



Specializing in Residential Property Management

Tenant Handbook

Please keep this handbook in a safe place for future reference.

Rental Address _____

Received Date _____ Tenant Initials: (____) (____) (____)

By initialing above, tenant(s) agree to have received all 19 pages of Tenant Handbook and agree to abide by the same.

WELCOME

We are pleased to have you as our tenant and we would like your experience with Towers Group Realty & Management, LLC to be a pleasant one. Along with your Residential Lease, this Tenant Handbook is a very useful tool. It contains helpful information that will make your tenancy a satisfying one.

The purpose of the “Tenant’s Handbook” is designed to outline our responsibility to you and your responsibilities to TGRM and the home in which you will reside. We believe that when tenants have a better understanding of our policies and procedures, we can better serve your needs.

The business relationship is established in writing between the tenant and Towers Group Realty & Management through a document called the Residential Lease and all applicable addenda. All services, procedures, terms and conditions outlined in the “Tenant’s Handbook” are subject to change, withdrawal, or modification at any time without notice. You should look solely to your individual “Residential Lease” for instruction.



Towers Group Realty & Management is an Equal Housing Provider

Towers Group Realty does business in accordance with the Fair Housing Act and does not discriminate on the basis of race, creed, religion, age, sex, familial status, marital status, disability, color, national origin, sexual orientation or any other protected class.

Office Hours: Monday – Friday, 9am – 4:30pm

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WHEN YOU FIRST MOVE IN

Get to Know Your Home

When you first move in, locate the breaker box and note the location of the GFI breaker and breakers for the stove/oven, water heater, and AC system.

Locating the Water Shut Off Valve for the Home

The water shut off valve is usually located in the front yard near the sidewalk or road or sometimes in a flower bed around the perimeter of the home/building. Also, locate the shut off valve for the hot water heater and under all sinks. Locating these items now will prevent or minimize water damage later.

GENERAL RULES AND REGULATIONS

Part of Your Rental Agreement

This Tenant Handbook is part of your rental agreement and by signing your rental agreement, you agree to abide by these guidelines.

The Home

Although this home is a rental, you are expected to care for it as if it were your own. During the term of your rental agreement, you are responsible for the home and the land unless otherwise noted in the agreement. Your obligations are similar to those of the homeowner, and you will be expected to care and maintain the property accordingly.

Rental Payments

All Rents are Due and Payable on the First Day of Every Month. Payments should be made online through the provided software. All paper forms of payment (check, money order, etc..) will be accepted with an additional processing fee of \$5.00.

Rents remaining unpaid by the 2nd of the month will incur a \$100 late fee and tenant will also be responsible for the charges/fees incurred to deliver a *Three Day Notice*.

Returned Checks

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

Contact Phone Numbers & Email Addresses

All tenants are required to have telephone accessibility and to provide Towers Group Realty & Management

with their home, cell and work phone numbers. Please be sure to notify us when you change any of your contact numbers. A contact email address should also be provided, as this is the primary source of communication.

60 Day Written Notice

A sixty day (60) written notice (prior to your rental agreement expiration date) must be given to Towers Group Realty & Management if you do NOT wish to renew the lease for another 12 month period. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE CURRENT LEASE TERM. The notice should state a definite moving date.

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 written approval of Towers Group Realty & Management and you must provide us keys to each lock on the home. Towers Group Realty & Management may access the premises and re-key any time access is denied, and charge the cost to the Tenant. All keys are to be returned to Towers Group Realty & Management upon vacating the premises. You must also return any mailbox keys, pool keys/fobs, garage or gate remotes, and any other keys/remotes/fobs that were given for use of the property or amenities within the community.

Trash and Recycling

All trash and recyclable materials must be placed in appropriate containers. Towers Group Realty & Management does not provide trash receptacles and/or containers. The tenant is required to make arrangements to have trash picked up weekly if not already provided by community. All containers are to be stored out of view from the front of the house. 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.

