



RESIDENT'S HANDBOOK

THIS HANDBOOK IS FOR YOU

In the excitement of moving into a new property we often don't remember all the instructions and requirements in the lease. This Handbook is to be used as a reference for you during your tenancy. Place it where you can easily access it for additional information. 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 us. We are always looking for additional ways to serve you.

Again, welcome to our area and your new home! Please take advantage of the many opportunities our community offers. Should you decide to make this your permanent home, please call us. We would be happy to help you find that special place just for you. We look forward to a long and pleasant relationship and wish you a happy renting experience.

Note: Home Rental Pros is a registered DBA with Waddell Realty LLC
with the State of Florida
RESIDENTS HANDBOOK

Home Rental Pros

Revised date: 2022

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IT IS THE DESIRE OF THE OWNERS AND STAFF OF HOME RENTAL PROS THAT YOU HAVE FOUND THIS HANDBOOK HELPFUL, OUR MANAGEMENT PROFESSIONAL AND SERVICES TIMELY AS SO MANY OTHER TENANTS HAVE FOR OVER 3 DECADES AND COUNTING. WE WOULD LIKE TO WISH YOU THE BEST WHEREEVER LIFE TAKES YOU. HAVE A GOOD DAY AND WONDERFUL LIFE!

WELCOME

Welcome to your new residence! Thank you for choosing one of our properties. We have been working with tenants and managing properties for over 3 decades. During that time, we have received many positive reference letters and notes as to tenant's satisfaction. Therefore, we are confident you will be pleased with our customer services. In order to facilitate a positive working relationship with tenants, we have prepared this Residents Handbook.

(PLEASE NOTE: HRP will be used to reference Db: Home Rental Pros throughout this handbook)

First to note is that renting through HRP is NOT an apartment type setting but a single family setting. There is not an onsite grounds keeper or maintenance person for the property you rent. If you choose to rent through our office, as tenants there are tenant responsibilities. We have detailed those within this handbook and your lease. We have included in this manual many typical situations that a tenant may encounter. If you would like further clarification or have questions relating to this Handbook or your tenancy, please feel free to communicate that need to HRP.

HRP does not own the properties. The property owner for the home or unit has contracted with us for the purpose of managing and minor maintenance oversight of their rental property. Rental successes are made possible when tenants understand the necessity to work with us within the terms of your lease, and the guidelines set forth in this handbook. We have found this guide builds loyalty with our tenants as it provides the rules that help avoid disgruntlement, confusion, discouragement, and misunderstandings. Know that we are always open to ideas for better customer service and would enjoy any "constructive" ideas you may have to offer that could benefit all tenants renting through our office.

This Handbook, *which is noted as an addition to the lease*, outlines our responsibilities to you, your responsibilities to home or unit that you rent, and to HRP. Please read each paragraph carefully. It is the desire of the staff at HRP to maintain good relationships with tenants and that can be made possible only when both parties fulfill their responsibilities and obligations.

Clear communication is the key to a successful landlord/tenant relationship. We at HRP offer many choices for communication and those will be identified within this handbook. Please note that we prefer avenues of communication to be in a written format so all parties' have the ability to document.

On behalf of the owners and staff at Home Rental Pros, we wish you a very enjoyable tenancy!

Home Rental Pros is a registered Db: for Waddell Realty, LLC

PERSONNEL

Our professional and hardworking staff can assist you. The tables below are designed to help you direct your requests to the most appropriate person.

Position	Name	Phone & Ext.	Email
Front Desk/Leasing	Stephen Waddell	850-456-4526 ext.: 104	stephen@homerentalpros.net
Asst. Property Manager/Maintenance Manager	Rebecca Gafford	850-456-4526 ext.: 101	Info@homerentalpros.net
Director of Management/Sales	Valerie Waddell	850-456-4526 ext.: 102	valerie@homerentalpros.net
Founder	Robert Waddell	850-456-4526 ext.: 103	robert@waddellrealty.com

GENERAL OFFICE INFORMATION

Address		
Street address	5876 N. Blue Angel Pkwy	
	Pensacola, FL. 32526	
Mailing address	5876-B Blue Angel Pkwy.	
	Pensacola, FL. 32526	
Telephone		
Office #	850-456-4526	
Fax #	800-795-9840	
Urgent#	850-456-4526. USE TENANT PORTAL FIRST. THEN CALL THE OFFICE. (AFTER HOURS: CALL OFFICE AND LEAVE A MESSAGE.)	
Emergency #	911	
	NOTE: Emergency situations are those that need to be taken care of by police, firemen, or medical care. Follow up communications can then be completed after first responders have been contacted.	
Internet		
Email	Info@homerentalpros.net	
Website	www.homerentalpros.net	
Tenant Portals	TENANTS WILL BE INSTRUCTED TO SET UP A TENANT PORTAL. This is the <u>best avenue for communication</u> with office staff, paying rent online, and making maintenance requests.	
Office Hours		
	Monday – Friday	8:30 – 4:30p.m.
	Saturday	Closed
	Sunday	Appointment
	Holidays	Closed

Communication with our Tenants

The chart on the previous page outlines the various means available for you to contact Home Rental Pros.

