



TENANT HANDBOOK[©]



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OUR PERSONAL MESSAGE TO YOU

Congratulations on the selection of your new home. Welcome to the area and to your new association with Pelican Real Estate. Our offices are located at:

42 Business Centre Drive, Suite 112
Miramar Beach, FL 32550
Office: (850) 269-7559

AND

696 NW Beal Pkwy
Fort Walton Beach, FL 32547
Office: (850) 315-0972

We want to make your association with our firm a pleasant experience and hope you will look to us for all your rental and real estate needs.

Should you decide to purchase a home, call the office and we will help locate a Realtor who is knowledgeable in the area and price range you desire. The home you are renting may also be available to purchase. Please contact this office for more information about the home you are renting.

As Property Managers, we have obligations to both you and the Owner. This Handbook outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or to discuss problems.

The Staff and Management
Pelican Real Estate, Inc.
Property Management Division

GENERAL RULES & REGULATIONS

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

Rental Payments - All *rents are due and payable, in advance, on the first day of each month.* Monthly bills will not be sent. Payment may be made with check, cash, money order, or certified funds and made payable to:
Pelican Real Estate

Please mail or deliver your payment to the appropriate address below.

42 Business Centre Drive, Suite 112
Miramar Beach, FL 32550

OR

696 NW Beal Parkway
Fort Walton Beach, FL 32547

WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by the address of the property.

You may pay in person, Monday through Friday, 9:00am to 5:00pm, at the appropriate address above. We do not accept post-dated checks. Rents remaining unpaid beyond the 5th day of the month are delinquent and are subject to a late fee retroactive to the 1st of the month. Rents remaining unpaid after the 5th day may be offered for collection and will be subject to all collection charges and fees incurred. **REMINDER – RENT IS DUE ON OR BEFORE THE 1ST OF THE MONTH PER LEASE AGREEMENT.**

Phone Number - All residents are required to have telephone accessibility and to provide Pelican Real Estate with their home, cell and work phone numbers. Please be sure to notify Pelican Real Estate when you change home, cell or work numbers. Even unlisted numbers must be provided to Pelican. You may notify us with your new phone numbers on your Unit Inspection Report, and you may return it to our office or fax it to: (850) 269-7581.

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

Default of Rental Payment- If the rent is not paid by the 5th day of the month, legal action may be taken. You will be responsible for all Sheriff fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. All unpaid charges will 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.

Keys And Locks - Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of Pelican Real Estate. Pelican Real Estate must have keys to each lock on the house. Pelican Real Estate 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 Pelican Real Estate upon vacating the premises. If you are locked out of your home, you may borrow a key from us Monday through Friday 9:00am to 5:00pm. There will be a charge for any borrowed key that is not returned within 24 hours.

Trash, Garbage and Recycling - All garbage, trash and recyclable materials must be placed in appropriate containers. Pelican Real Estate does not provide these containers. All containers are to be discreetly stored. The Tenant is required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50-gallon trash bags of recyclable materials may be kept on the premises at one time.

Disturbances, Noise and Nuisance - All Tenants, residents, and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise,

traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music, or vulgar or profane language. If music or other sounds can be heard outside the perimeter of the premises, it is considered too loud.

Periodic Surveys - As part of our agreement with the Owner of the property, Pelican Real Estate will conduct routine surveys of the condition of the property. You will be notified of any problems, and given 7 days to remedy them. Any breach not corrected will be addressed as per the Florida Landlord/Tenant Act.

Parking/Vehicles - All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.). 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 such as changing a tire) is allowed at anytime. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch the leaks.

Associations - If your home is in a subdivision or other complex where an association exists, you will be expected to comply with all rules and regulations that the home owners association has imposed. Any noncompliance may result in the association placing a lien against the property or a fine to the owner. You are responsible for any noncompliance that you create and are responsible for all charges and legal fees due to this noncompliance.

Guests - You must contact Pelican Real Estate if you have guests staying longer than 3-days. 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 the lease apply to your guest just as they apply to you.

