COM

Realty Masters Rental Office

Office: 4400 Bayou Blvd. 58-B, Pensacola, FL 32503

Website: www.PensacolaRealtyMasters.com

Email: Info@PensacolaRealtyMasters.com

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

Emergency Cell: (850) 512-6019

Realty Masters Sales Office

Sales Office: 4400 Bayou Blvd. 52-B, Pensacola, FL 32503

Website: www.RealtyMastersofFlorida.com

Email: David@PensacolaRealtyMasters.com

Phone: (850) 453-9220



National Association of
Residential Property Managers



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Congratulations on your new home!

Congratulations on the selection of your new home. Welcome to the Pensacola area and to your new association with Realty Masters of FL located at: 4400 Bayou Blvd, Suite #58-B, Pensacola, Florida 32503.

As professional property managers, we have obligations to both you, as the tenant, and to the owner of the property. This Handbook, **which is part of your lease**, outlines our responsibilities to you and your responsibilities to us and to the home. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations. We are always ready to answer questions or discuss any issues. **Please remember, we do not own the property you are leasing and need to consult the Landlord for direction during your tenancy.** We want to make your experience with us pleasant. Please reach out at any time if we can be of assistance.



Part of Your Lease - ***This Tenant Handbook is part of your lease and is legally binding on both parties.*** Put this handbook where you can find it! Keep it in your kitchen drawer and access it when you have questions or maintenance issues. Before contacting our office, see if the answer to your question is in this handbook.

The Property- **You are expected to care for and maintain the premises according to the tenant responsibilities detailed in your lease and this handbook.** During the term of your lease, you are in possession of the house and yard. Your obligations are similar to those of a property owner. Renting a single family home is more work than renting an apartment. Be sure you are ready to undertake more responsibility before leasing a property.

Your Contact Information- All residents are required to have telephone accessibility and to provide Realty Masters with their best, working phone number(s) and/or email addresses. You must notify Realty Masters if you change any of your contact information at any point during your residency. *To avoid misunderstandings, please put your address on every correspondence to our office.*

Fair Housing Partner- Realty Masters of FL is an equal opportunity housing provider and does not discriminate on the basis of race or color, age, religion, sex, national origin, familial status, or disability. Our policies are designed to ensure that all tenants are treated equally and fairly.

WHEN YOU FIRST MOVE IN

Tenant Move-In Inspection- **Tenant will fully inspect the premises and return the tenant move in report within 72 hours upon accepting the keys for the property.** Sign your name, date the form, and return it to Realty Masters within three (3) days of moving in. If this report is not returned as outlined under the Florida Residential Landlord and Tenant Act, the property will be assumed to be in acceptable condition and any defects brought to our attention after the 3rd day can be considered your responsibility.

Any apparent defects or maintenance issues found should be documented in writing in your tenant move-in report at time of move in and given to the office. We encourage you to take photos and return these with your move-in report and/or save this documentation for when you move out. A similar report with photos will be used by Realty Masters for the move-out condition comparison after vacating the premises to determine any charges to your security deposit.

Get to Know Your Property- When you first move in, become acquainted with your property. It's imperative that you do the following immediately upon taking possession of the property:

- **Locate the breaker box and note the ground fault circuit breakers** (some of these are located by the items and not at the breaker box) for the stove, water heater, and air conditioner.
- **Locate the main water shut off for the house.** It is usually in the front yard near the house, often close to a spigot. If the shut off has been covered, contact Realty Masters so it can be properly marked. Also locate the shut off valve(s) for the water heater, for all sinks and for all toilets.
- **Check to ensure you have working smoke detectors and carbon monoxide detectors before staying the night in the property.**

Locating these items prior to an Emergency WILL minimize damage later.

Renters' Insurance- It is highly recommended that you have renters' insurance. **Renters' insurance is available at a fraction of the price of homeowner's insurance and can be as low as \$15 per month.** You are responsible for any damage to your personal property including losses from damage, flooding, acts of God, or loss of contents due to mechanical breakdowns in your property. The landlord, nor Realty Masters, is responsible or can be held liable for damage to your personal property. Be aware that Renters' Insurance does not include flood damages and a separate policy will have to be secured for flood insurance.

RENT PAYMENTS AND POLICIES

Rent Timeline and Late Fees- **Please pay your rent on time!** Rent is due on the **first day of each month** and must **be received no later than the third day of each month** or a late fee will be added as additional rent on the fourth day. The late fee is 10% of the monthly rent amount + \$5 a day for every day after the fourth that the rent payment is late. All late rent payments must be made in certified funds (money order or certified check only) and cannot be paid online. Late fees are considered additional rent so payment of past due rent must also include all late fees or you could be subject to eviction for failing to pay these fees.

How to Pay Rent- All **rents are due and payable, in advance, on the first day of each month.** Monthly invoices will not be sent. Payment should be in the form of a check, money order, or certified check, and made payable to Realty Masters of FL. We do not accept post-dated checks or cash payments. Rent cannot be paid in personal checks by multiple parties, by a personal check written by 3rd party that is not on the lease, nor can it be paid with a business check unless approved in advance.

Please mail or deliver your payment to 4400 Bayou Blvd, Ste #58B, Pensacola, Florida 32503. **Write your address** on your payment to assure proper credit. All accounting is done by address of the property. You may pay in person, Monday through Friday 8:00am to 5:00pm, and Saturday 8:00am to 2:00pm, at our office located at 4400 Bayou Blvd, Ste #58, Pensacola, Florida 32503. For your after-hour convenience there is a drop box upstairs beside the main, front door to the office. If mailed, rents must be received on time, not just postmarked on time.

Pay Rent Online- For your convenience, we have an online payment system established for your rental property. You can register to pay rent and send a payment to us online at www.RentTrack.com/realtymasters. Our partnership with RentTrack can help you establish good credit by paying online and paying on time. Rental payments can only be paid online if they are paid **before the 4th** of each month. For more information on our online payment system, visit our website. Additionally, you can also establish automatic monthly payments online through your bank.

Returned Checks- Dishonored checks will be subject to the greatest of 5% of the check amount or a \$30.00 charge as additional rent and must be paid in either certified funds or a money order within 24 hours of notification otherwise legal action may be taken. If the returned check makes your rent payment late, a late fee will also be due. All amounts due must be paid in full at time of notification with certified funds. After a check has been returned to us for insufficient funds, future payments will be required in certified funds.

Default of Rental Payment- ***If the rent is not paid by the end of 3rd day of the month; this is your notice that your lease and rental agreement may be canceled after due notice, and that a demand may be made for all monies due.*** You will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. All charges unpaid by the end of the month in which they are charged may be added as additional rent. All remedies and charges for collecting unpaid rent may be used to collect unpaid charges. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.

IMPORTANT INFORMATION FOR NEW RESIDENTS

Keys and Locks- All locks are **not** re-keyed with each new resident. One set of keys is issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of Realty Masters. Realty Masters *must* have keys to each lock on the house. Realty Masters may gain access and re-key if at any time access is denied and charge the cost to the Tenant. All keys are to be returned to Realty Masters upon vacating the premises.