Tenant Portal

Your first step should be to set up your tenant portal. This makes it possible for tenants to pay rent online, view their documents AND also complete maintenance requests. **All maintenance requests are required to be in writing for documentation.** (NOTE: a 3rd party vendor, for security reasons, provides the portal service. HRP does NOT have access to your password or/and “backend” information). The use of the tenant portal is a very good avenue to communicate with HRP during peak call times, during business hours, and also after hours. Messages through this portal are pushed through e-mail and received by multiple staff members, allowing for a timelier response.

1. Once our office receives the Holding Deposit, tenants will receive an invitation with a link for the Tenant Portal via email and text message.
2. Tenants use the link to log in the first time, as each tenant will need create their own password associated with their own email address.
3. Once you have completed the set-up process, you can download the app to your mobile device (Apple and Android) for the Tenant Portal using the Play or Apple store. Search under “AppFolio”

NOTE: *Please remember that all notices to vacate must be in written form. E-mailed and Faxed notices are acceptable as well, as submitting notice through your tenant portal.*

Please visit our website to view all of the Forms, Notices, Pamphlets, DIY video links that are discussed in this handbook. Go to “Tenant” then to “Forms and Notices” or “Resources”.

Website

Our website, www.homerentalpros.net, is intended to be a valuable source of online information for our tenants. Use the tenant section drop down for helpful options with tenant information. At this site you will find (but not limited to): Pay rent on line, access to maintenance request, Helpful links to How-To’s (tenant DIY), utility company contact information, forms, notices, and site links for local information.

Telephone

During office hours, the office is always staffed. Please note; some days and times of day we get very high call volumes (sometimes 6 calls in 30 seconds). During such times it is impossible to answer all the calls. Therefore, please leave a message (simply express in detail the specific nature of your call) and we begin returning missed calls between calls throughout the day. Note: our phone system allows you to send text message also. (If you cannot communicate via phone-Come by our office).

Voicemail

If you call during regular office hours, we are busy with other calls, and you are moved to voicemail, please leave a clear, concise message for the purpose of the call, your name, your phone number, and we will contact you as soon as possible.

Emergency calls

FOR EMERGENCY CALLS...Call #911 for first responders for all “emergency situations” Please note emergencies differ from urgent situations. Please feel free to communicate with HRP as a follow up to your emergency. Please see the “Emergencies” section further in this handbook for more details.

Email

If you prefer Email as your mode of communication please send all messages to:
Info@homerentalpros.com

Tenant Property Condition Move-In Form

All approved tenants will receive at the signing of the lease a tenant property condition move-in form. This form is intended to give the tenant an opportunity to share their “opinion” of the condition of the home at move-in. The intention of the condition report is for the tenant to express their opinions and noted defects at the home or unit at time of MOVE-IN.

NOTE: If for any reason you do not get a form on day of move-in, please find the “Move-In Condition Form” under “Tenant” then under “Forms and Notices” on the HRP website.

NOTE: **TIME IS CRITICAL!** All tenant move-in condition forms **must** be submitted to HRP within 5 business days of move-in (weekends do not count). All move in reports provided to HRP **after** 5 business days, the opinions and notes express in the report by the tenant will be considered NULL AND VOID. Delayed reporting is an opportunity for false and misleading information to be recorded and conveyed.

Renter’s Insurance

We strongly advise that tenants obtain renter’s insurance for their personal property and liability protections. Neither the property owner nor HRP are responsible for any damaged or missing personal property of any resident. One common mistake made by renters is to assume they do not need liability insurance, as they are not the owner. Also, that they don’t need to protect the value of their personal property.

- As a tenant, you have no protective liability insurance to protect you if someone is hurt during a cookout, birthday party, and so on. An “invitee” (friend of the tenant) may pursue a litigious situation if they are hurt on the property while visiting a tenant.
- As a tenant, you have no protection for losses to personal property. Wind, flood, and fire can destroy all you own. Even mechanical and appliance failures in the home that are outside the control of the owner can cost tenants monetary losses. **Protect yourself.**

- As a tenant, you are required to include Home Rental Pros as an “additional interest”. An **Additional “Interest”** is a party who may be **INTERESTED** that an item is **insured**, but DOESN'T have any ownership in that item and therefore they CANNOT be listed as an **Additional “Insured”**. Simply explained, listing Home Rental Pros as an “additional interest” the insurance company will provide our office notifications that you have insurance.
- Tenants may qualify for multi-policy discounts by purchasing tenant insurance with the same company you may have your automobile coverage. Other saving can be found with companies when a home/unit has fire extinguisher, security system, and certain locks.