Emergency Maintenance/Repairs - An emergency exists when danger is present or property damage has occurred or is about to occur. To report an emergency, call the office phone number. Be sure to report the specific emergency and include your telephone number. See Emergency/Disaster Procedures on pages 12 and 13 for more information.

If the emergency involves a fire or similar emergency, please notify the proper Authorities at 911 before calling us!!

Insurance - You are strongly urged to have "Renter's Insurance". The Owner's insurance does not cover your personal property. Hurricane, fire, or broken water pipes are examples of situations that might cause damage or loss to you. If your home is located in low-lying areas or near any body of water, there may be a risk of flooding. Please discuss appropriate coverages with your insurance agent. Do not wait until a hurricane is in the Gulf of Mexico. Insurance companies will not write policies until after the storm has passed.

We recommend that you contact the insurance company you use for your vehicle or other needs. Multiple policy discounts are usually given. A copy of your declarations page is to be given to management the first month you move in. Please notify your insurance company that Pelican Real Estate is your landlord and must be notified of any change.

Pets - No pets, animals, snakes, or birds, etcetera, of any kind are allowed on the premises unless you and the owner have signed the pet addendum and have you have paid a pet fee. If permission is given, you will be required to pay a pet fee, which is non-refundable, and possibly a pet deposit. You will be charged for spraying for fleas and/or repair of any damage caused by the pet. You are responsible for your animal at ALL times. Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement.

MOVING IN

Get to Know Your Property - When you first move-in, locate the following items:

- Water main shut off to home.
- Water shut off valves in rest of house.
- Gas meter.
- Gas shut offs to AC/Heater unit, water heater, stove, and fireplace.
- Inside breaker box.
- Outside breaker box and meter box. (Usually the same box)
- Ground Fault outlets. (Bathrooms, kitchen, garage, and main breaker box)

- A/C filter and drain line.
- Smoke detectors.
- Fire extinguisher. (If none are present, please let us know.)
- Utilities for other buildings or sheds.
- Mailbox.
- Pumps and timers for pool or hot tub.
- Sprinkler system and sprinkler heads.
- Water filter.
- Septic system.

Not everything on this list will be present in every home. If you cannot find the things that apply to your home, contact Pelican Real Estate for help.

Unit Inspection Report – The best time to do the inspection for the “Property Condition Report” is prior to move-in. Performing the inspection before you move furniture into the home will ensure that nothing is hidden from view. Do not put repairs on this form. This form is for cosmetic items such as stains on carpets, burns on counter tops, cracked tiles, marks or blemishes on walls, or any other item that shows excessive wear and tear. If you are not sure, list it anyway. Five days are allowed for completion of this form. You may return it to our office or you may fax it to us. In either case, you will have a copy for your records.

The Property Condition Report is for your protection. If you fail to return this form to our office in the allotted time, results of the move-out inspection will be at the sole discretion of the property manager.

Put this Handbook Where You Can Find it - Keeping it near the phone book works for most people. Before calling Pelican Real Estate, see if the answer to your question is in this handbook.

IN AND AROUND THE HOUSE

Exterior of Home - We live in a warm, moist climate. It is important to keep the vents on the crawl space open, especially in wet weather. Closed vents may cause excessive damage to floor joists and other areas underneath a house. For slab homes, be careful that grass, dirt, flowerbeds or other coverings do not grow up over the level of the slab. Keep the perimeter of the house clear of all matter. Stack wood away from the exterior walls and off any wooden deck or flooring. Report any suspected water problems to Pelican Real Estate.

Heat/AC Units - All heat/AC filters need to be changed once a month and batteries for smoke detectors should be changed at least twice a year. A good rule of thumb is to change your filter and test your battery each month when you pay your rent, and to change the battery in your smoke detector each year when the time changes. If your AC thermostat control is digital, you may have batteries in the control and these will need to be replaced approximately twice a year.