Lockouts- If you are locked out of your home, you may borrow a key from us Monday through Friday 8:00 am to 5:00 pm and Saturday 8:00 am to 2:00pm. In order to receive a key, you will need a photo I.D. and be a leaseholder on the lease. There will be a \$5.00 charge for any borrowed key – the \$5.00 charge is refundable if the key is returned within 24 hours. If you are locked out after hours, it is your responsibility to call a locksmith.

Utilities - You are responsible for connecting utilities for the day of move in and for keeping utility accounts current during and after occupancy. If the utilities which tenant is responsible for are still in landlords' name at the time tenant takes occupancy, landlord shall order such utilities to be terminated. If utilities were not connected timely, tenant will be responsible for payment of said utility bill. Tenant must keep utilities on for three business days after vacating so a proper move out condition report can be made.

Garbage and Recycling- Garbage and recycling must be placed in appropriate containers provided by sanitation services. **Realty Masters does not provide these.** The tenant is required to make arrangements to have garbage and recycling picked up weekly. Containers are not to be out of the storage area except on pick up days. No more than two (50) gallon trash bags of trash or recyclable materials may be kept on the premises at one time. Accumulating trash on or around the premises causes a myriad of problems including rodents and pests.

Homeowner's or Condo Association- If your property is located in a neighborhood or a condominium complex, you are likely also governed by the Rules & Regulations of the association. Be sure you have reviewed the rules and regulations prior to leasing the property. If the Landlord is fined because the Tenant does not abide by the rules, the Tenant will assume the fine levied.

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 passersby. Any activity that causes extreme or excessive noise, traffic, lewd behavior, or disturbance of any kind is cause for eviction. This includes loud music and vulgar or profane language. If music or other sounds can be heard outside the perimeter of the premises leased, it is considered too loud.

Periodic Evaluations- As part of our agreement with the owner of the property, Realty Masters will conduct routine evaluations of the condition of the property and will take photographs for the property owner during this time. You will be notified of any problems, which may result in a written 7-day notice to cure any issues. Any breach not corrected will be addressed as per the Florida Residential Landlord and Tenant Act.

Guests- **Any person or persons staying more than two weeks is considered an unauthorized occupant unless prior written permission is obtained from Realty Masters.** If an occupant stays more than 5 nights in any given lease period, you are responsible for providing photo identification to our office. Only those persons listed on your rental application have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of this agreement also apply to your guests. If you would like to add an occupant to your lease, at any time, they will have to be approved by the owner by signing an addendum to add an authorized occupant.

Subletting- Under no circumstances are you allowed to sublet the property to another tenant. Any residents must be approved by the owner. Short term rentals of your property are strictly forbidden including leasing a portion or the entire property as a vacation rental.

Use of the premises- Your property is to be used as a single family residence. It is not authorized for commercial use and there shall be no businesses run out of the property, including but not limited to, pet sitting, home day care services, or any other home office where customers visit the property. There shall be no large above ground pools, trampolines or playground equipment allowed on the premises.

Parking/Vehicles- All motor vehicles shall be parked in appropriately assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You are not allowed to park on lawns, sidewalks, or other areas not specifically designated for parking. **All vehicles must be registered, licensed, and operable at all times.** No vehicle repair (except minor repairs e.g. changing a tire) is allowed at any time. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering under the vehicle to catch the leaks and clean upon vacating.

Pets- No pets, including but not limited to exotic animals, reptiles, birds, fish, hamsters, turtles, etc., of any kind are allowed on the premises unless you have *written permission and have paid a pet fee*. If permission is given, you will be required to pay a pet fee that will not be refunded. Additionally, you may not pet sit or invite guests with pets without prior written consent. If you are found with an unauthorized pet, you will be fined \$300.

We cannot approve pets that appear on the aggressive breed list from insurance companies. **Animals we cannot accept include:** Akitas, Doberman Pinschers, German Shepherds, Pit Bulls, Chows, Rottweilers, Siberian Huskies, Alaskan Malamutes, American Bull Terrier, American Staffordshire or Bull Terriers, English Bull Terriers, Korean Jindos, Presa Canarias, Hybrid or Purebred Wolves, or Coyotes and Wild Dogs or any other aggressive breed or **mix of an aggressive breed**.

The pet fee is for the privilege of having a pet and does not cover any damage. You will be charged for spraying for fleas and/or repair of any damage caused by the pet(s). You are responsible for your animal at **ALL** times. *Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement. See the pet addendum for more details.*

Service and Assistance Animals- Realty Masters is a proud fair housing partner. We welcome assistance and service animals with proper documentation as necessary. Refer to our Assistance Animal Policy for further details. The pet policies outlined above do not apply to service or assistance animals.

The graphic features a light teal background. On the left, there is a circular icon containing a crossed wrench and screwdriver. To the right of this icon, the text "MAINTENANCE INFORMATION & PROCEDURES" is written in a large, bold, blue, sans-serif font. Below the text, there are two small, light-colored icons of a paint roller, one on the left and one on the right.

MAINTENANCE INFORMATION & PROCEDURES

Tenants are expected to treat this property as if it were their own and make minor household maintenance as needed as a result of tenant use. Per Florida Landlord Tenant Law, you are expected to maintain the home and keep it in similar condition as when you took possession. Repairs required because of normal wear will be made by the Landlord unless otherwise noted in your lease or this handbook. All "breakdowns," system failures, and structural defects should be reported immediately.

The following information is designed to help assist you in caring for your rental property and includes details to clarify the maintenance process, tenant maintenance responsibilities, and important trouble shooting and maintenance care information.

Emergency Maintenance/Repairs- **If the Emergency involves a fire or a life threatening emergency, please call 911 before notifying Realty Masters.** An emergency exists when danger is present or property damage has occurred or is about to occur. Do not use the emergency system for other types of calls including routine maintenance. Only emergencies that meet the defined emergency criteria will be dispatched after hours. All other calls will be handled during normal business hours. To report an emergency, **call the emergency phone at 850-512-6019.** Be sure to report the specific emergency with details and include your telephone number in your message.

Put Maintenance Requests in Writing- We ask that you put all routine requests in writing. There are 4 ways to easily report maintenance in writing: complete a maintenance request form at our office, fax to (850) 473-3975, emailing info@pensacolarealtymasters.com or your property manager a request, or report a maintenance issue on our website. A maintenance request form is also included in your move in folder.

Be specific about the problem (e.g. RIGHT-the right burner on the stove does not work; WRONG-the stove isn't working). Write clearly and legibly. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, notify Realty Masters so we can follow up or reassign the call.

Troubleshooting Maintenance Problems- It is the tenant's responsibility to troubleshoot maintenance issues. Our office will guide you through common troubleshooting tips, however, many of them can be found in this handbook, and it is expected that tenant troubleshoots the maintenance issue before contacting our office.

