

# Tenant Handbook<sup>®</sup>

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HOW TO LIVE AND CARE FOR THE HOME YOU ARE RENTING

Southern Residential Leasing  
SOUTHERNRESIDENTIALLEASING.COM

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## OUR PERSONAL MESSAGE TO YOU

Congratulations on the selection of your new home! We are thrilled you have chosen a Southern property. If there is anything you need throughout your lease, please feel free to contact your property manager or visit one of our offices nearby.

Fort Walton Beach  
656-C Santa Rosa Blvd.  
Fort Walton Beach, FL 32548

Destin  
4608 Opa Locka Ln.  
Destin, FL 32541

Perdido Key  
13587 Perdido Key Dr.  
Perdido Key, FL 32507

Daphne  
1745 Main Street B  
Daphne, AL 36526

If you own a home elsewhere, we may be able to locate a Property Manager for you through our association with the National Association of Residential Property Managers® (NARPM®). If you are interested in purchasing a home or investment property in the area, we can help you locate a Realtor® who can guide you through the process.

As professional property managers, we have obligations to both you as the tenant and to the property owner. This handbook is provided as part of your lease agreement and outlines our responsibilities to you and your responsibilities to us and the property you have decided to rent. Please read each paragraph carefully and contact us if you have any questions.

Clear communication is the key to any successful landlord/tenant relationship and we are always here to answer questions, resolve disputes and discuss any outstanding concerns you may have. Please keep in mind that your **online tenant portal** is the most efficient way to communicate with any member of the Southern Residential Leasing team. Your portal can be found at **SouthernResidentialLeasing.com** and allows you real time access to update your contact information, send messages to your property manager, make payments, give notice and submit service requests. *If you communicate orally via phone or in-person, please remember to follow up the request with written correspondence because oral/verbal notice alone is NOT sufficient under the notice provisions in your lease.*

## GENERAL RULES AND REGULATIONS

### Part of Your Lease

This Tenant Handbook is part of your lease and is legally binding on both parties.

### The Property

You have leased a home, think of it as your own. Throughout the term of your lease, you are in possession of the house and the yard, your obligations are similar to those of the Owner and you are expected to care for and maintain the premises accordingly.

### Rental Payments

All **rental payments are due and payable, in advance, on the first day of each month.** Monthly bills will not be sent. Checks, money orders or certified funds are made payable to: Southern Residential Leasing

**We encourage all payments to be made through your online tenant portal.** Payment by check can be done through your online tenant portal. For any other form of payment, please mail or deliver your payment to the above address and remember to **write the property address on your payment** to assure proper credit. All accounting is done by the address of the property and to avoid any misunderstanding, please remember to put your property address on every correspondence with the office.

You may pay in person, Monday through Friday, 9:00 am – 4:30 pm at 2010 US Hwy 98 #105, Santa Rosa Beach, FL 32459. For after-hour convenience, please use the drop box behind the office. **We do not accept postdated checks, credit cards or cash.**

**Rents remaining unpaid beyond the second day of each month are considered delinquent and subject to a late fee.** Rents remaining unpaid after the second day of each month may be offered for collection and will be subject to all collection charges and fees incurred. The late fee is \$50.00 on the second day of the month, plus \$10.00 per day thereafter until paid. If Southern Residential Leasing has to post a three-day notice on your door, you will be charged a \$50.00 notice delivery fee for each notice as outlined in your lease.

### Phone Numbers

All residents are required to have telephone accessibility and you are required to provide those phone numbers to Southern Residential Leasing, unlisted phone numbers included. In the event that a phone number changes, please notify your property manager by phone or through your online tenant portal. Both work and home phone numbers should be provided within your first rental payment or upon move-in.

## Returned Checks

In the event of a bad check, the amount designated on the returned check plus the returned check charge (\$50.00) must be paid through certified funds or a money order within 24 hours of notification, otherwise legal action may be taken. If the returned check results in a late rental payment, a late fee will also be incurred. All amounts due must be paid in full at time of notification. Please remember we will not accept a check payment on a previously bounced check.