Rent/Lease Agreement

Keep in mind that your lease or rental agreement is a binding contract.

Upon occupying your new premises, you will have received a copy of your lease (uploaded to tenant portal), a move-in checklist (See page 4, Tenant Property Condition Move-In Form), and assorted other documents. If you would prefer paper copies, please let our office know when signing the lease. Please keep these documents (together with this Handbook) in a safe and convenient spot. If you have any questions about your lease after it has been commenced please contact our office and we will be happy to help you.

Utility and Cable TV Companies

Tenants are responsible for all utility and cable cost, unless otherwise specified in the lease. There is a helpful list of contact numbers for utility companies and services. This page can be found under the “Tenant” button, then “Resources” on our HRP web page. If power and water are on at the time of your viewing, HRP cancels all existing utilities after your move in. To ensure that you don’t find yourself with discontinued service you will need to contact the utility companies directly. If HRP fails to have the utilities turned off by the date of your move in, and if you fail to have utilities in your name at move in, then you will be responsible for the utility bills based on move-in date

NOTE: Any tenant that desires to use a “Dish” type receiver for TV or any other type of communications must get written permission from HRP.

NOTE: No “DISH” shall be installed on the roof, fascia or any other part of the home. All satellite dishes can only be attached to a post in the yard provided by Satellite Company. ANY and ALL damage caused by the installation of a satellite dish or any associated components will be the responsibility of the tenant for the cost of repairs. The repairs can include but are not limited to: 1) Drywall repairs due to holes in the walls for cabling. 2) Replacement of aluminum fascia materials due to mounting dish on fascia. 3) Shingle replace and roof sealed due to mounting dish on the roof.

NOTE: The tenant, at move-out, will remove the “DISH” and all components associated with the dish. If not, all costs to remove such will be assessed to the tenant at move-out on their security deposit.

Rental Payments

HRP makes paying rent online an easy process. Just set up your tenant portal. Rent IS DUE on the FIRST (1st) DAY of every month. We are one of the few management groups that give tenants 4 additional days to pay without a late payment. The purpose for this is that we realize military, civil service pension checks, and disability checks are sometimes not issued till the 3rd of the month, but all tenants benefit from the extra days. Rent is considered late if received after the 5th DAY OF THE MONTH. (All rents MUST be received by Midnight of the 5th of each month). On the 6th day, a late fee will be charged to your account for any payment shortages. Mailed payments must be postmarked by the 1st day of the month.

Rental Payments can be made easily using your tenant portal either with an E-check (free service), debit card (\$9.99 convenience fee) or credit card (2.99% convenience fee). If a tenant chooses to pay by written check, tenants name and address MUST appear on the face of each payment. Please make your rent payable to Home Rental Pros and deliver it personally to our office (door drop available 24/7 in front door) or mail to our mailing address with the time limits set forth above. Checks returned for insufficient funds or E-check payments that cannot fund due to lack of funds will result in an NSF charge to your account. Late fees will be added to your account if rent is late.

NOTE: 1) When an online payment or personal check are determined to be NSF, HRP will not accept a payment or follow up payment from the tenant unless in certified funds. 2) Rents, NSF charges and late fees (if rents are late) for that month must be paid immediately by Certified Funds. Rent will continue to be paid in certified funds as long as the tenant account has not been made current within the same month of the NSF. Tenants who have 2 (two) NSF during a 12-month period will not be allowed to pay via online E-check or personal check and must be in Certified funds for the remainder of residency in the home.

HRP does NOT accept:

- Cash (we maintain NO CASH in the office)
- Post-dated checks
- Rolled coin

Debit cards and Credit cards can only be used for online payments through the tenant's portal; we cannot accept these types of payments in office.

NOTE: Rental deposits paid must be in certified funds (cashier's check or money order) only for the amount of the deposit (No rents fees can be included with the deposit funds).

NOTE: Deposits are placed into an Escrow Account. Rental payments are placed into a Trust Account. Deposits cannot be used as "last month's rent" as they are in 2 separate accounts. We will not comingle monies between the accounts.