Many homes have heat pumps for heating and air conditioning. The air coming from the vents will not be hot in the winter or cold in the summer. Heat pumps are designed for the temperature to be set and then to **leave the control alone**. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature.

When the heat index is high, additional steps can be taken to lower the inside temperature. Close the window coverings, keep the doors closed, do not run hot appliances (oven, etc.) and take all other precautions given by public authorities. Do not set the thermostat at a low temperature when the outside temperature is over 95 degrees. Poor cooling may also be due to a clogged filter. Check and change the filters monthly.

If water drips from the inside unit, it is usually due to a clogged condensation drain line. Some drains are easy to clean with a shop vac. The best way to prevent this is to add a cap full of bleach to the condensation drain line each time you replace the AC filter. If the line becomes clogged, turn off the unit and clear the drain line. If you do not know how, call a Heat/AC repair company to get instructions.

Circuit Breakers - In most homes you will have two separate breaker boxes. The inside breaker box will usually be located in the garage or utility room and will have the majority of the breakers. The outside breaker box will be located with the electric meter and will have the major breakers such as stove, AC, and water heater. Apartments and condos will usually have only the inside breaker box. If a circuit is not working, check the breakers and make

sure that they are on or not tripped. Circuit breakers move slightly when tripped and may appear to be on. To reset, turn the breaker in the OFF position, then back ON again.

Bathrooms, kitchen, garage, and exterior outlets are typically on ground fault circuit breakers (GFI). GFI outlets detect even slight voltage changes and cut the power during fluctuations. If you lose power to a plug near a water source, it is usually the GFI circuit. When these "trip" simply follow the instructions on the outlet cover.

Some breakers in the breaker box may have a red or yellow reset button. Please check for this if you have problems getting power to an outlet. Be sure to check all outlets if you have a problem after resetting a GFI outlet. Most GFI circuits have one GFI outlet and several regular outlets. The kitchen GFI may also reset the bathroom outlets or the garage GFI may reset the exterior outlets.

Extermination - Pest extermination is the tenant's responsibility. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control Pelican Real Estate assumes no responsibility for the control of roaches, mice, ants, fleas or other 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.)

Smoke Detector / Fire Extinguisher - You may have one or more smoke detectors in the home. These are for your protection and must be checked by you to ensure they are functioning properly. Typically a button on the face of the smoke detector is pressed to test the unit. If the smoke detectors alarm does not sound, replace the battery. If this does not solve the problem, contact our office so that we can replace the unit. Newer construction will have the smoke detectors wired to power and have a battery as backup.

Fire extinguishers are not required so your home may not have one. If your home has one, it may be located in the kitchen, garage, or utility room. Your responsibility is only to check fire extinguisher every month and ensure that the charge indicated on the pressure dial says OK or is in the green. If you do not have a pressure dial, check for a replacement date. Contact Pelican Real Estate if the fire extinguisher needs to be replaced.

Changing Paint, Wallpaper, Etc. - If you want to change the house in any way, please put your proposal in writing and submit it to Pelican Real Estate along with a sample of the paint or wallpaper. If approved, you will receive a written confirmation. All tasks must be done in a workmanlike manner, and must be inspected and approved by Pelican Real Estate after completion. Any reimbursements agreed to will occur after approval.

Lawns and Grounds - You are expected to care for the lawn and grounds, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass, fertilizing the lawn, trimming shrubs, edging all walkways, curbs and driveways, treating fire ant beds, regularly watering the yard, removing all debris and pine needles and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves, and sides of the house. You are required to report any condition that can cause damage to the home or grounds. Flowering trees must be pruned at the proper time of the year for their species and all flowerbeds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by the tenant. Do not leave hoses connected to exterior faucets with the water turned on when not in use.

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

Septic Systems - A septic system is a self-contained water recycling system. Located underground in the yard, a watertight tank receives and stores wastes from the house. Bacteria in the tank decompose the wastes; sludge settles in the tank and effluent flows into the ground through a drain system. 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 must not park on the septic tank or drain field or allow children to dig in this area. If you are not sure of the location of the septic system, contact Pelican Real Estate. Do not flush feminine hygiene products into the septic system.