## Default of Rental Payment

**If rent is not paid by the second of each month; this acts as notice that your lease and rental agreement is in default and may be cancelled and a demand of all monies due may be required.** You will be responsible for all fees, attorney fees, court costs, and legal and all other costs of collection incurred by efforts to acquire the rent due. All charges unpaid by the end of the month in which they are charged may be added as additional rent. The owner and Southern Residential Leasing have all remedies in your lease and at law or equity to collect unpaid rent, plus and including all costs of collection and all fees/charges that may apply to any unpaid rent. 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 in writing and signed by all parties before legal action is stopped.

## Thirty Days Written Notice

A thirty (30) day written notice must be given to Southern Residential Leasing before vacating the premises. **Written notice is required even if you intend to vacate at the end of the lease.** If your landlord consents, know that remaining in or on the premises after expiration of the current lease with no renewal signed, will result in a month-to-month tenancy that can only be terminated by you (as the tenant) with written notice to Southern Residential Leasing no less than thirty (30) days prior to the end of any monthly payment period. A month-to-month tenancy can be terminated by the landlord or Southern Residential Leasing with written notice prior to you no less than fifteen (15) days prior to the end of any monthly payment period.

Termination of the tenancy shall occur on the last day of the month. Notice from the tenant to Southern Residential Leasing must be made by mail or through the tenant portal. All other conditions of the lease shall remain in effect. Failure to give proper notice prior to end of the lease or any month-to-month period will result in additional liability of tenant for the following full monthly rental period, additional fees and security deposit forfeiture. Please know that waiving or forfeiting your security deposit does not waive or excuse you from your obligations for any rent, charges or fees due under your lease.

**If the tenant fails to vacate after an initial term, or any successive consensual periods after termination, the tenant shall be held liable for holdover (double) rent.** (This does not apply to the military clause).

The owner and Southern Residential Leasing reserve all other rights to terminate the lease under applicable the Florida Landlord/Tenant Act (Fla. Stat., Chapter 83, Part II) or as written in your lease agreement.

## Breaking Your Lease

In the event you break your lease, the owner, at his or her discretion, may agree to the buyout addendum which would settle any breach of your lease. The waiver of the security deposit, as liquidated damages for premature cancellation of the tenancy, does not excuse you from other obligations of your lease. You, the tenant, are liable under the terms of your lease for the remaining term of your lease, this includes but is not limited to any rental payments and fees/charges due until the property is re-leased. Additionally, upon early termination, you must leave the premises clean, undamaged and ready for occupancy. Move-in and move-out inspections are still required.

## Keys and Locks

All locks are re-keyed with each new resident. One set of keys will be 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 Southern Residential Leasing. **Southern Residential Leasing must have keys to each lock on the house.** Upon move-out, a fee for re-keying the premises (see Fee Addendum) will be automatically claimed against your security deposit and will be deducted prior to payment of the balance, if any, to you.

Southern Residential Leasing may gain access and re-key if at any time access is denied, and charge the cost to the tenant. Copies of the new keys will be available at the office during posted office hours. All keys are to be returned to Southern Residential Leasing upon vacating the premises. If you are locked out of your home, you may borrow a key from us Monday through Friday 9:00 am - 4:30 pm. There will be a charge for any borrowed key that is not returned within 24 hours.

## Trash, Garbage and Recycling

All garbage and trash must be placed in appropriate containers and discreetly stored. Please note that Southern Residential Leasing will not provide the dispensers. You, the tenant, are required to make arrangements to have garbage and trash picked up weekly. Containers should remain in the appropriate storage area except on pick up days. The same rules apply to recyclable items and their dispensers. A total of no more than two 50 gallon trash bags of recyclable materials may be kept on the premises at one time.

## Disturbances, Noise and Nuisances

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

## Move-In/Move-Out Condition Report

Included in your move-in package is, a "Property Condition Report." Southern Residential Leasing provides this form so that you can note the condition of the premises and list all defective items, if any. Please sign your name, date and return the form to Southern Residential Leasing within ten (10) days of moving in. This same report will be used for the move-out condition comparison after vacating the premises. If this report is not returned as outlined, under the Florida Landlord/Tenant Act (Fla. Stat., Chapter 83, Part III), the property will be assumed to be in acceptable condition and any defects brought to our attention after the tenth day will be considered your responsibility. No exceptions will be made.