Condominium/Homeowner Associations

Tenant is responsible to obtain a copy of the condo or homeowners association rules and regulations. Tenant agrees to abide by all applicable rules and regulations. The lease may be subject to the approval of the condo association or homeowners association and tenant agrees to pay any association application fees necessary for such approval (if applicable). Should Towers Group Realty & Management or the property owner receive notification from the COA/HOA of violation of the rules, regulations, covenants and restrictions the cause of which are the result of the tenants failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the tenants, the tenants guest or invitees, then the tenant(s) are responsible for the cost of curing any violation, legal and attorney fees, court costs, any and all fees, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, etc. or other costs that may be incurred by Towers Group Realty & Management or the property owner.

Disturbances, Noise and Nuisance

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

Move-in Condition

When you rent a home from Towers Group Realty & Management, we make every effort to see that all items are in good working order. Please report any maintenance issues within the first 3 days of possession. Please make sure you go through the home thoroughly and test all mechanical items to assure they are functioning properly. A thorough inspection of the home is done prior to you moving in. Should you find anything in the home that you feel could be counted against your security deposit, you must provide a list and photo of each item no more than 7 days after your lease begins.

Periodic Property Assessments

Towers Group Realty & Management will conduct periodic assessments of the premises to note its condition. You will be notified of deficiencies, if any, that are tenant responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Rental Agreement and grounds of termination.

Parking/Vehicles

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

Guests

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

Emergencies

An emergency exists when danger is present or property damage has occurred or is about to occur. In many cases, what a tenant considers an emergency is not truly an emergency. To report an emergency **ONLY**, such

as a fire to premises, major water intrusion, major electrical issues, please contact us at 321.223.0906 and leave a detailed message to include your property address, contact number and description of the emergency. All other non-emergency requests need to be submitted in writing on the Tenant Portal or by email to your manager. Please remember to explain your problem in detail to avoid a delay in your request and always include telephone numbers and an email address when submitting your request. If your emergency consists of fire or similar emergency, please notify the proper authorities by calling 911 before calling Towers Group Realty & Management.

If there is a major water leak, immediately turn off the water supply to the premises and contact Towers Group Realty & Management. If there is a gas (natural, LP, propane, etc) leak, immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify Towers Group Realty & Management. See Emergency/Disaster Procedures (page 17,18) for additional procedures.

Insurance

It is strongly urged that you obtain a renter's insurance policy. Tenant should understand that the Home Owner's property insurance does not cover tenant's personal property or protect tenant from loss or liability. Tenant is responsible for obtaining, and is strongly urged to obtain, renter's insurance to protect tenant's personal property against loss or damage.

Pets

No pets, animals, snakes or birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by tenant or guest, unless you have specific written permission from Towers Group Realty & Management in the rental agreement (a pet addendum), and tenant has paid a refundable pet deposit. Should Towers Group Realty & Management find that a pet is being or has been kept on premises without the required permission and executed pet addendum, a pet fee will immediately be assessed and in addition, the non-compliance may be considered grounds for termination of the rental agreement. Tenant will be charged for spraying for fleas and/or repair of any damage caused by pet. As a tenant, you must be responsible for your animal at ALL times. Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement. Pick up all pet droppings on the property.

Smoke Detectors

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

Security/Alarm/Video/Television/Satellite Dish

Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installation at

the property without prior written permission. Any necessary written authorization must be provided for Management's approval with specific location of the installation and name of the service provider. The security/alarm code is to be provided to Towers Group Realty & Management within 48 hours of the activation of the system.

IN AND AROUND THE HOME

Circuit Breakers

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

Pest Control

Please report a pest problem within your first 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, less termites, is considered tenant responsibility. Tenant is responsible for reporting any suspected or known insect infestation. Towers Group Realty & Management assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests. Tenant will be charged for any damage caused by uncontrolled pests.

Painting, Decorating, Etc.

If you want to change the house décor in any way, please put your proposal in writing and submit it to Towers Group Realty & Management along with a sample of the paint/wallpaper or drawing of the proposed work (e.g., adding a fence). If approved, you will receive written confirmation. All work tasks must be done by a licensed and insured vendor and the vendor must provide copies of their insurance documents. Tenants are not allowed to make alterations such as these on their own. All work must also be inspected and approved by Towers Group Realty & Management after completion. Lastly, these changes or modifications are the tenant's responsibility. The cost(s) of returning the property to the original condition, if any, is the responsibility of the tenant.