Water Filled Furniture - Water filled furniture includes waterbeds, fish tanks, or other water filled items. You are required to have renter's insurance if you have any of these items and a copy of your policy must be given to Pelican Real Estate.

Walls and Ceilings - Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval from Pelican Real Estate. 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 not allowed inside the home. Any damage caused by smoking by tenant or tenant's guest will be the responsibility of the tenant.

Hurricane Shutters - Some homes will have hurricane shutters. Hurricane shutters come in many types and styles. If a hurricane is predicted to pass our area you need to plan to install the shutters. Do not wait until the last minute to install the shutters. Twenty-four hours before a storm is expected to make landfall, we will already have substantial winds and rain. Some hurricane shutters are already installed onto the home and take very little effort to close. Others may need separating and manually screwed to the windows and doors. Plywood may be stored for this purpose and will need sorting to be placed in the proper places. Call our office if you have any problems with the shutters. Hurricane shutters should be removed and stored as soon as possible. Many neighborhoods have restrictions on the length of time hurricane shutters can remain up after a hurricane passes.

Vinyl Floor Coverings/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, benzene, naphtha, turpentine or waxes containing these solvents. 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. Hardwood floors will require regular cleaning to prevent scratching from sand and may require pads under the legs of furniture to prevent damage to floor. You are also responsible for damage to flooring such as torn floor vinyl or improper cleaning procedures.

Carpet Care - Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. You must have a motor driven brush-and-beater type vacuum cleaner if the home you rent has carpet. Shampooing is usually required about once a year and is your responsibility. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned and deodorized upon vacating. A copy of the cleaning company's bill is required at the time of checkout. Please check with Pelican Real Estate before moving out for a list of acceptable carpet cleaning companies.

Stoves - Check the stove and oven operation as soon as you move-in. If the stove is not operating you may need to reset the breaker, which is usually in the outside breaker box. If the oven is not operating, check for any old style timers and make sure the knobs are popped out. Instructions for other types are on the face of the stove.

Be careful when cleaning the stovetop or oven. Smooth top stoves must be cleaned with Cerma Brite or other approved smooth top cleaners. Smooth top stoves will be damaged if you use cast iron pans or other heavy metal pans on the cook top. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. Do not allow oven cleaner to drip onto the cabinets below or onto the floor. You will be charged for damage to an appliance caused by improper use or cleaning. Never leave a burner turned when not in use. Self-cleaning ovens should be monitored while in the cleaning mode to ensure they do not catch fire. Follow the manufacturer instructions for self-cleaning ovens.

Dishwashers - Use at least once a week. Seals may dry and the motor may be damaged by long periods of not being run. Clean the door and check the bottom of the dishwasher before each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter.

Refrigerator - Refrigerators have several settings. The freezer setting is usually in the freezer or on the front of the refrigerator as you open the door. The refrigerator setting will be inside the refrigerator. An energy saving switch turns on and off the heat strip where the door gasket meets the refrigerator. Turned on, the heat strip keeps condensation from forming around the gasket. Refrigerators should be pulled out and cleaned behind with emphasis on the coils. Clean coils will allow the refrigerator to operate more efficiently.

Garbage Disposals - Garbage disposals are not for bones, greasy items, meat or any other similar materials. If the motor buzzes, turn the switch off. Unjam the disposal by turning the blade backwards with the wrench that is provided. 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 by hand but not with power, call for service. Almost all disposal jams are from what is put into them or misuse.

Plumbing Stoppages – Plumbing stoppages are the responsibility of the tenant with the exception of root intrusion in the sewer line. It is the tenant's responsibility to prevent personal hygiene items, paper towels, excessive toilet paper, or any other item not intended for the toilet, to be put into the toilet which can clog it. Use drain cleaners on other drains in the home to prevent any stoppages.