## Periodic Inspections

As part of our agreement with the Owner of the property, Southern Residential Leasing will conduct routine inspections of the property to ensure conditions are being maintained. You will be notified of any problems found and given seven days to remedy them. Any breach not corrected within that timeframe will be addressed according to the Florida Tenant/Landlord Act.

## Parking/Vehicles

All vehicles should be parked in the appropriate area (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You are not allowed to park on lawns, sidewalks and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times.** No vehicle repair (except minor repairs e.g. changing a tire) is allowed at any time. If your vehicle leaks fluids, please place a protective covering under the vehicle to catch the leak as no oil/fluid stains are allowed on the garage floor, driveway, walkway or any other area of the property.

## Guests

Any person or persons staying more than three (3) weeks in a three (3) month period will be considered a tenant, unless prior written permission is obtained from Southern Residential Leasing. Only those persons listed on your lease have permission to occupy the premises. You will be responsible for the behavior and acts or omissions of your guests. All portions of your lease and this Tenant Handbook also apply to your guests. Having an unauthorized tenant residing in the premises is a material breach and default under your lease and may result in eviction.

## Use of the Premises

There shall be no large above ground pools nor trampolines allowed on the premises.

## Owner's Right to Remove Personal Property from Premises

The Owner has the right to remove any furniture, equipment, or non-attached fixtures from the premises at any time without cause if the owner is not obligated to provide the personal property in your lease agreement.

## Swimming Pools

Unless your agreement says otherwise, the owner will provide a pool maintenance company to service the pool. You, as the tenant, will make the property available for scheduled maintenance and will be responsible for any misuse, including any accidents or injuries. Tenant will not allow glass containers around the pool or any other item that could puncture a pool liner. If the tenant is responsible for the pool, the tenant shall execute a "Swimming Pool Addendum."

## Emergency Maintenance and Repairs

An emergency exists when danger is present or property damage has occurred or is about to occur. **To report an emergency, call 855.559.5525 and report the specific incident, your telephone number and the property address.** Please do not abuse the emergency system with unrelated calls. If the emergency involved a fire or something similar, please notify the proper authorities (911) first.

## Insurance

Though it is not required, Southern Residential Leasing recommends you get tenant's insurance for your liability and personal property. A copy of your declarations page is to be given to management within the first month of moving in. Additionally, please notify your insurance company that Southern Residential Leasing is your landlord and must be notified of any changes moving forward. Southern Residential Leasing will not and does not provide any insurance for you, your personal property, or any liability insurance for the tenant.

## Pets

No pets – animals, snakes, birds, etc. – of any kind are allowed on the premises unless you have written permission and have paid a non-refundable pet deposit. Please note that this fee is for the privilege of having a pet and does not cover damages. In addition to any pet fee, you will be charged for spraying for fleas as well any damage or necessary repair work caused by the pet. You are responsible for the animal at all times. Southern Residential Leasing reserves the right to revoke pet privileges at any time without terminating your lease agreement.

## UPON MOVING IN

### Getting to Know Your Property

When you first move-in, locate the breaker box and note the ground fault circuit breaker (some of these are located by the sinks and not near the breaker box) and where the stove, hot water heater and air conditioning breakers area. Also, look for the water shut off which can typically be found in the front yard near the house close to a front spigot. If the shut off has been covered, contact Southern Residential Leasing so that it can be properly marked. Lastly, please look for the water shut off for the hot water heater. Locating these items now has potential to eliminate damage later.

Because we live in a warm, moist climate, it is important to keep the vents on the crawl space open. Closed vents may cause excessive damage to floor joists and other areas underneath the home. Keep in mind that puddles of water around the perimeter of the home are often a sign of water damage. For slab homes, be careful that grass, dirt, flower beds and other coverings do not grow over slab. Please keep the perimeter of the house clear of all matter. Stack wood away from the exterior walls and off any wooden deck or flooring and remember to immediately report any suspected water problems to Southern Residential Leasing.

### Heating and A/C Systems

All heat and A/C filters should be changed at least once a month, and batteries for smoke detectors at least twice a year. Southern Residential Leasing recommends that you test all your batteries and all devices in the premises which rely on batteries for power (whether directly or as back-up power) when you change your air filter. A great way to remember to do so is upon paying your electric bill. You are responsible for maintaining charged batteries in all such devices during your lease.