Preventing Further Damage- **If an urgent repair is needed,** (Example- water heater leaking) **you are responsible for stopping further damage from occurring, if possible.** If there is a leak, stop the water source immediately. Turn the water off at the water source or call your water company. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives or call the power company as needed.

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

TENANT MAINTENANCE RESPONSIBILITIES

Tenants are expected to treat this property as if it were their own and make minor household maintenance as needed as a result of tenant use. The owner is responsible for repairs on functional equipment such as most appliances, heating, air conditioning, water heater, major built in appliances and structural problems. The tenant is responsible for the following items:

- If there are problems with water or power, tenant shall turn it off immediately and report it to the Landlord. If the tenant fails to do so and further damage is caused, the tenant shall be liable for damage caused by failure to act.
- Tenant agrees to change the A/C filter every month.
- Tenant agrees a maximum of two pictures per wall and to patch the holes upon move out.
- Tenant agrees to maintain the yard mowing, edging, trimming, trash removal and watering. Tenant also agrees to maintain bushes, shrubs, and small trees in and around the property and fence line. Shrubs against the home should be kept less than 4 feet tall. Trees growing into the property or hanging over the property should be reported in writing.
- Tenant agrees that no vehicles shall be parked or driven on or over the yard, inside the property, or anywhere that causes degradation to the property. Tenant agrees that any vehicle left on unpaved areas or any vehicle that is inoperable and/or has no tag may be towed at tenants' expense with notice.
- Tenant agrees to make minor plumbing repairs needed as a result of tenant use, such as broken toilet seats, clogged drains, dripping faucets, and running toilets.
- Tenant agrees to safe guard the property during the winter months by leaving a faucet dripping and wrapping exposed pipes in freezing temperature. Tenant will also safe guard in hurricane season by bringing all outside items that could be a projectile inside as well as securing doors and windows.
- Tenant is responsible for replacing blown fuses and resetting tripped circuit breakers. Damage or loss caused by this will be the tenants' responsibility.
- Tenant agrees to properly care for carpeting by vacuuming and cleaning up spills promptly. The tenant must have carpets professionally cleaned upon move out and provide a receipt to the Landlord.
- Built-in microwaves as well as washers and dryers are in as-is condition unless otherwise noted in writing. Tenants will be responsible for repairs or will be responsible for getting their own appliance if the Landlord chooses not to repair or replace.
- Tenant agrees that if they do not make repairs, that are their responsibility, and a vendor is sent out by Landlord, then the tenant will be billed.
- The Landlord shall not reimburse tenant or reduce rent as a result of any repairs made or ordered by the tenant, unless prior written approval is obtained.

In the event Tenant is responsible for making a needed repair or maintenance as outlined in the Residential Lease, Tenant Handbook or any addendums and the Tenant is unable to make the needed repair or maintenance for any reason whatsoever, Tenant is required to hire a licensed vendor, at Tenant's expense, to make such repair or perform the necessary maintenance.

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

- Replace light bulbs and batteries in smoke detectors and carbon monoxide detectors
- Minor plumbing as necessary as a result of tenant use or misuse
- Replacing a broken handle on an appliance or a water filter in a fridge
- Replace heat and air-conditioner filters EVERY MONTH regardless of time of year
- Relight gas furnace or hot water heater pilot lights
- Treat for fire ants and other pests including roaches, fleas, bedbugs, and rodents
- Replace or repair cabinet catches, knobs or handles
- Keep flower beds weeded and edged and add fresh bedding once a year
- Add phone jacks, cable outlets and internet outlets if desired

Some examples of repairs for which you will be held responsible:

- Replace heating elements/hot water tanks if caused by empty tank
- Repairing burst water pipes when caused by freezing weather
- Sewer or septic tank backups caused by foreign items introduced into the plumbing system included but not limited to diapers, baby wipes, dryer sheets, paper products other than toilet paper, cat litter, cigarettes, coffee grounds, feminine products, etc.
- Garbage disposal repairs caused from foreign items in the garbage disposal
- Any unusual damage or extraordinary wear on any of the floors, walls, or ceilings, caused by pets, animals, children, guests, smoking or any unusual or unreasonable use
- Damage to fences, outside walls, shrubbery, trees or plantings caused by residents, pets or guests
- Mildew growth on bathroom ceiling from not running an exhaust fan properly
- Damage to siding or roof from installing fixtures/equipment or from grills and other sources of heat

Break Ins- The owner is not responsible for damage to screens, doors, locks, or windows caused by forced entry. If any guests and/or residents cause damage to doors, door frames, locks, screens, or windows by forced entry, this is the tenant responsibility to pay for and repair. These incidences must be reported to management immediately. If forced entry is caused by an unknown party, a police report must be submitted with maintenance request.

Examples of repairs the landlord will make at no expense to you:

- Repairs to heater and air conditioning systems from normal use
- Repair or replace major plumbing
- Repair broken electrical components
- Repair broken appliances from mechanical failure
- Repair/paint rotted wood (please notify Realty Masters if noted)
- Treat for termites
- Repair leaks in roof and clean off roof and gutters

Maintenance Billed to Tenant – The Tenant will be charged for maintenance if:

- If the issue was caused by Tenant misuse or neglect
- If Tenant failed to troubleshoot and a vendor is able to fix a problem the tenant could have been easily solved by simple trouble shooting outlined in this handbook
- If Tenant reports an issue and vendor states there is no legitimate issue present
- Any issue outlined in the Realty Masters Lease Agreement and/or Addendum or in this Tenant Handbook as Tenant responsibility



MAINTENANCE TROUBLESHOOTING AND CARE TIPS

ELECTRICAL AND SAFETY INFORMATION AND TROUBLESHOOTING

Smoke & Carbon Monoxide Detectors- Determine what batteries your detectors use (most common is 9V) and test your detector each month when you pay your electric bill. Most smoke detectors backup batteries have a constant “chirp” when the battery needs changed. It is your responsibility to ensure smoke and carbon monoxide detectors are plugged in and have the proper batteries in place. Also check the date on your detectors; your detector expires after 10 years from Manufacture Date. Report any missing or non-working detectors immediately.

Carbon Monoxide Poisoning- **Carbon Monoxide poisoning can lead to death.** If you have gas service in your property, you must have a working Carbon Monoxide Detector. If you do not have or know where your CO detector is, you must notify us in writing immediately. Carbon Monoxide is odorless, colorless, and nearly impossible to detect without a detector. Call your gas company or the fire department if your detector goes off and immediately exit the property until the property is cleared as safe to return.

Circuit Breakers- Circuit breakers move slightly when triggered. It may appear to be ON when it is has “tripped”. To reset, turn the breaker in the OFF position, then back ON again. If you are having an issue with an appliance, power in part of your house, or with your heating and cooling system, always check and reset the breakers prior to reporting maintenance.