MAINTENANCE, DAMAGE AND REPAIR

TENANT IS RESPONSIBLE FOR ALL MINOR MAINTENANCE OF THE SUBJECT PROPERTY COSTING \$50.00 OR LESS, REGARDLESS WHETHER OR NOT THE MINOR MAINTENANCE IS THE RESULT OF THE TENANTS ACTIONS.

Maintenance Requests to be in Writing (Email) or submitted via the Online Tenant Portal

You must always submit your tenant service requests in writing. Be specific about the problem. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Towers Group Realty & Management so we can follow up.

Scheduling Maintenance

If you have contacted Towers Group Realty & Management for maintenance and/or repair, you are responsible for scheduling any necessary service calls with the repair person once they have contacted you. Tenant is responsible for granting the vendor access to the premises. Towers Group Realty & Management does not provide keys to contractors. Be polite to the repair person. The repair person is there to help solve your maintenance problems. Please keep your appointment with the repair technician. Failure to be available for an appointment could result in a charge for the technician's time. We will pass that charge on to you. Please do not request additional repairs of the repair technician. Any additional repairs not previously authorized will be your financial responsibility.

System Failures

All "breakdowns", system failures and structural defects must be reported to Towers Group Realty & Management immediately. If an urgent repair is needed (i.e., hot water heater leaking), tenant is responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Towers Group Realty & Management will arrange with vendors to make necessary repairs within a reasonable time. Tenant will not be reimbursed for any unauthorized repairs made. Please note all maintenance issues are to be reported immediately. Should it be found that a repair is more extensive due to the amount of time it was left unreported, you will be responsible for the extra charges stemming from this.

Unauthorized Repairs

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

Heating, Ventilating, Air Conditioning (HVAC) Systems

All HVAC filters need to be changed once a month. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the "condensation drain line" clean and clear of obstructions. Pour 1 cup of white vinegar down the drain line each month when you change the filter. The area around the condenser (outside unit) should also be kept clear of grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit. If the AC does not work. - Check all circuit breakers. Often during hot weather, or if the circuit breaker overloads, the AC breaker will flip causing your unit to be unusable.

*Note: An HVAC (AC) system failure does not constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day. If you insist on

having it done and the technician is available, you will be responsible for the overage due to it being an after-hours call.

Smoke Alarms

If they do not work, check the batteries in the unit. Note: Tenants are responsible for replacing the batteries in your smoke alarm. If the alarm does not work after you have replaced the battery, contact us for repair.

Lawns and Grounds

Tenant is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating fire ant mounds; treating for lawn pests; treating for chinch bugs in St. Augustine grass. Keep shrub and tree growth away from the roof, eaves, and sides of the home. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc. If Tenant is responsible for maintaining lawns and premises has a sprinkler system, Tenant will routinely check and replace any missing or damaged sprinkler heads. Tenant agrees to operate sprinkler system often enough to keep the lawn and shrubbery healthy, or a minimum of 15 minutes per zone, 3 times weekly. If mandatory watering restrictions are imposed by any legislative body governing the premises, Tenant agrees to reset sprinkler timer to comply with the maximum irrigation schedule permitted by law.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to Towers Group Realty & Management within 5 days of taking possession of premises. If no notice is received, Towers Group Realty & Management will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become responsibility of the tenant. It is the responsibility of the tenant to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. It is the responsibility of the tenant to comply with water restrictions for your area.

Plumbing/Septic Systems

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

If your property is on a septic tank sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property

sewer. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Tenant must purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product.

Tenant will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

Waterbeds/Flotation Bedding Devices

Tenant will be responsible for ANY damage caused by a waterbed or flotation-bedding device. Tenant will have a current waterbed/flotation bedding device insurance policy in effect during possession of waterbed/flotation bedding device.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls with appropriate picture hanging hardware. Do not paint or wallpaper without prior written approval of Towers Group Realty & Management. All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises.