For homes that have heat pumps for heating and air conditioning, know that the air coming from the vents will not be warm in the winter or cool in the summer. Heat pumps are designed for a set temperature. The air runs over the heating or cooling element and then gradually warms or cools to the desired temperature. During extreme periods, the heat pump may not keep the house as comfortable as you desire. For instance, when the heat index is high, the heat pump may not lower the inside temperature more than ten degrees below the outside. In these cases, Southern Residential Leasing recommends you close the windows and doors, avoid running hot appliances and take all other precautions given by the public authorities. Please do not set the thermostat at a low temperature when the outside temperature is above 95 degrees.

Poor cooling and heating can often be the result of a clogged filter which is why Southern Residential Leasing recommends you change these monthly. If you have a clogged filter, water will typically drip from inside the air-handler unit. To fix this it depends on the line, but you can either pour bleach down the drain line (located in the drip-pan at the bottom of the air-handler unit) or attempt to clean out the drain line with a wet/dry vacuum where the drain line empties on the outside of the premises, but please remember to turn off the unit before clearing the line. If you do not know how to do either, call a heating and air conditioning repair company for instructions.

### Circuit Breakers

Circuit breakers move slightly when triggered. It may appear to be on when in fact it has “tripped.” To reset, turn the break to the off position and then back to the on. The ground fault circuit breaker detects even the slightest voltage change and will cut the power during such fluctuations. Most ground fault circuits are located the breaker box and are marked with a yellow button. Many homes have ground fault circuits at the plug in outlet; when these trip, simply reset the breaker as outlined above or per the instructions on the outlet cover.

### Extermination

Please report any pest problem within three 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, except termites, shall be your responsibility. Southern Residential Leasing assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Suspected termite infestation should be reported as soon as possible. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and further damaging the unit).

### Paint and Wallpaper

If you wish to change the house in any way, please put your proposal in writing and submit to Southern Residential Leasing along with a sample of the desired paint, wall paper or rendering (e.g. adding a fence to the property). If approved, you will receive written confirmation. Please be aware that all tasks must be done in a workmanlike manner, and must be inspected and approved by Southern Residential Leasing after completion. Any agreed upon reimbursements will occur after final approval.

## MAINTENANCE, DAMAGE & REPAIR

Throughout your lease, you are expected to maintain the home and keep it within the same condition as it was when you took possession. Only normal wear repairs will be made by Southern Residential Leasing. You will be held accountable for repairs caused by misuse or neglect.

### Maintenance Requests

Service Request Forms are available online through your tenant portal. Southern Residential Leasing stresses the importance of putting all routine requests in writing using this form. Upon filling out the request, please be as specific as possible about the problem. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) of reporting a problem, please notify us at [ForLease@GoSouthern.com](mailto:ForLease@GoSouthern.com) so that the call can be reassigned.

### Who Does What

All breakdowns, system failures and structural defects to the property must be reported to Southern Residential Leasing immediately. If an urgent repair is needed, you are responsible for stopping further damage from occurring if possible and safe to do so (e.g. if there is a leak, you are responsible for stopping the water source until Southern Residential Leasing can make the repair. Likewise, if the problem is electrical, turn off the breaker until a repairman is available.) You will not be reimbursed for any unauthorized repairs you make.

#### Examples of Maintenance You are Expected to do at Your Own Expense

- Replace light bulbs
- Torn or damaged screens
- Replace or repair cabinet catches, knobs or handles
- Replace heat and A/C filters each month
- Treat for fire ants and other lawn pests
- Keep flower beds edged and add fresh bedding
- Replace batteries in smoke detectors
- Phone jacks and cable outlets

#### Examples of Repairs Management will make at No Expense to You

- Repairs to heat and A/C systems from normal use
- Replace heating units or hot water tanks from normal use
- Repair leaks in the roof
- Replace or repair any part of plumbing which fails from normal use
- Remove broken electrical components
- Repair/repaint rotted wood
- Treat for termites

#### Examples of Repairs for which You will be held Responsible

- Replace heating elements/hot water tanks if caused by empty tank
- Repairing burst water pipes when caused by freezing weather
- Any unusual damage on any of the floors, walls, ceilings, caused by pets, animals, children, guests, smoking or any unreasonable use
- Damage to fences, outside walls, shrubbery, trees or plantings
- Damage caused by your failure to notify us promptly under the circumstance of any repair needed, where prompt notice could prevent further damage.