Fees and Charges

TENANTS ARE RESPONSIBLE TO PAY ALL FEES AND CHARGES THAT RESULT FROM A DIRECT VIOLATION OR NEGLIGENCE IN ALL MATTERS AS FOLLOWS:

- The late fee for late rental payments is **15% of the unpaid rent amount**. (Rents not paid by midnight of the 5th will be charge late fees)
- The late notice and lease violation posting fees are **\$50.00** each. (Rents not paid by midnight of the 5th will be posted) This covers expenses for posting costs and back processing late payments.
- NSF fees are **\$40.00** and are charged for all returned payments. The tenant will be put on guarded oversight by the staff of HRP for paying rents with NSF. A second NSF will result in restricted use of the tenant's payment portal and all rental payments will be limited to "certified funds" for rents for the remainder of the tenancy.
- Failure to connect utilities into tenants name within 3 days will result in a **\$100.00** fee.
- Smoking in property violation fee is **\$500.00** per occurrence as strictly prohibited in and within 15 feet of the property. *Additional damage costs can be added as well.
- Unauthorized animal violation is **\$500.00** per pet plus the non-refundable pet fee if owner allows pet to stay in property.
- Other lease violation fees can be found and noted in your lease.

*If AT ANY TIME you are unable to make your rent payment on time please contact HRP immediately. You will still incur a late fee, but we may be able to assist you in establishing a payment plan (ONLY WITH OWNER PERMISSION). This is a good way to avoid unnecessary legal action. As in all things, communication here is especially vital.

Care of the Property

Become acquainted with your residence

Upon first occupying your home or unit, you should familiarize yourself with the locations of various important items. These may include:

- Main circuit breaker – Can usually be found where meter is set (outside wall of newer homes). Older homes the main breaker can be found in the circuit panel. In the event that power to your unit/house is disrupted
- Circuit panel (newer homes-there is a separate circuit panel from the meter or main panel) sometimes found in garage, hall, or bedroom.
- GCFI circuit breaker usually looks like a wall receptacle with buttons. Breaker for GCFI circuits can also be found in the circuit panel of older homes.
- Gas shut-off valve – to be turned off in times of emergencies or disasters. That valve is typically found at the gas meter on the exterior of the home.
- Electric, water and gas meters – to check against your utility company's monthly reads
- Water shut-off valves – located beneath kitchen & bathroom sinks (as well as behind toilets).
- Water main shut-off. Newer homes have cut off valve on the private side of the meter box. Use cut off valve next to the meter, but only during very urgent situations.

- Locate return air grill for the HVAC system and know to replace filters at least once a month (possibly more if you have pets with large amount of fur). Make sure to use the correct size filters only.

Maintenance

Your lease carries specific maintenance instructions/restrictions for both the landlord and the tenant. Please review these first whenever you have a specific maintenance issue.

NOTE: Maintenance requests will be addressed during normal vendor business hours: Monday through Friday, 8 am-5 pm. If tenant demands an after-hours or weekend service call for a **non-urgent** maintenance request, then tenant will be responsible for the additional fee for the after-hours call.

NOTE: Please find a helpful list of DIY videos and care booklets under the “Tenant” button then “Resources” on the HRP website.

HVAC Systems

HVAC Filters. Keep the filters changed in the home or unit! Replacement of filters should be on a schedule (example: PAY RENT, CHANGE THE FILTER). Filters must be changed at least 1 time per month. If tenants run the unit heavily during summer months or have pets, it may be necessary to replace 2 times per month. A/C technicians can easily assess a unit and determine if a unit has not had timely filters replacements. Lack of filter changes can cause a tenant to be financially responsible for A/C service calls, repairs or even replacement if there is an equipment failure due to a tenant’s negligence. We encourage tenants to GOOGLE and see what professionals have to state about A/C thermostat setting for us here in Florida. This is one Post: “As Florida starts warming in the spring and summer, we recommend keeping your thermostat between 76- and 78-degrees Fahrenheit during the day if you or your loved ones are home. If your home is mostly vacant during the day, you can set your thermostat a few degrees higher to save energy”. Also, you will find this link very helpful: <https://ecmservice.com/what-temperature-should-i-set-my-air-conditioner-during-the-summer-in-florida/>

NOTE: NEVER set your thermostat below 72 degrees. Tenants who set the A/C units below this temperature cause extended run times, excessive wear to the unit and higher electric bills. Tenants can be held responsible for all cost associated with replacement of failed equipment that is determined by a professional mechanical contractor to be the direct result of excessive low setting (below 72 degrees).

Cleaning of A/C condensate (drain) line. This is a tenant responsibility and needs to be completed at minimum 1 time per year. Heavy A/C users may find it necessary to complete this simple process 2 times per year. Tenants will need ½ - ¾ cup of bleach or vinegar and a small funnel. After 10-15 minutes, follow with 1-2 quarts of water.

Condensate lines can become clogged if not serviced. Wet floors, walls, or baseboards near the location of the heater closet can be signs of clogged condensate lines. Failure of the tenant to keep the lines cleaned will result in the condensate line clogging and a service call to clear the clog and

water extraction will result in the service call cost TO THE TENANT. A tenant can also be subject to financial responsibilities for repairs or replacements of drywall, flooring, trim and so on as a direct result of not keeping the condensate line clean.