Washer/Dryer Hookups - When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. The water valves are intended to be fully opened and tightened in the open position after you have connected the water lines. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. Check the wall and floor monthly for evidence of a hidden leak.

Maintenance, Damage And Repair - You are expected to maintain the home and keep it in as good a condition as when you took possession. Only repairs required because of normal wear will be made by Pelican Real Estate. You will be charged for repairs caused by misuse or neglect.

Maintenance Requests - You may report any repairs directly to our office either by fax, email or phone call. Report all maintenance to Pelican Real Estate as soon as possible to prevent further damage.

Who Does What - All "breakdowns," system failures, and structural defects must be reported to Pelican Real Estate immediately. If an urgent repair is needed, such as a burst water line, you are responsible for stopping further damage from occurring. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Pelican Real Estate will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make.

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

- A/C drain line stoppages.
- Plumbing stoppages.
- Replace light bulbs.
- Torn or damaged screens replacement.
- Replace AC/Heat filters EVERY MONTH.
- Relight gas furnace or hot water heaters. (You may also call the gas company for this).
- Treat for fire ants and other lawn pests.
- Keep flower beds weeded and edged and add fresh bedding once a year.
- Replace batteries in smoke detectors. (Notify our office if smoke detector does not work).

Examples of repairs management will make:

- Repairs to AC/Heat systems from normal use.
- Repair appliances not working from normal use.
- Repair leaks in roof.
- Repair plumbing which fails from normal use.
- Repair broken electrical components.
- Repair/paint rotted wood (please notify management if noted).
- Treat for termites.

Examples of repairs for which you will be held responsible:

- Replace heating elements/hot water tanks if caused by empty tank.
- Repairing burst water pipes when caused by freezing weather.
- Any unusual damage or extraordinary wear.
- Damage to fences, outside walls, shrubbery, trees or plantings.

Unauthorized Repairs - Do not make any repairs or authorize any maintenance without written permission from Pelican Real Estate. We must authorize all repairs. Except as provided in the Florida Landlord/Tenant Act, rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Cleaning and Other Information - We work hard to deliver to you a clean, well-maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment safe and usable for you. The key to proper cleaning is to do it often. Set up a weekly schedule. Monitor the work and ensure that cleaning is performed as often as needed. A properly maintained home is a team effort involving the Owner who keeps structural and mechanical maintenance up-to-date; the Property Manager who

keeps a record of necessary maintenance and places responsible people in the property; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Management.

Minimum Cleaning Standards While Living In Home

- Keep windows and storm doors clean, inside and outside.
- Wash interior doors, doorways and walls in heavily traveled areas every 1- 2 months.
- Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
- Clean stove, drip pans, oven and drawer, broiler pan, hood, filter and vent biweekly.
- Mop and wax vinyl floors biweekly.
- Dust baseboards, windows sills, tops of windows, ceiling fans, doors, and ceilings monthly.
- Clean AC/Heat air return grate and change filter each month.
- Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
- Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
- Curtains and blinds, if provided, should be cleaned or washed semiannually.
- Bathrooms should be cleaned weekly to include toilet bowls, sink, mirror, floor, bathtub/shower.
- Sweep out garage as needed.

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

Fireplaces - If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc. Make sure that the flue is open before burning any wood in the fireplace. Do not burn fires large enough for the flames to extend beyond the opening of the fireplace.

MOVING OUT

30-Day Written Notice to Vacate - Near the end of your lease, we will send a letter asking if you would like to renew your lease or vacate. This is sent about 30 days before the end of your lease. If you wish to move, you must return this letter or send your own letter one full calendar month before the end of the lease. Your lease requires a 30-day written notice to vacate or you will be charged for an additional month's rent. This notice is required even if you are not renewing your lease. The notice must include the date you anticipate having the property ready for your move-out inspection and your forwarding address. Move out inspections will not be done with tenant present.