### Unauthorized Repairs

Please do not make any repairs or authorize any maintenance without written permission from Southern Residential Leasing. All repairs must be authorized by us except as provided in the Florida Tenant/Landlord Act. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

### Lawns and Grounds

You are expected to tend and care for to the lawn and grounds. This care includes regularly cutting the grass, fertilizing the lawn, trimming the shrubs, edging all walkways, curbs and driveways, treating for pests. You are required to report any condition which can cause damage, permanent and temporary, to the grounds. Please keep in mind that whatever is in the flowerbeds as a cover, must be maintained by the tenant. Additionally, please do not leave hoses connected to exterior faucets with the water turned on.

### Light Bulbs

Upon moving in, you will find that all light fixtures have been equipped with the proper bulb. Throughout your lease, you are responsible for replacing burned out bulbs, including floodlights. Upon moving out, all lights must be equipped with the proper number and kind of bulbs. Light bulbs must be 60 watts unless otherwise specified on the fixture.

### Plumbing and Septic Systems

You are responsible for keeping all sinks, lavatories and commodes open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage after five days of occupancy unless it was caused by mechanical failure of the plumbing system during normal use.

### Waterbeds

You will be responsible for any damage or liability caused by a waterbed. Waterbed insurance is available.

## Walls and Ceilings

Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval of Southern Residential Leasing. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted/vacuumed regularly and before vacating. **SMOKING IS PROHIBITED IN THE PROPERTY.**

## Vinyl and Hardwood Floors

With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times a year. Do not use gas, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floor. When waxing, use a water-emulsion, self-polishing types of wax such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors. Do not use any solvent based waxes. You will be responsible for damage done by using improper cleaning materials or solutions. You are also responsible for damage to flooring such as broken tiles or torn floor covering or improper cleaning procedures.

## Carpet Care

Southern Residential Leasing recommends you vacuum at least once a week to maintain condition of your carpet. Heavy traffic areas often require more frequent vacuuming to eliminate the coarse particles that act abrasively on the fiber. Before you moved in, the carpets were professionally cleaned and it is your responsibility to have them professionally cleaned before moving out. A copy of the cleaning company's bill is required at the time of move-out. Please feel free to contact your property manager for professional carpet cleaning company recommendations.

## Stoves, Dishwashers & Garbage Disposals

It is important not to neglect the cleaning of kitchen appliances and utilities. Instructions for how to clean your stove can be found on the face of the stove, similar to where instructions for how to clean your oven can be found. When cleaning your oven, please be mindful of drips onto the cabinets and floorboards and remember not to use oven cleaner on self-cleaning or continuous cleaning ovens. Keep in mind that you will be charged for any damage to an appliance caused by improper use, cleaning or overall lack of maintenance.

Dishwashers need to be used at least once a week to avoid damage to seals and motors. Please remember to clean the door and check the bottom of the dishwasher for food particles and other items that may have fallen from the racks.

Garbage disposals are not for bones, greasy items, meat or any other similar materials. If the motor buzzes, please turn the switch off and try to unjam the appliance in a safe manner. You can do so by turning the blade backwards with a wrench, or resetting the circuit breaker (usually found near the side or the bottom of the disposal). Keep in mind that almost all disposal issues are due to the flushing of improper items.

## Washer/Dryer Hookups

When you install your washer and dryer, it is also a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, please remember to turn off the hot and cold water supply. You are responsible for any damage to the plumbing supply lines or fixtures arising from installation of washing machines and/or dryers.

## CLEANING STANDARDS

Southern Residential Leasing works hard to provide you with a clean, well maintained space upon moving in and ask that you leave us with the property in same condition in which you found it. This means properly maintaining and cleaning cosmetic and structural elements in your leased home.