Vinyl/Ceramic Tile Flooring

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

Hardwood Floors

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

Carpet 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. Upon vacating the property, the carpets shall be professionally cleaned, at the expense of the Tenant using a carpet-cleaning vendor approved by Management. Receipt of said services must be provided to Management. Management will, upon receipt of Tenant's notice to terminate, provide Tenant with vacating instructions, and will also arrange the carpet

cleaning on the Tenant's behalf. Carpet cleaning will be scheduled for a time after the last day of the Tenant's occupancy. If carpets are not professionally cleaned, Management will use the security deposit to pay to have carpets cleaned. A receipt is required at the time the keys are returned.

Stoves

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Tenant will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance. If the oven does not work, check the time bake feature on the oven. If the oven is set on time bake it WILL NOT HEAT.

Dishwashers

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

Garbage Disposals

Garbage disposals should not be used for bones, celery, onion skins, greasy items, pasta, rice or any other similar materials. If the motor buzzes, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from items put into the disposal. You should also use an Allen wrench to turn the area at the bottom of the disposal to unjam the disposal prior to calling management. A plumbing invoice received for this same work will be the financial responsibility of the tenant.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use "burst resistant stainless steel braided" washing machine hoses only. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

Water Heaters (Gas/Electric)

If you have an electric water heater that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped.

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

CLEANING AND HOW TOS

Towers Group Realty & Management diligently works to provide you with a clean, well maintained home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment in good condition. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; the Maintenance Department who keeps a record of necessary maintenance; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Towers Group Realty & Management in a timely manner. **NOTE: Tenant(s) acceptance of premises in less than clean conditions does not relieve Tenant(s) from responsibility for leaving premises in clean and ready to show condition.**

Cleaning Standards

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
4. Mop vinyl floors biweekly.
5. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. Clean AC/Heat air return grate and change filter each month. (A good rule is when you pay your light bill, change your filter).
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
8. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
9. Blinds, if provided, should be cleaned or washed semiannually and at move out.
10. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
11. Caulk tub as necessary.
12. Sweep out garage as needed.
13. Pressure wash any stains, mold, dirt from driveway, sidewalks, garage floor, patio(s).

Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counters on counter tops as they will scratch. All cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating.

Kitchen Appliances

Each kitchen appliance must be cleaned regularly including the stove hood vent, the filter in the stove hood vent, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be replaced. Please clean the top and under the refrigerator and

washer/dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which tenant will be responsible.

Fireplaces

If there is a fireplace in your home, do not burn pine or any other “sappy” wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc.

When using the fireplace in your residence:

1. Open the flue before starting the fire and keep it open until the ashes are cool enough to touch.
2. Close the fireplace screen or door when the fireplace is in use to keep sparks from flying out.
3. Do not put anything, including paper and kindling, closer than three feet to the fireplace while it is in use.
4. Never leave a fire unattended.
5. Burn only dry, seasoned hardwood. Do not use green wood, treated lumber or painted wood.
6. Never use combustible liquids such as kerosene, turpentine, lighter fluid or gasoline to start or accelerate the fire.
7. Do not stuff scrap paper, gift wrapping paper or old holiday trees into the fireplace.
8. Do not use excessive amounts of paper or wood to create a roaring fire.
9. Do not dispose of burnt logs or ashes until they cool completely. Dispose of cooled ashes in a metal container. Usually, you can re-burn logs. If you must dispose of a log, wait until it is completely cool, then douse it with water and place it outside away from combustible materials.
10. Notify Towers Group Realty & Management of any problems with the fireplace.

MOVING OUT

Written Notice

Before notice to vacate is accepted by Towers Group Realty & Management, it MUST be put in writing or will not be accepted. The notice must include the date you plan on vacating the premises. This notice must not be less than 60 days before termination. Once Towers Group Realty & Management receives notice from tenant, move-out procedures will be sent to tenant. Follow the move-out procedures to ensure the full return of tenant security deposit.

Move Out Procedures

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

- 1) Clean the interior and exterior of the house including all appliances and floors. This includes pulling out and cleaning under and behind the appliances.
- 2) Dispose of all garbage and trash.
- 3) Close and lock all windows and doors
- 4) The carpet must be cleaned by a professional cleaning company that guarantees their work and provide a

receipt when turning in keys. This is to be done only after all belongings have been removed. Should company not do a sufficient job, one of our vendors will come in and re-do at your expense.