GFI Outlets- The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts the power during fluctuations. They are usually used in kitchens, bathrooms, laundry rooms, and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Additionally, if you lose power in only one part of the home and a breaker is not reset, it is likely the GFI on the outlets. You must reset all GFI’s in the home before calling our office to submit a maintenance report. Most GFI’s located at the breaker box are marked with a red or yellow button. Many homes have the GFI at the plug in outlet. When these “trip”, simply reset the breaker as outlined above, or per the instructions on the outlet cover. If we send an electrician, and the issue is resulted from an overloaded breaker that is fixed by resetting the GFI or circuit breaker, the Tenant will be billed for maintenance.



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

HEATING AND COOLING TIPS & TROUBLESHOOTING

HVAC Filters- All HVAC filters need to be changed once a month. A good rule to follow is to change your filter near the 1st of the month when you pay your rent. Poor cooling can be due to a clogged filter resulting in poor air flow. If you call for service and the HVAC technician establishes the issue resulted from not changing the filter, you will be billed for service. Refer to the AC Filter sign inside your HVAC closet.

Heat Pumps- Many homes have heat pumps for heating and cooling. The air coming from the vents may not feel warm in the winter or cool in the summer but if the unit is functioning properly, this does not signify a problem. Heat pumps are designed for the temperature to be set and then to **leave the control alone**. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature.

HVAC & Extreme Temperatures- Gulf Power recommends setting the thermostat on 68 degrees in the winter and 78 degrees in the summer for peak efficiency. During periods of extreme hot or cold temperatures, the heating and air system may not keep the house as comfortable as you desire. When the heat index is high the air conditioner may not lower the inside temperature more than about 10-15 degrees below the outside temperature. Close window coverings, keep doors closed do not run hot appliances for extended periods of time and take all other precautions given by public authorities when heat advisory is in effect. Do not set the thermostat at a low temperature or it could cause the unit to freeze up.

Common HVAC Issues and Troubleshooting

- **If your unit is frozen or leaking, you must turn the a/c off immediately. If additional damage is caused because you failed to turn the unit off, Tenant will be held responsible for this damage.**
- If the unit is not running at all, reset the breakers in the inside breaker box and at the outside breaker box by the HVAC unit.
- If water drips from the inside unit, it is usually due to a clogged condensation drain line outside. Dry the area with towels and fans. If the line becomes clogged, turn off the unit and clear the drain line from both the outside and inside. Some drains are easy to clean with a wet/dry vacuum cleaner and others will need maintenance. If you do not know how, call our office for instructions.

PLUMBING AND APPLIANCE CARE

Plumbing- You are responsible for keeping all sinks, lavatories and commodes open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage after five (5) days of occupancy unless it was caused by mechanical failure of the plumbing system because of improper use. It is your responsibility to plunge clogged toilets and you will be responsible for items found inside the toilet or for cracked or otherwise damaged toilet tanks.

Septic Systems- There are many items that CANNOT be placed in the system of a property with a septic tank. These items include, but are not limited to, feminine products, disposable diapers, paper toilets, condoms, grease, and coffee grounds. Tenant should not excessively use bleach or other cleaning products and should use Rid X or similar product monthly in septic system to keep the septic tank working properly.

Washer/Dryer Hookups- When you install your washer and dryer, check your hoses and washers to be sure there are no leaks. ***It is your responsibility to clean out or replace the dryer vent hose that runs from the dryer***

to the wall and the lint filter after each use. We recommend cleaning out the dryer vent hose when you move in and clean it at least twice a year thereafter. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply ***that run to the washer.*** ***Check the wall and floor monthly for evidence of a hidden leak.***

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

Dishwashers- Use the dishwasher at least once a week. Seals may dry and the motor may be damaged by long periods of not being run. Clean the door and remove food from the filter regularly, and check the bottom of the dishwasher after each use for items that may fall from the racks before using again. If your dishes are not drying as well as you'd like, try using Jet Dry or a similar product.

Fridge and Freezer- Be sure to shut the refrigerator door tightly at all times. If the door is left open, the fridge will not cool properly or will leak inside. Be sure not to overload the freezer with too many items. Tenant is responsible for cleaning underneath and behind the fridge to keep the fridge in proper working order. Remove all items and thaw any thick layers of ice on the inside of your freezer regularly.

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

WALLS, CEILINGS AND FLOORS

No Smoking- **No smoking is allowed inside the home or any enclosed area on the premises at any time.**

Changing Paint, Wallpaper, Etc.- If you want to modify the appearance of the house in any way, please put your proposal in writing and submit it to Realty Masters along with a sample of the paint or drawing (e.g. adding a fence). If approved, you will receive a written confirmation. All tasks must be done in a workmanlike manner and may need to be done by a licensed, insured vendor. Work must be inspected and approved by Realty Masters after completion. Any reimbursements agreed to will occur after completion and approval.

Walls and Ceilings- Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without *prior written approval* of Realty Masters. You are welcome to hang 2 pictures per wall as long as the walls are clean and unmarred upon move out. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted and vacuumed regularly and before vacating.

Exhaust Fans- Utilize exhaust fans in bathrooms each time the shower is run. Failure to do so can cause mildew growth on the bathroom ceiling. Because this can be prevented, any expenses incurred from removal of mildew on the bathroom ceilings will be charged to the tenant.

Vinyl Floor Coverings/Hardwood Floors- Vinyl and hardwood floors must be washed with a solution of warm water and soap monthly. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to

the floor. You will be responsible for damage done by using improper cleaning materials. You are also responsible for damage to flooring such as broken tiles, stained carpets, or torn floor coverings.

Carpet Care- Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to prevent matting. You must have a vacuum cleaner if the home you rent has carpet. Shampooing is usually necessary once a year and is your responsibility. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A copy of the cleaning company's receipt is required at the time of check-out.

EXTERIOR ITEMS AND EXTERMINATION

In and Around the House- We live in a warm and humid climate. It is important to keep the vents to the crawl space open, especially in wet weather. Watch for puddles of water that do not go away around the perimeter of the house. For slab homes, be careful that grass, dirt, flower beds or other coverings do not grow up over the level of the slab. Keep the perimeter of the house clear of all debris and organic matter (e.g. plants, weeds, etc.). Stack wood away from the exterior walls and off any wooden deck or flooring. Report to Realty Masters any suspected water problems.

Lawns and Grounds- Your lease will specify your requirements as a tenant regarding your lawn. When required by your Lease Agreement, you are expected to care for the lawn and grounds, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all walkways; curbs and driveways; treating fire ant beds and the lawn for pests; and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves, and sides of the house. You are required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowerbeds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by the Tenant. **If the roof and/or gutters are full of leaves, debris, or pine needles, this must be reported to our office. Additionally, report any dead or damaged trees on the property.**

Watering the Yard- You will be charged if the lawn dies from not being watered or properly cared for. Do not leave hoses connected to exterior faucets with the water turned on. If you have a sprinkler system, you must run the sprinkler system and safeguard it from freezing weather during the winter months. Regardless of if you have a sprinkler system, it is your responsibility to water the lawn.