### Minimum Cleaning Standards

- Windows and storm doors should be cleaned inside and out at least once a month.
- Interior doors, doorways, walls, baseboards, window sills and ceiling fans should be washed/dusted every one to two months.
- Remove dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
- Clean stove, drip pans, oven racks and drawers, broiler pans, hoods, filters and vents biweekly.
- Mop, wax or vacuum floors biweekly.
- Change heating and A/C filters monthly.
- Clean and sweep fireplace, including grate, screen and glass.
- Replace burned bulbs and clean light fixture as needed.
- Curtains and blinds should be washed semi-annually.
- Bathrooms should be cleaned weekly, this includes toilet bowls, sinks, mirrors, floors, bathtubs and showers.
- Sweep out garage as needed.



## Countertops, Cabinets & Kitchen Appliances

Please remember to use cutting boards and hot pads when chopping, cutting or placing hot items on the countertops. Do not use abrasive cleaners on countertops as they will scratch. All unpainted cabinets need to be cleaned regularly with wood cleaner and treated with a preserver. All cabinets must be vacuumed out before vacating.

Kitchen appliances must be cleaned regularly. Please remember to clean under the refrigerator and washer/dryer regularly as lack of maintenance can cause excessive wear and tear for which you will be held responsible.

## Fireplaces

If there is a fireplace in your home, please do not burn pine or any other "sappy" wood type. This can cause a buildup of residue in the chimney and increase the likelihood of a fire. The fireplace is not an outlet for cardboard, holiday wrappings, pine needles or similar materials. Chimneys should be professionally cleaned every two years.

## MOVE OUT PROCEDURES

### Put it in Writing

Prior to moving out, Southern Residential Leasing requires at least one full calendar (30 days) months' notice. Before it is accepted, a form must be submitted in writing, including the date you anticipate having the property ready for inspection and the address where you will be moving to. If you do not have a forwarding address, please list the city and state where you will be relocating. You are responsible for providing Southern Residential your forwarding address.

### During the Notice Period

Once you have given notice, the property may be listed for sale or rent and is eligible for showing. Showing hours are between 9am and 6pm during which the property must be made available and in proper condition. You will be called prior to showing, if no one answers or there is not a voicemail system in place, the call is still considered notice. Please note that guests, inconvenient timing and lack of availability to be there are not considered acceptable reasons to reschedule.

Extra effort on your part is expected to keep the house and yard neat throughout the marketing period. Minimum showing condition includes:

- Made beds and tidy rooms
- Vacuumed floors, clutter free
- Clean kitchens and baths and empty sinks
- Unmarred walls
- Dogs kenneled and litter boxes odor free
- TV is turned off or volume is low
- Yard is mowed and in good condition
- Blinds and curtains are opened and the home is well lit.

Please keep in mind that the better a home shows, the more likely it will rent and the less you will be bothered.

### The Move-Out Process

Upon moving out, keys and professional carpet cleaning receipts must be turned into the office before an inspection will be conducted. Inspections will only be done once those items are received and the tenant has vacated. Move in and move out inspection reports will be compared to determine damages, as well as pictures. Security deposits will be disbursed pursuant to the procedures in your lease and the Florida Landlord/Tenant Act (Fla. Stat., Chapter 83, Part II).

Utilities are to be left on for five (5) days after your scheduled inspection and move out date. Failure to leave utilities on for five (5) days after move-out will result in a fee being claimed against your security deposit pursuant to the lease and attached Fee Addendum. Appendix A in your lease provides you with room by room guidelines that should be used when preparing to move out. An additional copy will be provided upon receipt of your written notice to vacate.

Please contact your property manager for more information on move out procedures and information on breaking your lease. A fee will be charged for each move-out inspection pursuant to the Fee Addendum attached to your lease.

## EMERGENCY AND DISASTER PROCEDURES

There are two types of emergencies, one that is specific to the property you rent and one that is wide spread. The first could include a tree falling on your house or the hot water heater rupturing. For these non-disaster emergencies, see Appendix B. For disaster emergencies in cases such as a tornado or hurricane, see Appendix C.

With both, Southern Residential Leasing urges you to treat your property as if you are an owner. As always, the first priority should be personal safety and thereafter the priority should be to stop additional damage or harm from occurring to the property. Keep in mind that the key to safely handling any disaster or emergency is pre-planning. Any emergency could happen at any time. Please be prepared.