Marketing During the Notice Period - After you have given notice that you intend to move, the property may be listed for sale or rent. If the property is listed for sale or rent, we will begin to market the home similarly as when you first viewed the home. We will contact you and set an appointment for times that will be convenient for showings. Please make sure the following items are checked before each showing:

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

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.

The Move-Out Inspection - Contact Pelican Real Estate with the date your home can be inspected. Inspections will be made in private and you will be notified of any discrepancies. The following is a list of procedures used for the move-out inspection:

- Inspections are made from 9:30am-5:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays.
- All utilities are to be left on for three days after you move out. This enables you to have utilities for additional work if all is not acceptable the first time through.
- Inspections 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, flowerbeds have fresh bedding, and keys have been returned.
- A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.
- Pages 15, 16, 17, and 18 provide the cleaning guidelines. Upon receipt of your written notice to vacate, another copy will be sent to you. Most Tenants who use the guidelines pass the survey on the first appointment.

Breaking The Lease - If you should break your lease, you will be responsible for all costs incurred in securing a new tenant and any rent owed until the home is re-rented. We will remarket the home in the same manner that we market all other vacant homes that we manage with any exceptions to deed restrictions or limitations by local law. You will be responsible for any rent owed until a new tenant is secured and has signed a new lease. When the new tenant moves in, your obligation ceases. Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and checkout. The following is a list of the most common charges for breaking a lease. These are some, but not all of the possible charges:

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

Return of The Security Deposit - Follow the guidelines on pages 15, 16, 17, and 18 and complete the terms of your lease and you should receive a full refund. The security deposit will be refunded within 30 days of vacating if deductions apply. If no deductions apply your security deposit will be refunded within 15 days of vacating. We appreciate your efforts and are glad to give refunds.

If you have any problems where you believe you may not get a refund, contact our office. We may be able to assist you and help you get a partial or even full refund. Even a partial refund is to everyone's benefit.

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

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

Welcome - Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly area. Should you decide to make this your permanent home, call the office, we would be happy to help you find that special place just for you. We look forward to a pleasant relationship and a happy renting experience.

**Pelican Real Estate
EMERGENCY PROCEDURES
NON-DISASTER**

(Kitchen fire, hot water heater burst, burst water pipe, tree on house, etc.)

Upon first occurrence or discovery of problem, secure from further damage immediately.

The Following is a summary of what to expect. Notify the office immediately for all emergencies.

Tenant Responsibility

- Make sure everyone is safe.
- Take steps to prevent additional damage immediately.
- Turn off the source of water or electricity or gas, as the situation demands.
- Notify Pelican Real Estate.
- Make claim on Resident's insurance
- Notify Pelican Real Estate of Resident's insurance coverage
- Provide emergency (police, fire, etc.) report to Pelican within 5 days of the incident.
- Provide access for insurance, repair people, etc. to assess and repair damage.
- Notify management of delays, "no show" appointments, and problems with repairs.

Pelican Real Estate Responsibility

- Notifies the Owner, insurance company and repair companies.
- Takes pictures of damage for Owner report.
- Gets estimates and schedules work.
- Inspects and takes pictures of finished work.

Repairs will begin as quickly as possible. The length of time needed to perform the repairs will depend on the severity of the damage. Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. If you desire, they can check out a key from the office. You will need to call the office to coordinate with the property manager for key checkouts.

Depending on the repair, the property manager may want to make a final inspection of completed work. If there is a delay, please contact the office. Sometimes the repair company is not prompt in their scheduling or completion of work. Your help is vital to this process.

You are responsible for any loss to the Owner due to Resident negligence. If the damage was caused by a current resident or a guest, please be aware all charges not covered by insurance will be billed to you.