Extermination- Please report any pest problem present upon move in within three (3) days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, with the exception of termites, shall be your responsibility. The tenant is responsible for the control of roaches, mice, ants, bedbugs, fleas or other rodents or pests. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and damaging the unit.) You are not responsible for termite control. Please notify Realty Masters if you suspect any termite or wood destroying insects around the house or grounds.

Satellite Dishes- You must obtain written approval prior to installing a satellite dish. The dish must be placed on a pole in the backyard and cannot be installed anywhere on the property.

CLEANING REQUIREMENTS AND HOW TO'S

Proper cleaning and maintenance will keep the home and its equipment safe and usable for you. If you do not have time for routine cleaning, reach out to our office for recommendations for cleaning companies and services.

If you do not clean your home properly, you will be more likely to have problems including, but not limited to, pest infestations and mildew growth. You can be charged for these items if it is determined these issues are caused by poor housekeeping.

The key to proper cleaning is to do it often and on a routine schedule. A properly maintained home is a team effort involving the Landlord who keeps structural and mechanical maintenance up-to-date; the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Management.

Minimum Cleaning Standards- These are some recommended minimum cleaning standards.

- Keep windows and storm doors clean, inside and outside the frame. Interior should be cleaned at least once a month; Exterior should be cleaned every six months. Wipe down or wash between the windows and screens quarterly.
- Wipe down or wash interior doors, frames, trim, and walls in heavily traveled areas every couple months.
- Wipe away dust, dirt and debris from the upper and lower sliding glass door tracks monthly if your property has sliding glass doors.
- For fire safety, wipe down and clean the stove top surface, under drip pans, oven racks and drawer, broiler pan, range hood (If property has one), filter and vent every 2 weeks. Keep the fireplace clean and swept out regularly. Clean fireplace grate, screen and glass.
- Mop and wax vinyl floors biweekly.
- Dust baseboards, window sills and grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
- Clean heater/air conditioner air return grate and change filter each *month*.
- Replace burned-out light bulbs as needed and clean lighting fixtures as needed.
- Curtains and blinds should be cleaned or washed quarterly.
- Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
- Caulk tub as necessary during residency and do not let mold grow in or around the shower.
- Take out garbage often and do not let trash or dirty laundry accumulate.
- Pressure wash any bad stains/oil & grease.

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

Kitchen Appliances- Each kitchen appliance must be cleaned regularly. In particular, the stove hoods, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans as this can be a fire hazard. Clean under and behind appliances, including the washer and dryer, regularly. Not cleaning items regularly can cause excessive wear and tear, for which you will be responsible.

Fireplaces- If there is a fireplace in your home, do not use it before consulting your property manager. Some fireplaces are decorative and are not vented properly for use. If authorized for use, do not burn pine or any other "sappy" wood, cardboard, paper, pine needles, or anything other than wood in your wood burning fireplace. This causes a buildup of residue in the chimney and increases the possibility of fire. Chimneys should be professionally cleaned every two years. If you use the fireplace excessively, you may be charged for cleaning upon move out.

OPTIONS AT LEASE EXPIRATION

Renewing Your Lease- We will send you written notice of your lease expiration 1-2 months prior to the expiration of your lease along with a written notification of any rate changes. If you desire to renew your lease, reach out to our office to begin the renewal process. You can also submit your intent to renew on our website!

Month-to-Month Tenancy- If the landlord consents to tenant remaining in the premises after the natural expiration of this lease, and no new lease is signed, then the tenancy will be extended as a month-to-month tenancy and may be terminated by tenant giving written notice not less than 30 days prior to the end of any monthly payment period or landlord giving written notice not less than 30 days prior to the end of any monthly payment period. The Landlord must approve month to month tenancy. The Tenant may be subject to a \$50 monthly month-to-month fee and must sign a month-to-month addendum.

Landlord Non-Renewal- Should the Landlord non-renew the rental agreement, The Landlord will give you thirty (30) days written notice prior to the end of the lease term to vacate.

MOVE OUT GUIDELINES

Put It in Writing- Before notice to vacate is accepted by Realty Masters, it MUST be put in writing. The notice must include the date you anticipate having the property ready for your move-out survey and where you are moving to (even if you don't have a forwarding address, list the city and state where you will be relocating).

Thirty Days Written Notice- Tenant(s) must give thirty (30) days written notice to Realty Masters before vacating the premises. **The written notice is required even if you intend to vacate at the end of the lease.** **Termination of the tenancy shall occur on the last day of the month.** Notice from the tenant to landlord must be made by certified mail. All other conditions of this lease shall remain in effect. Failure to give the above stated notice by tenant prior to the end of the lease or any month to month period will result in additional liability of tenant for the following full monthly rental period.

If tenant fails to vacate after the initial lease term, or any successive consensual periods after the initial term, tenant shall additionally be held liable for holdover (double) rent.

Military Clause- Per the military clause, service members with a military clause can provide a **30 day notice to vacate** at any time during the lease agreement. The service member must provide a letter from their commanding officer or a copy of their official PCS orders with their 30 day notice in order for the notice to be effective. Your notice will not be accepted without the proper documentation outlined by the military clause. See the military clause for further instructions.

Move Outs are for the Last Day of the Month- **According to your lease and Florida Landlord Tenant Law, move outs are scheduled for the last day of the month (only exception is the military clause).** You must give your written notice by the 3rd of each month in order for us to process your 30 day notice for a move out that month. If your notice comes later than this, you will be responsible for another month lease term. If you would like to vacate and turn over keys early, that is acceptable, however, rent must be paid through the entire month. Rent refunds will not be permitted unless a new tenant moves in prior to the end of the month. Please contact us should you have ANY questions about this!

Breaking the Lease- Tenant is liable for terms of lease including thirty (30) days written notice of vacating and any rents due in the event of early termination of lease agreement by the Tenant. The penalties for breaking your lease are defined in the lease agreement under paragraph 23 "Default." We work diligently to reduce your costs

should you break your lease. You must pay a full months' rent for every month until a new Tenant is secured. When the new Tenant moves in, your obligation for future rental payments ceases. Forfeiture of the security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and check-out and leave the premises clean, undamaged and ready for occupancy.

If you should break your lease you will be responsible for all costs incurred in securing a new Tenant. Following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:

- Rent until the new lease takes effect
- Lawn maintenance
- Utilities (keep them on in your name until notified of a new Tenant)
- Damages upon move out
- A re-leasing and/or breaking lease fee which covers expenses incurred to market the property for rent after you break the lease.
- Forfeiture of Security Deposit as allowed under the lease and Landlord Tenant Act

MARKETING DURING THE NOTICE PERIOD

Marketing During the Notice Period- After you have given notice that you intend to move, the property may be listed for sale or rent. The most probable showing hours are between 9:00am and 6:00pm. The property must be available and in good condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule.

You will be called prior to showing and given reasonable notice as defined by Florida Law. **If there is no answer or no answering system, the call is still considered notice.** If necessary, we will post a legal notice to enter if Tenant denies reasonable access to the property during this time. The Tenant does not have to be present and agents can enter with a key if granted permission to ease the stress of showings.