NOTE: Please find a helpful list of DIY videos and care booklets under the “Tenant” button then “Resources” on the HRP website.

Stoves/Hood vents

Tenants are responsible to maintain stovetops and hood vents in a clean condition. Never should there be a grease build up, thus causing an increased risk of fire. Clean the oven from time to time. Keep exposed exterior of the hood vent cleaned with degreaser cleaners like 409 or Fantastic. Keep the underside clean and grease free. Keep the filters cleaned by hand washing with dawn dish soap. Be careful when cleaning the oven that oven cleaner doesn’t drip onto the cabinets or floor. Do not use oven cleaner on self-cleaning or continuous-cleaning ovens. You will be charged for damage to an appliance caused by improper use or cleaning, or by lack of proper maintenance.

NOTE: When you move in you will note the burner pans (for electric cook tops only) are new. Tenants are responsible to replace “drip pans” on electric cook tops and hood vent filters as needed during the tenancy. Tenants are responsible to replace new drip pans at move-out as they are at move-in.

Microwaves (Built-in & Freestanding)

Tenants are responsible to keep all Microwaves in clean condition. Keep the cooking areas inside the microwave clean and food debris free. Never should there be a grease build up, thus causing an increased risk of fire. Clean exposed exterior of the microwave with degreaser cleaners like 409 or Fantastic. Keep the underside clean and grease free. Keep the filters cleaned by hand washing with dawn dish soap. If a filter needs to be replaced, it is the tenant’s responsibility to replace it during their tenancy.

Dishwashers

Use at least once a week otherwise seals may dry and the motor may be damaged by long periods of non-use. Clean the door and bottom of the dishwasher after each use for items that may fall from the racks. Regularly check the perimeter of the door for food items. Use dishwasher cleaners at least a cycle each year.

Garbage Disposals

Never dump large quantities of any food into a disposal. Plates should be scraped into the garbage can. Only food residue or crumbs should be washed down into the disposal. **Garbage disposals should NOT be used for (but not limited to):** bones, greasy items, meat, chicken skin, corn cobs, egg shells, coffee granules, carrot peelings, potatoes or any similar starchy materials. If the motor buzzes turn the switch off. Tenants are responsible to unstop a disposal if clogged, blocked, or jammed by the tenants use (tenants can buy a disposal wrench at Home Depot, Lowe’s or Amazon for less

than \$10.00). Tenants are responsible to un-jam a disposal. If a disposal becomes clogged during use, a circuit breaker on the unit may “click”. Tenants are also responsible to reset the circuit breaker (usually a small red or yellow button) on the bottom or side of the disposal. Tenants that don’t desire to do these repairs themselves can contact a plumber and get it working at **their own expense**. If you contact HRP we can provide a service to unjam or reset disposal and tenant **will be responsible for the cost of that service**. If the unit does not work when the power is on and the breaker has been reset, use your tenant portal to request maintenance. Nearly all disposal jams and/or clogs are a result from misuse.

NOTE: Please find the “Don’t Dispose” Notice using the “Tenant” section then “Forms and Notices: on the HRP website.

Septic Tanks and Lift Stations

A tenant’s disregard or negligence for proper care for these 2 systems can result in system failures. System failure for a septic tank can be grease in the tank and field lines or even food washed down the drain clogging the field lines. System failure of a lift station can be caused by flushing heavy paper, candy wrappers, feminine hygiene products and so on that will cause the grinder to fail (burn up). **A tenant’s negligence that leads to system failures, repairs and equipment cost will be a cost of the tenant.**

Septic tanks are great biological systems for human waste disposal. However, due to misuse they can become inoperable causing total system failures and sewer back-ups.

NOTE: Please review the “Don’t Flush Notice” and “Septic Tank Guide” (PDF) on the “Tenant” section under “Forms and Notices” and DIY help videos at the bottom of that section.

Lift stations are used on sewer lines that are high pressure. They involve a holding tank for waste similar to septic tanks. However, inside the tank is a “grinder” and pump. The grinder grinds human waste, then the pump pushes brown water through a check valve into the public sewer line. Care for the lift station should be the same as for the septic tank.

NOTE: Please review the “Don’t Flush Notice” on the “Tenant” section under “Forms and Notices” and DIY help videos at the bottom of that section.

Flooring Care

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 raised. Heavy traffic areas require more frequent vacuuming. If the home or unit you are renting has a carpet, you must use a motor-driven brush and beater type vacuum cleaner. Shampooing is usually required about once per year, and this is also your responsibility. (Note: high quality, professional carpet cleaners are best. Many lesser quality companies can leave too much water on the carpet and cause permanent damage to the carpets. Carpets will delaminate and that can be partially noted at seaming locations). Those with dogs realize the potential for pets causing additional wear and tear on carpet due to body oils and urine.