## LIABILITY DISCLAIMER

Notwithstanding any terms or provisions in this Tenant Handbook or your lease to the contrary, Southern Residential Leasing and the owner shall not be responsible for damage, injury, death or liability of any nature or kind arising from or related to any action or failure to act, whether negligent or intentional, on the part of any tenant or any guests, invitees, licensees or other person in or about the leased premises.

In any event you or any person present on the property makes or attempts to make any repair or maintenance to the property, or any portion thereof, you, as the tenant, are assuming all of the risk and liability for injury or death arising from or related to the activity attempted or undertaken.

## WARRANTY DISCLAIMER

EXCEPT TO THE EXTENT SET FORTH AND REQUIRED UNDER FLORIDA'S LANDLORD/TENANT ACT (PART II, CHAPTER 83, FLORIDA STATUTES), THE OWNER AND SOUTHERN RESIDENTIAL LEASING MAKE NO WARRANTIES OF ANY NATURE OR KIND AS THE PREMISES, EXPRESS OR IMPLIED. AND ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF "FITNESS FOR A PARTICULAR PURPOSE OR USE" ARE HEREBY EXPRESSLY DISCLAIMED.

## SUMMARY

In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, look to see if the answer you seek is here. If you find something you think would be helpful to others, but is not included, please notify your Property Manager. We are always looking for additional ways to serve you.

## APPENDIX A: VACATING PROCEDURES

Once again, thank you for choosing to rent with Southern. Your property will be scheduled for an inspection once you have vacated and turned in your keys. Inspections are not performed with tenant.

Upon moving out, please be sure that all following items have been addressed:

- **Military:** If you are terminating the lease because of orders, you must provide a copy of the orders or a letter from your commanding officer to begin the 30 day notice period.
- **Cleaning:** Please use the cleaning requirements below as a checklist for moving out. Note that all carpet must be professionally cleaned and Southern Residential Leasing must be provided with a copy of the receipt.
- **Remotes/Keys:** All remotes, fobs and keys must be tagged with the unit address and turned in before moving out. These items can be placed in an envelope that is clearly labeled with your information and property address.
- **Forwarding Addresses:** If you did not provide us with a forwarding address on your portal, we ask that you leave a forwarding address when you turn in your keys/remotes/fobs.
- **Security Deposit:** Per Florida Statutes, your deposit refund or notice of claims against your deposit must be sent out by certified mail to your last known address within 30 days of surrendering the premises.
- **After Hours Surrender:** If you are surrendering the premises when our offices are close, please use the after-hours drop box. Be sure all keys, remotes and fobs are placed in an envelope clearly marked with your name and the premise address.
- **Pets:** If you had a pet a professional flea spray is required and a receipt is to be turned in with your keys.
- **Walls:** Remove nails and fill in holes with a drywall compound. Be sure to wipe off any excess. *Touch up paint is not acceptable. You must paint the entire wall the existing color. Failure to do so will result in you being held accountable for the cost of repainting.*

### KITCHEN

- **Cabinets & Drawers:** wash shelves and doors inside and out (if furnished clean cookware)
- **Stove:** wash tops, burners and rings and clean under stove burners
- **Oven:** clean racks and drawers, exhaust vent (DO NOT use oven cleaners in self-cleaning ovens)  
*If self-cleaning oven, DO NOT leave racks in.*
- **Refrigerator & Freezer:** Wash individual items and put back together.  
Wipe down rubber seals, vents, back of fridge and drip pans
- **Microwave:** wipe down interior and exterior
- **Sinks:** clean out sinks, disposal and splashguard
- **Cookware:** wash all provided cookware
- **Small Appliances:** clean can openers, coffeemakers, blenders, toasters, etc., if provided.
- **Countertops:** use all-purpose cleaner
- **Backsplash & Ledge**

### LAUNDRY ROOM

- **Washer/Dryer:** clean top, side, front and inside edge  
Clean out lint tray/filter  
Sweep and wipe down behind appliances
- **Vacuum:** check bags to see if they need to be replaced, for bag-less, clean and empty out the filter