Minimum showing conditions:

- Floors are recently vacuumed; clutter free, especially no piles of dirty clothes
- Kitchen and bathrooms are clean, sinks are clean and empty
- Walls are clean and unmarred
- All beds made and rooms neat
- Animals are out of the way and secured; litter boxes are clean and odor free
- TV is off or volume turned low so as not to be intrusive
- Yard is mowed, trimmed and in good condition
- Blinds/curtains are open and home is well lit when possible

Extra effort on your part is expected in keeping the house and yard neat and clean during the marketing period.

The better a home shows, the more likely it will rent or sell quickly. The faster a new resident is found, the less you will be bothered by showings. Please extend the same respect you would hope for when house hunting to others and cooperate for showings. A home that shows well benefits everyone!

PREPARING TO VACATE

Communicating with your property manager is the key for receiving your deposit! Your property manager is in the office Monday- Friday 8:30 to 4:30 and would be happy to answer your questions. Email us your questions to info@PensacolaRealtyMasters.com We also have a video on our website under the "Move Out Notice" page that will be very helpful for you as well as a copy of these move out guidelines.

Carpet Cleaning- Carpets **must be PROFESSIONALLY** cleaned by a licensed and insured carpet cleaning company when you turn over possession of the property. If you have a pet, you must show proof on the carpet cleaning receipt that carpets have been treated with a pet enzyme treatment. Receipt must be provided to management upon vacating in addition to your keys.

Chemical dry cleaning, owned/rented machines, and unlicensed and uninsured companies are unacceptable.

Not obeying these guidelines will result in a charge for carpet cleaning from your deposit.

Although you are free to use the licensed/insured carpet cleaning company of your choice, we suggest using the following vendors that may offer a discounted rate for Realty Masters tenants:

- Escarosa Cleaning and Restoration at 850-432-6060
- KleenCare Carpet at 850-995-0902
- Blue Angels Multi Surface Cleaning at 850-525-5403.

Full Deep Cleaning- The home must be deep cleaned prior to move out. This may take a few days to do properly if home was not cleaned weekly during occupancy. Make sure to plan enough time to complete the Move-Out Cleaning Checklist, which is attached, to ensure you will receive full cleaning credit on your deposit. To ease the stress of moving, many residents prefer using a professional company for this service as well. Please note you are responsible for arranging payment if contacting any of our partner companies directly. If you hire a cleaning company upon move out, please provide a copy of the receipt in your move out envelope. Contact our office for a list of cleaning vendors, and we can provide recommendations.

Utilities Upon Move Out- **All utilities are to be left on for three business days after your scheduled move out date and/or date of key return**, whichever is later. If utilities are not on for your move out evaluation or if you vacate and leave the property in a condition that requires the landlord to make repairs and/or clean the premises because of your actions, you will be charged a \$75.00 fee for the expense of the utilities required to make such repairs or clean the premises.

Forwarding Your Mail- Please visit [USPS.com/move](https://www.usps.com/move) to change your address online or go to your local post office to submit a change of address.

Trash Service- Any trash left outside the can or on the curb will NOT be hauled off by your utility company. Some utility companies offer a bulk pick up service included in your bill BUT you must call and schedule a curbside pickup and follow the appropriate guidelines. Items such as furniture, beds, couches, etc. are too large and WILL NOT be picked up. You will be charged for a dump service to haul off any trash, furniture, or personal items left inside or outside the home.

Return of Keys- You must have your keys returned to the Realty Masters office on or before the last day of the month or agreed upon legal possession date. In the event all keys are not returned upon move out, there will be a minimum charge of \$75.00 to re-key the property. **Keys are not to be left in the property and must be returned to the office.** In the event garage remotes are not returned upon move out, there will be a minimum charge of \$75.00.

Please label keys and place in the envelope provided with these guidelines. Our office is open Monday- Friday 8-5 and Saturday from 8-2. You can leave your labeled keys in the drop box if our office is closed.

You must include the following: (1) Cleaning Checklist and (2) Signed Tenant Move-Out Survey and (3) professional carpet cleaning receipt. Please include any mailbox keys if applicable. Garage remotes are to be left in the kitchen of the property. **If we do not receive your keys by the last day of the month, you will be charged hold over (double) rent for each day until they are returned.**

MOVE OUT EVALUATION

The Move-Out/Check out Condition Survey- **Keys and professional carpet cleaning receipts must be turned in to the office before an inspection will be done. Inspections are done after keys and receipts have been turned in.** Move in and move out evaluation reports will be compared and used to determine damages, if any, along with the pictures of the move out evaluation.

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

The move out cleaning checklist and guidelines are attached. Upon receipt of your written notice to vacate, another copy will be sent to you. Most Tenants who use the guidelines pass the survey on the first appointment. *A re-inspection fee (minimum, \$35.00) will be charged for each return trip that is required after the first inspection should the evaluator need to go back for any reason.*

RETURN OF THE SECURITY DEPOSIT

Important Note- THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!

Florida Law- The security deposit will be refunded in accordance with Florida Statutes §83.49. In summary, it provides that upon the vacating the premises at the termination of the lease, the landlord shall have 15 days to return the security deposit if the landlord does not intend to impose a claim on the security deposit. If the landlord is making any claim on the security deposit, the landlord shall have 30 days to give the tenant written notice of the landlord's intention to impose a claim on the deposit and the reason for imposing the claim.

- The security deposit claim must be **mailed certified mail** and must be postmarked within the 30th day after the tenant returned possession of the property and turned over keys.
- The security deposit refund **must be made in all current lease holders names**, and the check cannot be made out to a party that is not on the lease. If there are multiple parties on the lease, all parties must be present at your bank to cash the security deposit check.

Security Deposit Timeline- Per Florida Landlord Tenant Law, we must wait an additional 15 days after Tenant's receipt of the Landlord's notice of intention to impose a claim to see if the Tenant objects to the imposition of the landlord's claim or the amount. If no objection is received within the time period, the landlord may then

deduct the amount of his or her claim and shall remit the balance of the deposit to the Tenant within 30 days after the date of the notice of intention to impose a claim.

Determination of Charges- Realty Masters forwards all inspections, photos, and videos to the property owner who makes the determination regarding any necessary damage charges to your security deposit. We will compare the inspections and photos from prior to your move in, any renewal evaluations, the move in inspection you completed, and the current move out evaluation in order to determine charges **above and beyond normal wear and tear**. Any past due balances will also be deducted from the security deposit.

Receiving a Full Deposit Refund- We want all of our tenants to receive their deposit back! That means the house was ready for move in for the next resident less routine maintenance items and upgrades. Please let us know if you have any questions on how to receive your full deposit back.

The following are the requirements for a full refund:

- Have given thirty (30) days written notice prior to vacating at the end of the lease
- Have left the premises clean and undamaged and followed the checkout procedures
- Have left all walls clean and unmarred. (Homes are NOT painted between each Tenant)
- Have paid all charges and rents due
- Have removed all debris, rubbish, and discarded all items from the premises
- Have provided a forwarding street address and a telephone number. As we must mail your claim form certified mail, P.O. Boxes are NOT accepted as a forwarding address.
- Have an acceptable move-out/check-out condition survey report by the Property Manager, Landlord, and/or Evaluation Team

The moving process is hard. If you do not invest time in resources in preparing the home for your move, you will not receive a full refund. If you run out of time and want our help with cleaning services, reach out and let us know.