This could require additional cleaning to the annual cleaning schedule. Improper care to carpets leading to “MORE THAN average wear and tear” can subject you to cost to replace.

Before you moved in, the carpets underwent a professional cleaning. Before vacating you must arrange to have them professionally re-cleaned. A copy of the cleaning company’s receipt is required at the time of checkout. Those with pets must also have a receipt showing enzyme treatment and a professional flea treatment (flea treatment is for interior of house and yard).

LVT (Luxury vinyl tile) Floor Care: Luxury vinyl (Plank vinyl flooring either interlocking or glue down) is a great low maintenance floor that is easy to clean. But, must continually be cared for just as all flooring products. Follow these simple tips:

DO’S:

- Sweep the floors regularly to remove loose dirt and grit.
- Clean the floors using approved surface cleaners for plank vinyl (hard surface) flooring. Preferably, cleaners that you simply spray on the floor and use a dry mop. One great eco-friendly cleaning is (1 cup of white vinegar in 1 gallon of water) and damp mop the floor.
- For spills wipe clean with dry cloth. Follow up clean with approved cleaner or vinegar mix.
- Wipe up any spill as soon as possible.

DONT’S:

- Use harsh chemicals
- Use a STEAM mop
- Use a vacuum with beater bar or brush

NOTE: IMPROPER CARE OF THIS FLOORING CAN DESTROY THE SURFACE AND CAUSE A FILM OR DISCOLORATION. STEAM WILL DESTROY THE SURFACE LAYER OF THE FLOOR. DAMAGES CAUSED AS A DIRECT RESULT OF THE TENANT’S CARE FOR THE FLOORING, OWNER RESERVES THE RIGHT TO HOLD THE TENANT RESPONSIBLE AND REPLACEMENT COULD BE AT THE EXPENSE OF THE TENANT.

Tenant Renovations/Alterations

Our policy is that we do not allow tenants to paint, renovate and/or alter homes or units in any way. This is underlined in your lease although there are sometimes exceptions. If you would like to undertake any such type of work, please follow the procedures below:

- Submit a written request to HRP. Please note that written permission is also required if you wish to install satellite dish. (A DISH CAN NEVER BE PUT ON THE ROOF OR ATTACHED TO THE HOME)
- Do not begin work unless permitted to do so.
- If your request is approved you must respect the terms of the approval. This means that before vacating the property you must either undo the work or leave it as is (depending on what you and the landlord originally agreed to.)

- **NOTE:** NO MORE than 6 small, picture hanging nail holes per room is allowed per the lease. Any larger hole or a higher quantity of holes per room are the tenant responsibility and will be charged against the security deposit.

Trash

- Contact your garbage carrier if there is not a trash can at the home site at move in. There is a helpful list of contact numbers for utility companies and services. This page can be found under the “Tenant” button, then “Resources” on our HRP website.
- If at a multi-family unit, there may be a common dumpster on site. Household trash is all that is allowed in that dumpster. (Move-out or move-in items like discarded couches, mattresses, boxes, etc. are never allowed to be put in a dumpster. You must call for special pick up at tenant’s expense).
- Most single-family homes and some units have been provided 1 or 2 (if a recycling can is available with service) disposal cans. Tenants will put it out on the curb for collection weekly or bi-weekly as needed (depending on your service). Leaving garbage on site for extended periods of time can lead to unpleasant smell for you and the neighbor and also causes potential rodent/bug issues.
- Yard debris should be bagged (if possible) and disposed of weekly. (Never allow yard debris to be stored onsite for extended periods of time. This can cause insurance issues for the owner and potential rodent/bug infestations.) Removal of yard debris left by a tenant at move out will be at tenant’s expense.
- All recyclable materials must be placed in appropriate containers.
- Dispose of toxic waste items according to state, county, and/or local laws.

Landscaping

Tenants are responsible for the care and maintenance of the lawn and grounds. They shall keep them in as good a condition as when they took possession of the property. This care involves:

- Regularly watering and cutting the grass.
- Fertilizing the lawn.
- Trimming shrubs.
- Edging all walkways, driveways, and road curbing (if applicable).
- Care of curbs and driveways.
- Treating of lawn pests.
- Keeping vines from growing onto the house, and keeping shrub and tree growth away from the roof, eaves, and sides of the house.
- Reporting any condition that can cause damage to the premises.
- Pruning of flowering trees at the proper time of year (varies according to species).
- Weeding flowerbeds.
- Maintaining all ground cover and mulch in the beds.
- Disconnecting hoses from exterior faucets when water is turned off.