EMERGENCY PROCEDURES DISASTER

Hurricanes are the most common forms of disasters that we encounter in this area. Other disasters that can occur are flooding and lightning strikes. Have an emergency plan ready for any disaster. A Hurricane Preparedness Guide can be obtained at the property management office or on line and are free. Please review the steps below:

- Have an emergency preparedness plan, a checklist, and a storm kit. Each year The Daily News publishes a pull out section on emergency preparedness.
- Upon first notification that a disaster emergency may occur, complete the **Disaster Plan-Tenant Form** on Page 14. Fax or deliver the tenant form to Pelican Real Estate if you plan to leave the area. Fax: 850-269-7581.
- Stay tuned to the local news media and follow all recommended precautions and instructions. Our local governments have a thorough Disaster Plan, and the news media will keep us all informed.

During the storm or before leaving, please be sure to:

- Turn off main breaker to house.
- Turn off main gas line to house (Call power company for instructions).
- Turn off main water supply to house.
- Take all recommended precautions by the local news media and storm Bulletin publications.
- Secure your pets, inside. If it is not safe for you outside, it is not safe for your pets either.
- Secure all outside items: Bring in swings sets, play houses, small planters, and anything that could turn into a flying object during high winds.
- Secure house against damage: Follow all recommendations by the local news and the Emergency Preparedness teams for your county.
- Make sure management has a key for your house (have you changed locks lately?).
- If you are leaving town, call the office before leaving and before returning to verify the house is safe to return to.

YOU ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE.

DISASTER PLAN - TENANT FORM

Tenant Name: _____

Property Address: _____

Home Phone #: _____ Work Phone #: _____

Emergency phone #: _____

Are you leaving town? Yes No

If so, how can we reach you?

HAVE YOU:

1. **Turned off electricity at main breaker box?**
2. **Shut off gas?**
3. **Shut off main water supply to house?**
4. **Taken your pets with you or to a pet shelter?**
5. **Secured all outside items?**
6. **Notified management you are leaving and how to contact you?**

For more information on how to prepare for a natural disaster, call County Emergency Preparedness Division.

1. Gently sweep ceilings for cobwebs and dust. Clean all ceiling fans, light fixtures, replace missing or burned out light bulbs. Use 60-watt bulbs unless fixture states otherwise.
2. Clean all interior and exterior doors, walls, trim, baseboards, windowsills and the window sashes. Some paint is difficult to wash, but try to get off the smudges, fingerprints and marks.
3. Clean blinds, storm windows, doors and storm doors inside and out. Clean both sides of all doors (interior and exterior). Sliding glass door tracks must be clear of any dust, dirt, or sand and be moving freely. Check for any torn screens or broken windows that need repair.
4. Change the heat/AC filter, clean the grate, vacuum all vents and bathroom vent fans. Clean and sweep out the fireplace. Remove all old logs and ashes. Clean fireplace screen and glass.
5. Clean the stove, replace the burner drip pans, clean the oven, racks, oven door, broiler parts, hood, under the hood, filter and vent. Leave the broiler pan in the oven. If there is woodwork under the oven, be careful oven cleaner does not drip on woodwork.
6. Clean all cabinets, drawers and shelves, inside and out. Use a product such as Murphy's Oil Soap, then finish with a product such as Scott's Liquid Gold on all wood cabinets, paneling and unpainted woodwork. Please follow all manufacturer's and label directions. Clean all fans and replace any burnt light bulbs.
7. Clean refrigerator with a mild soap. Follow with a vinegar solution and leave it turned on. Clean the underneath, behind, grillwork, inside all door gaskets, and the drip pan.
8. Bathrooms should be thoroughly scrubbed to include toilet bowls and base, sink, mirror, vanity, floor, bathtub/showers and walls. Make sure all soap scum is off the tubs, showers and doors. Finish with a mildew resistant cleaner. Wipe out medicine cabinets; remove all soap and detergents (toilet paper may be left). Caulk tub and tile work if necessary.
9. Mop and wax all floors, where appropriate, and clean ceramic tile with a mildew resistant cleaner. All carpets must be professionally steam cleaned after the house is vacant. (Please contact office for a list of acceptable carpet cleaning companies) Save your receipt and give to management at the final appointment. A dry chemical cleaning is not acceptable. Any stains must be remedied.
10. Sweep out the garage, clear out the attic. Leave any garbage cans inside the garage. Windows in garage must be cleaned.
11. Mow the yard, trim the shrubbery, prune small trees, edge and sweep all walkways and driveways. Rake the leaves and pick up all the trash. Clean out the flowerbeds and replace with fresh bedding. Garbage bags may not be left out more than one day. Please arrange with friends or neighbors to put garbage out on collection day.