5) Cut lawn, weed the flower beds, edge, and trim the shrubs.

6) Inform all utility services and postal services of the departure date and forwarding address.

7) TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET.

8) Pull main fuses or turn circuit breakers to an "OFF" position.

9) Turn in ALL keys on the expiration date and provide Towers Group Realty & Management with a forwarding address.

10) The electricity and water must be left on for three days after vacating the premises so Towers Group Realty & Management can inspect all electrical outlets, lights and appliances. Failure to do so will result in a charge against your security deposit for power turn on.

11) Towers Group Realty & Management will be placing a "For Rent" sign on the property and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

Marketing During the Notice Period

After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9:00am and 6:00pm. Towers Group Realty & Management will make an effort to accommodate your schedule, however, the property must be available and in good condition for agents to show. You will be notified prior to showing. If there is no answer or no answering machine, we will call your work number to give notice of a showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

The Move-Out Process

Once the tenant has vacated the premises and the keys have been received by Towers Group Realty & Management, we will begin the Move-Out process to determine and expedite return of the tenant's security deposit. Keys MUST be returned to Towers Group Realty & Management and not left at the premises, per your lease agreement. Tenant is fully responsible for rents until the keys have been given to and received by Towers Group Realty & Management. All utilities are to be left on for three days after your keys have been returned.

Breaking the Lease

If you default on your lease, you will be responsible for all costs incurred in securing a new tenant including but not limited to rental losses incurred as a result of tenant's default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required 60-day written notice. You must continue to pay the monthly rent each month until the property is re-rented or your rental obligation ends, whichever comes first. You must cooperate and make showings as accessible as

needed in order to find a new tenant and keep utilities activated until a new tenant moves in or your lease expires, whichever comes first.

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

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

Return of the Security Deposit

THE SECURITY DEPOSIT MAY NOT BE USED FOR ANY RENT DUE. The security deposit will be refunded within 30 days of your move-out and return of keys and garage door openers if applicable. Return of the Security Deposit is subject to the following provisions:

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

EMERGENCY/DISASTER PROCEDURES

Make Your Plan Now

The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities.

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

Hurricane/Tornado/Storm Watch/Storm Warning

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

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

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

What You Do

Everything an owner would do to protect the property, the tenant is 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 can happen at any time. Be prepared.

Because we get advance warning for Hurricanes/Tornados, many people choose to leave town. If you leave, you still must secure the property prior to leaving using any shutters that are provided for use of your rental property.

DISASTER PROCEDURES

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

1. Turn off main breaker to house
2. Turn off main gas line to house (Call power company for instructions)
3. Turn off main water supply to house
4. Take all recommended precautions by the local news media and storm bulletin publications. Do not put tape on the windows!
5. Secure your pets, inside. If it is not safe for you outside, it is not safe for your pets either. If you are leaving the property, do not leave your pets behind.
6. Secure all outside items. Bring in the swing sets, play houses, small planters, anything that could turn into a flying object during high winds.
7. Secure house against damage. Follow all recommendations by the local news and the emergency preparedness teams for your area.
8. Make sure Towers Group Realty & Management has a key for your home.

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

NON-DISASTER PROCEDURES

(i.e. **Kitchen Fire, Water Pipe Burst, Hot Water Heater Burst, Tree Falls on House**) **Upon first occurrence or discovery of problem, secure from further damage immediately.** Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Tenant Responsibility

Take steps to prevent additional damage immediately.

- Turn off the source of water or electricity or gas, as the situation demands.
- Notify Towers Group Realty & Management, if it is after hours use emergency line.
- Make claim on Tenant's insurance for personal belongings.
- Notify Towers Group Realty & Management of tenant's insurance coverage.
- Provide emergency (police, fire, etc) report to Towers Group Realty & Management within 5 days of the incident.
- Provide access for insurance, repair people, etc. to access and repair damage.
- Notify Towers Group Realty & Management of delays or problems with repairs.

Tenant is responsible for any loss to the owner due to tenant negligence.