### GENERAL

- **Closets:** clean closets inside and out, wipe down shelves and remove all hangers
- **Doors:** clean around doors and under mats
- **Floors:** vacuum, sweep and clean all floors, including baseboards  
Wash all rugs and mats  
Professionally clean carpets
- **Windows:** clean sliding glass doors, tracks and windows  
Window treatments should be dusted and washed
- **Trashcans:** wash each can inside and out, deodorize and replace liner
- **Mirrors and Pictures:** clean all mirrors and pictures, walls behind pictures and edge of all pictures
- **Walls:** clean all walls to make sure free of spots
- **Ceilings:** wash and polish all light fixtures, clean vents, check and replace bulbs and dust ceiling fans

### DINING ROOM

- If furnished, clean and polish table and chairs

### LIVING ROOMS

- Clean under and around furnished elements  
Remember to clean each furnished item accordingly (including mirrors, electronics, coffee tables, and pictures)
- Clean in-between couch cushions in furnished units  
If sofa bed, wipe down bed frame and put on a clean mattress pad

### BATHROOMS

- **Tub:** wash/polish tile in the tub area including soap dish (grouting and caulking if necessary)  
Polish chrome fixtures  
Wash shower curtain and liner if remaining in unit
- **Glass Shower Doors:** use cleaner with scratch pad to remove soap scum  
Polish chrome fixtures
- **Toilets:** clean toilet bowl and base, inside and out
- **Sinks:** clean and polish sink fixtures
- Empty out medicine cabinets
- Clean surface areas and mirrors

### BEDROOMS

- If furnished, strip bed, vacuum mattress, turn mattress, clean bedframe and mattress pad.  
Replace pillow protectors  
Clean headboards

### PATIO

- Sweep ceilings and walls for cobwebs

### YARD

- Mow grass, trim hedges and edge walkways  
Weed around buildings  
Leave sprinkler system on and replace any broken heads  
Empty and wash all garbage cans and recycling bins

### GARAGE

- Sweep and hose out garage and driveway
- Remove debris, replace bulbs

## APPENDIX B: NON DISASTER EMERGENCY PROCEDURES

Examples: Kitchen fire, busted water pipes, tree on house, etc.

### TENANT RESPONSIBILITY:

- Take steps to prevent additional damage (This includes turning off the source of water, electricity or gas as the situation demands)
- Notify Southern Residential Leasing (If it is after hours, please call the emergency line at 855.559.5525)
- Make claim on renter's insurance and notify property manager of insurance coverage (including insurance policy information)
- Provide emergency report to Southern Residential Leasing immediately
- Provide access for insurance agent and repairmen
- Notify management of delays, no shows and any problems with repair

### SOUTHERN RESIDENTIAL LEASING'S RESPONSIBILITY

- Notify the owner, insurance company and repair company
- Take pictures of damage for owner report
- Obtain estimates and facilitate repairs
- Inspect and take pictures of finished work

You will be contacted within 48 hours by the insurance company who will assess the damage. Depending on the severity, repairs will begin within 3-10 days. Please remember that work is performed during normal business hours, Monday through Friday, 8am – 5pm and may require several days to complete. The repair company will set a time with you to work on the house and if you desire, they can check out a key from the office. You will need to call the office to coordinate for key check outs.

After the repairs are complete, management will call to set up a time to re-inspect. If there is delay, please contact the office. Please note that you are responsible for any loss to the owner due to resident negligence. If the damage was caused by a resident or guest, please be aware that all charges not covered by insurance will be billed to you.

## APPENDIX C: DISASTER EMERGENCY PROCEDURES

1. Have an emergency preparedness plan, checklist and storm kit.
2. If you plan on leaving the property in the event of a natural disaster, please contact the office and leave a message with a way to get in touch with you. You may also email the message to your property manager.
3. Listen to local news coverage and follow all recommended precautions and instructions
4. During the storm, or prior to leaving, please be sure to:
  - a. Turn off non-essential breakers in the house (IMPORTANT: turning off the main breaker to the home will cut power/turn off any refrigerators and freezers, resulting in potential damage and waster of groceries stored inside)
  - b. Turn off the main gas line to the house (contact your gas company for instructions or to perform this task for you)
  - c. Turn off the main water supply to the house
  - d. Secure your pets inside
  - e. Secure all outside items (swings, play houses, planters, etc.)
  - f. Secure house against damage
  - g. Provide management a key to the house if you recently changed the locks
  - h. If leaving town, call management to verify the house is safe to return to.