Security Deposit Dispute- If you do not agree with the charges on your security deposit claim, you must **put your objecting in writing** and send it to our office within **15 calendar days** per Florida Statute. Realty Masters has a Security Deposit Resolution Committee, comprised of team members other than your Property Manager, who review the dispute as an unbiased third party.

We will review any documentation we receive from the Landlord, Property Manager, Vendors, and Tenant to make a ruling on the security deposit dispute. Sometimes our Landlords and Tenants do not agree on a charge which is why we offer this service. Realty Masters is one of the only companies in town who offers this review process. Please allow us to review your claim and any documentation you may have to support your position.

Collections- It is our policy to use a collection agency to collect past due balances. Please note, if you leave owing a balance and do not contact your property manager to schedule a payment plan, you will be turned over to collections within 60 days.

Contact us with Questions!- Please remember to reach out at any time with questions about the process.

MOVE-OUT CLEANING CHECKLIST

GENERAL – ALL AREAS

- Windows, windowsills, sash & frames are clean
- Blinds are all thoroughly washed
- Base boards, molding, and trim washed
- Ceiling free of cobwebs
- Walls and doors wiped & washed down
- Sliding door tracks free of dirt
- All vents & a/c registers cleaned
- Outlets and switch plate covers cleaned
- Carpets **professionally** cleaned (include your receipt)
- All vinyl/ tile/ wood surfaces swept & mopped
- All nail holes & dents on wall are filled & smooth. **Touch ups must match wall color or you must paint the entire wall!**
- Replace all smoke & CO detector batteries
- All burnt out light bulbs replaced throughout with 60 watt bulbs unless otherwise stated

KITCHEN

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

LIVING ROOM/ HALLWAYS/ BEDROOMS

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

BATHROOMS

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

LAWN

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

GARAGE/ PATIOS/ DECKS/ STORAGE

- Empty and clean out storage and/or garage
- Sweep ceilings and walls for cobwebs
- Sweep and mop floors
- Pressure wash any bad stains/ oil & grease
- Clean out dryer exhaust vent

EXTERIOR

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

NOTE: You must call your trash company to schedule a pick up for any boxes, furniture, or appliances. Failure to do so will result in a fine.



EMERGENCY, DISASTER & FREEZING WEATHER PROCEDURES

EXAMPLES- Hurricane, Tornado, Flood, Freezing & Icy Weather

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

Make Your Plan Now- The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for. To avoid unnecessary stress, get ready now.

Types of Emergency- The first type is one that is specific to the property you rent (i.e. a tree falls on this house, or the hot water heater bursts).

The second type of emergency is an area wide disaster (i.e. a hurricane or tornado) Appendix B addresses this type of emergency procedure. Our office will send out additional information prior to an upcoming area wide disaster if advanced notice is given. Because we get advance warning for a hurricane, many people choose to leave town. If you leave, you still must secure the property prior to leaving. If the disaster does occur, please call us upon your arrival back to the property.

The third type of emergency involves protecting your property from freezing water pipes.

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

Locate Water Shut Off and Power Source - In case a pipe does burst, water will need to be turned off at the main connection (usually at the meter in your yard close to the road). It's also important to locate your breaker box so you can shut power off should an emergency arise.

This is essential to know and easier to locate in a non-emergency situation.

Practice Fire Safety- Fire safety is even more important in non-disaster and disaster emergency procedures. When temperatures get cold or power sources are eliminated, people use alternative heat sources that can present fire or carbon monoxide dangers. As part of your safety plan, make sure your detectors are operating properly. Do not operate space heaters without reviewing proper instructions for use. **Always have a small fire extinguisher in your kitchen.**



EMERGENCY (NON-DISASTER) PROCEDURES



APPENDIX A- Unexpected Emergency like Kitchen Fire, Water Heater Flood

Upon first occurrence or discovery of problem, call 911 immediately and exit the premises. When safe, secure property from further damage. Following is a summary of what to expect. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and your assistance is vital to ensuring repairs are completed properly.

Resident Responsibility

- Take steps to prevent additional damage
- Turn off the source of water or electricity or gas, as the situation demands
- Notify Realty Masters. If it is after hours, use the emergency line at (850) 512-6019
- Make claim on Renters insurance and notify property manager of insurance coverage
- Provides any police/ fire reports to Realty Masters within 2 days of the incident
- Provide access for insurance, contractors, and staff to assess and repair damage
- Notify management of delays, "no show" appointments or problems with repairs

Realty Masters Responsibility

- Notifies the Landlord of the damage(s) at the property
- Coordinates with the Insurance Company
- Documents and takes photos of any damage for the Landlord and Insurance Company
- Obtains estimates from Vendors and Contractors as necessary
- Facilitates repairs and renovations in accordance to owner and insurance companies desires
- Inspects and takes pictures of finished work upon completion

Please call 911 in the event of a fire or other life threatening emergency prior to contacting our office.

Our team will need to access the property to allow contractors and insurance companies to assess the scope damage. Within 3-10 days, depending on the severity of the damage, the repairs will begin. Depending on the severity of the disaster, your Lease Agreement may require you to vacate the property. Keep in mind, the Landlord and/or Insurance Company must approve repairs before work can begin. Please remember that work is performed during normal daytime business hours, Monday through Friday, and may require several days to complete. The Vendors will set a time with you to work on the house. If you desire, they can check out a key from the office. You will need to call the office to coordinate with the office manager for key check-outs.

After the repairs are complete, management will call you to set up a time to re-inspect. If there is a delay, please contact the office. Your help and cooperation is vital to this process.

Tenant Caused Damages- *You are responsible for any loss to the Owner due to Resident negligence. If the damage was caused by a resident or a guest (whether intentional or not), please be aware all charges not covered by insurance will be billed to you. This is one of the reasons it is vital to have renters insurance.*



APPENDIX B- Disasters such as Hurricane, Tropical Storm, Flooding Rains

The National Weather Service will weather alerts within 24-36 hours prior to expected tropical events or flash flooding rains. Be alert and take heed to these advisories, especially during Hurricane Season. Hurricane Season is June 1st through November 30th each year. Local emergency management advises residents to be self-sufficient for 3-14 days. You must make several preparations to prepare for a storm should it impact our area.

We will send out communications via email before and after a storm event with more detailed instructions. Also be sure to follow our social media for updates and notifications of correspondence being sent out.

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

Protecting and Securing your Home - You are required to protect and secure the home just as the homeowner of the property would. The better you secure your home, the less likely damage will occur to your personal property.

- Bring in all outdoor furniture, outdoor play equipment, planters, decorations, garbage cans, and anything else that is not tied down. Any item that is not secured can become a projectile and damage your property.
- Park your vehicles somewhere safe, never under or near trees or in low lying areas prone to flooding.