Terms of Security Agreement

For most tenant's, signing the lease has been a year or more and remembering the requirements of the security deposit agreement are vague. This is a copy of those requirements for your reference so that you may prepare the home for the move-out inspection and receive a full refund of the deposit.

1. Full term of the lease has expired and all provisions therein have been complied with and a 30-day written notice has been received by Pelican Real Estate.
2. No damage to Premises, and Premises is in the same condition as date of move-in.
3. All debris, rubbish and discards placed in proper containers, in the proper area for garbage pick up.
4. Yard left neatly mowed, trimmed, edged, and raked.
5. Entire premises, including but not limited to range, refrigerator, bathrooms, closets, cabinets, etc. are clean. Refrigerator to be defrosted, as required, and doors left open. Premises must be in a clean and rentable condition. Stove drip pans must be replaced.
6. No unpaid late charges, outstanding pet charges, delinquent rents, or any charges under the terms of the lease and/or attachments are outstanding, **NOTE: Any unpaid amounts even if they have accumulated during the term of the lease may be deducted from any of the Tenant's funds held.**
7. Forwarding address left with Pelican Real Estate.
8. If a pet is present, house and yard are to be professionally exterminated for fleas upon vacating at Tenant's expense and all pet waste must be cleaned up.
9. Carpets must be cleaned and deodorized by a professional dry cleaning company. Power must be left on for 24 hours after carpets are cleaned. Contact rental office for qualified companies.
10. No spackling or other wall repair done without prior approval.
11. Keys for all locks and garage door openers are to be returned to our office immediately upon vacating.
12. Tenant has occupied Premises for at least the Rental Agreement period and completely vacated same.
13. Any property belonging to the Owner including but not limited to pool passes, keys, access keys, gate openers, etc. must be returned.
14. All utilities are to be left on until after final inspection. Tenant will be responsible for payment for any utilities needed to correct a repair or for cleaning that was not completed before move-out.
15. Move-out inspection will be based on information provided in the Property Condition Report given at move-in. Property Condition Report must have been returned by date provided on original forms in order for information to be applicable. If Property Condition Report was not returned in the allotted time, results of move-out inspection will be at the sole discretion of property manager.
16. Sign post must not be removed or altered at move-in or move-out.
17. All inventoried items must be on premises and in good condition less normal wear and tear.

Items Often Overlooked

Appliances	Behind and underneath refrigerator. Replace soiled drip pans and clean under stovetop. Ovens.
Cabinets	Clean inside of cabinets and drawers.
Carpets	Carpets <u>must</u> be cleaned and deodorized by a Professional Dry Cleaning . Water and power <u>must</u> be on in order to clean carpets. The A/C <u>must</u> remain running for 24 hours following the carpet cleaning to prevent carpet mildew.
Light Fixtures & Fans	Clean all fan blades and replace any burnt light bulbs.
Fireplace	Completely cleaned and all firewood removed.
Walls and Ceilings	Wash walls and switch cover plates where soiled. Remove nails and picture hooks. Do not spackle or paint without written permission.
Garage/Deck/Patio	Remove all personal items and sweep. Clean any oil stains.
Yard	Make sure lawn is mowed, edged, and trimmed and flowerbeds are weeded.
Utilities	Do not have utilities disconnected until after final inspection.
Garbage	All garbage and debris must be removed from property or arraignments made.
Extermination	If pet is present, flea extermination of interior and exterior to be done by a licensed exterminator.
Copies	Copies of paid bills for carpet cleaning and flea extermination plus your forwarding address.

Schedule of Charges