- Houses that have sprinkler systems should be used. (Seasonal sprinkler systems use should be as follows: Sprinkler system should be set up by Easter each Spring and ran regularly through the Fall, or when temperatures start to cool off).

NOTE: Tenants can be held financially responsible to replace grass and landscaping that dies as a result of tenant's failure to water or properly care for the lawn (including fertilizers) and/or parking on the grass/flowerbeds.

Fireplaces

If your home or unit comes with a working fireplace or woodstove you must have written permission to use it. If you have written permission, please observe the following precautions:

- Make sure the chimney flue is open before lighting. If your property comes with a wood stove, check that the damper is open before lighting.
- Avoid roaring fires. Keep in mind the size of your fireplace when building a fire and limit it accordingly.
- Be careful when operating the fireplace, especially when disposing of coals and ash. A waiting period of several days is a good idea to make sure that all coals and ash have been fully extinguished.
- Keep woodpile to a minimum and away from the property structures to avoid creating a rodent haven. Periodically check for any evidence of termites. Report termite presence to HRP immediately.
- Chimneys must be professionally cleaned every two years, at your expense.
- You will be responsible for all damage caused to the premises by your use of any fireplace or woodstove.

NOTE: Houses in our market/area with fireplaces are not rented with any guarantees for fireplace use. Fireplaces may be noted in the property advertisement as to provide prospective tenants that there will be a fireplace in the home. Many prospective tenants do not want a fireplace in their great room. Please use fireplace as intended. If a fireplace has a gas log system and the system fails with parts not being able to be purchased for repair, owner reserves the right to not replace the gas log system due to costs.

Extermination

You **MUST** report any pest problem within three (3) days (includes weekend days) of taking possession of the property for HRP to consider a "move in" pest treatment. This is a ONE-TIME Pest control treatment at move-in only. If not reported in writing it is agreed that the premise has no infestation of any kind. Tenants are responsible for the basic control of roaches, ants, mice, fleas, and other pests in the home or unit. Tenants are responsible to not create attractive nuisances for pest (IE: pet or human food left out and not kept in sealed containers, leaving garbage or debris for excessive periods, and so on). Also, if you have pets that can transfer or carry fleas and ticks such as dogs or cats, it is tenant's responsibility to control those pests and avoid flea infestations. Please know that there are times when rodents and other small animals such as raccoons, opossums, rats, and so on that can transfer fleas and ticks into the yard. Please report suspicions of any termite or wood-destroying insect infestation immediately.

NOTE: We want to caution tenants from feeding birds and squirrels. The foods that attract these creatures can also attract lesser-desired pests like mice and rats. This can cause an increase in snake sightings due to increased food sources. Feeding squirrels can cause them to move their nesting to be closer to food sources and have been known to chew through soffits or other access points and occupy attic spaces. Tenants could potentially be responsible for extermination cost due to their creating the issue through feeding.

Any infestation during the tenancy of any kind, less termites, shall be the tenant's sole responsibility.

- You will be charged for any damages not noted to our office that is caused by uncontrolled rodents or pests.

Tenant Maintenance Responsibilities

Tenants are responsible to take care of the home and unit. The landlord is obligated to adhere to the maintenance responsibilities, however there are certain areas of property maintenance that are tenant responsibility. Please refer to your lease and this handbook.

NOTE: IT IS THE TENANTS OBLIGATION TO PRESERVE THE HOME IN THE EVENT OF DAMAGES. (IE: Busted water line, vacuum excess water, window broken from a rock from a lawn mower or ball, cover broken window, and so on)

- A/C filters **MUST BE REPLACED NEW MONTHLY**. First, it is to the advantage of tenant to replace filters for HVAC unit. Clean filters keeps the air going into the ductwork cleaner, allows the unit to perform better and draw less electricity which equals power savings for the tenant. The professional vendors have ways to verify your failure to replace the filter on a monthly basis: 1) Duct work is dirty 2) A-coil is dirty or impacted due to dust being drawn through clogged filters or no filter use at all. **TENANT CAN BE RESPONSIBLE FOR THE COST OF COIL PULL AND CLEAN (\$500.00 in 2020) or unit replacement if permanent damages have occurred due to tenant failure to maintain filter replacement monthly.**
- A/C condensate line cleaning. This needs to be completed a minimum of every 6 months. It is simple and all that is needed is bleach or vinegar and a small funnel. Go to the outside and locate the condensate line discharge area. Make sure there is not vegetation growth to cause an obstruction. Use ½ to ¾ cup of bleach or vinegar, pour into condensate line let sit for 15-20 minutes then flush with ¾ to 1 gallon of fresh water. **NOTE: SOME A/C UNITS HAVE A CONDENSATE SAFETY SWITCH. Just remove the switch from the cup as an access point to pour cleaner. An instruction video is available on the HRP website.** Condensate lines can become clogged if not serviced. This can cause wet floors, walls, or baseboards near the location of the heater closet. Failure of the tenant to keep the lines cleaned will result in the condensate line clogging and a service call to clear the clog plus potential water extraction that will result in the service call cost **TO THE TENANT**.
- Minor items like loose door knobs, loose doorstops, cabinet door hinges, and so on are the responsibility of the tenant to tighten. If the tenant prefers to contact a handyman to complete such services they will be responsible for those cost to the vendor.
- Basic cleaning– **you are expected to maintain the home or unit in as good and clean a condition as when you took possession.** Only repairs required because of normal wear