Hurricane Shutters - If your Landlord has provided hurricane shutters and all necessary hardware, you are responsible for securing the shutters unless your home is multiple stories. If you cannot safely install hurricane shutters, please contact our office in the event of a strong hurricane coming to our area. If you do not have Hurricane Shutters, **do not tape your windows**. If installed incorrectly or without hurricane clips, plywood can damage the siding, window frames or exterior of the property. **You must have authorization from our office before installing plywood at your property.**

Before you Evacuate - Before evacuating, **you must turn off the power and water supply to the home**. Shut off your breakers (except to the fridge unless it is emptied) and turn off all water valves at sinks, the hot water heater, and behind your toilet. Please call your utility company or our office with questions. Be sure to throw away any perishable items prior to evacuating.

Never leave any type of pets behind if you evacuate. **Should you evacuate for a storm, we ask you email our office to notify us.** This will help our team complete disaster assessments more efficiently.

Preparations before hurricane - Have an emergency plan for your family. Know your evacuation routes. Determine where to go and how to get there. Talk to your children about how and when to call 911. Make sure you have an operable fire extinguisher and everyone knows how to use it. Learn the location of nearby shelters in case you need to leave your home after a storm. You cannot leave any pets (including kenneled or caged animals) in your home when you evacuate! If you plan on staying in your home, make sure you are prepared with supplies to last 3-14 days.

Last Minute Preparations- Locate and secure all important papers, including insurance policies, wills, license, etc. Fill all vehicles with gas and get cash from the ATM. If you have not yet, take inventory of your home! Maintain a written list of your possessions. Be specific and include serial numbers. Document your items with photos and/or video for your insurance company.

Safety during Hurricane- If you choose to stay, find a **safe room** in your home that can serve as protection during the worst parts of the storm. Seeking an interior room, with the fewest windows or doors, is the safest option. Many times this is the bathroom, laundry room or hallway on the first floor of your home. Do not go outside or try to travel during the storm. Stay indoors until the storm is declared over and be weary of the "eye of the storm" when it appears calm as conditions quickly worsen as the eye passes. If you lose power during a storm, you should unplug all appliances and turn off the air conditioner system. Wait at least 30 minutes before turning on air conditioner and major appliances to prevent power surges once power is back on. Do not turn power on if the property flooded or was exposed to large amounts of water.

Safety After the Hurricane- Stay away from downed power lines. Do not attempt to walk or drive through flooded areas. Hidden debris can be very dangerous and depth levels deceiving. Do not use generators inside the home or in an enclosed room. Carbon monoxide poisoning is deadly. Do not wire generators to the breaker box. Do not attempt to climb on the roof or enter any other hazardous situation. Without power, you will find yourself more exposed to insects. Protect yourself and family from bugs by wearing insect repellent. Make sure to listen to officials for instructions. Typically, roads are not passable and curfews are imposed. For your safety, do not leave your home (unless necessary for your safety) until officials say it's okay to do so.

Damage to your Property- **Report any damage to management immediately.** We will dispatch our staff and contractors on a triage system as soon as conditions and roads allow. If damage to our area is severe, we will be inspecting properties as soon as possible after the storm. If your home appears to have damage and you are not home, we will enter the premises to document the damages.

Written authorization by the homeowner or landlord must be obtained prior to FEMA or any other person or agency installing a tarp on the roof! The tenant is not authorized to do any repairs without written authorization.

Important Contact Information– To report downed power lines or dangerous conditions, contact Gulf Power at 1-800-487-6937. Use this number to report downed power lines or dangerous conditions.

You can reach Escambia County Emergency Management at 850-471-6400, Santa Rosa County Emergency Management at 850-983-5360, and Okaloosa County Emergency Management at 850-651-7560.



FREEZING WEATHER PROCEDURES



APPENDIX C- Freezing Weather, Ice Storms

The Tenant is responsible for safeguarding the property during freezing temperatures. Tenant(s) will be held liable for repairs to broken pipes during the winter months and will be subject to costly water bills. These are unnecessary expenses that can be avoided with proper preparations.

Anytime the outside temperature dips below 32 degrees, enact the freeze precautions outlined below.

You must take the following precautions to ensure your pipes are protected:

1. Walk around your home and survey for any outdoor pipes. Pipes may be exposed on the side of the home near the laundry room, kitchen, or bathrooms. Sprinkler pipes and pool pump pipes should also be protected. Outside water spigots are at risk as well.
2. Cover **ANY** exposed pipes with towels, blankets, or insulation tape to insulate them from freezing temperatures.
3. Remove any sprinkler hoses from your spigot.
4. Leave an outdoor faucet dripping for a regular freeze or wrap your outdoor faucets and/ or cover with insulation boots during a hard freeze.
5. Leave an indoor faucet dripping or with a slight stream to keep water flowing through the pipes. This relieves the excess pressure that can build up inside pipes during freezing weather.
6. Make sure your heater is on and set to at least 65 degrees to help keep pipes warm.
7. Keep your pipes protected and your faucets dripping until the temperatures reach out 32 degrees.

Sprinkler System and Pool Pumps– These items are often times the first items to freeze in cold weather. **If you have a sprinkler system or a pool, your sprinkler pipes and pool pump pipes must also be covered.** If you have insulation tubing, that is best, but if not, cover your pipes completely with towels, blanket or insulation tape.

Properties that are Most Susceptible to Freeze– Properties that are older, built off-grade without a concrete subfloor, properties with additions built after the original home, properties with sprinkler systems and pool pumps, and properties with any exterior PVC or exposed plumbing pipes.

Plants– Plants should be protected from freezing temperatures. Cover them as well.

In addition to being without water when your pipes freeze, you will be responsible for the cost to replace plumbing pipes if pipes burst due to freezing temperatures from not being protected.

It is always the tenant's responsibility to protect against freezing water pipes in and around the property.

SUMMARY

This Handbook is For You- In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it where you can find it easily. If you find something that you think would be helpful to others, but is not included, please notify our office. We are always looking for additional ways to improve our service.

Monthly Newsletter- We send a monthly newsletter via email with good information and tips. Make sure to look out for it! Also, add us on Facebook to get important updates throughout your residency.

Purchasing a Home- Should you decide to purchase a home, in the future, call the Realty Masters sales office at (850) 453-9220 and we will help locate a Realtor who is knowledgeable in the area and price range you desire. The home you are renting may also be available to purchase at some point during your occupancy. Please contact the office for more information about buying a home. Our sales office will be happy to help you find a home to purchase and provides incentives to our renters who purchase a home through our sales team!

Welcome to Realty Masters- Again, welcome to the Pensacola area and to your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly Pensacola area. Reach out if we can be of assistance in any way.

Lead Based Paint Pamphlet- The Lead Based Paint Pamphlet provided by the EPA follows this page. This applies if your property was built before 1978. Please refer to your lease agreement to see whether or not this information applies to you and your property.