and tear will be made by the owner through vendors with HRP. You will be charged for repairs caused by misuse or neglect.

- Smoke detectors: During your tenancy you are responsible for replacing the batteries as needed and they must be in good working order when you vacate.
- Report smoke detectors that are faulty (for reasons other than batteries).
- You should also have a ready supply of appropriate light bulbs. This also includes appliance bulbs (oven, refrigerator, microwave). Make sure they are all working before you vacate.
- **ALL** other items that need batteries to operate are the responsibility of the tenant to replace as needed such as and not limited digital thermostats, garage door openers, and battery operated doorbells.
- Water filters. Tenants are responsible to replace water filters in refrigerators or other inline water filter system they use during their tenancy.
- Always use cutting boards and hot pads when chopping, cutting, or placing hot items on tables and countertops.
- Insect and rodent control in your home or unit is your responsibility. Flea and tick control are the tenant responsibility during tenancy and also at move out. If fleas continue to exist with 7-10 days of your move out, you will be responsible for all extermination cost to terminate the pests.

Maintenance Requests

Please refer to your lease to understand the tenant responsibilities for maintenance and minor repairs. If tenants do not have the skills needed to make the tenant repairs, they can contract with contractors and maintenance technicians to have them do the maintenance or repairs at the tenant's expense. Tenants can also contact HRP and request we schedule a skilled technician to resolve issues, however the tenant is still responsible for those costs.

NOTE: Maintenance requests will be addressed during normal vendor business hours: Monday through Friday, 8 am-5 pm. If tenant demands an after-hours or weekend service call for a **non-urgent** maintenance request, then tenant will be responsible for the additional fee for the after-hours call.

NOTE: If the home/unit needs maintenance or repairs that are not part of the tenant responsibilities please communicate that need to HRP in a timely manner as follows:

- All maintenance requests **MUST** be in writing. HRP has THREE avenues for tenants to report: 1) Online: use your tenant portal. 2) Handwritten: Please write clearly and legibly and deliver to HRP (drop off through the door after hours). 3) You may also email the written request (info@homerentalpros.com).
- Be *detailed* about the problem. Correct: "The right front burner on the stove does not work." Incorrect: "The stove isn't working."
- If a repair vendor does not contact you within 72 hours (not including weekends or holidays) after reporting a problem, please notify HRP so the service call may be reassigned. NOTE: When tenant demands a non-urgent maintenance request to be resolved either after-hours or weekends, it will become the tenant's responsible to pay the additional after-hour charges by the vendor.

- Urgent maintenance request (example: busted water line, housing flooding) tenants **MUST** contact the HRP immediately using the tenant maintenance request online. **ALSO**, call the office (during work hours or after) at: (850) 456-4526. Leave a detailed message in the voicemail. These messages will be **PUSHED** to management staff.

NOTE: Drains cannot accommodate objects that belong in the trash such as dirt, grease, cat litter, sanitary pads, tampons (and their applicators), paper towels, baby wipes, “flushable” wipes, etc. *Do not flush these items down the toilet.* If a drain blockage occurs you will be responsible for any necessary repairs and costs. Please advise your guests. **PLEASE FIND THE “DON’T FLUSH” NOTICE. UNDER TENANT BUTTON ON HRP WEB PAGE then “FORMS AND NOTICES”.**

Emergencies

Emergencies are defined as events that require public responses. Emergencies are events that require first responders, as it could be a life safety event. **ALWAYS CALL 911 FIRST IN ALL EMERGENCIES.** If you are using a cell phone your location will may not show up on the 911 operator’s screen display, therefore **specify your location.** Whenever possible make all 911 calls using a landline.

- For life-threatening situations call 911 immediately.
- For fire or any other emergency with grave consequences call 911 **FIRST**, then HRP.
- For broken gas line call the gas company **FIRST**, then HRP.
- For any electrical emergency (down power lines or pole) call the electric company **FIRST**, then HRP.

Non-Emergencies-Considered URGENT

- The following situations do **NOT** fall into the category of 911 emergencies. Report them to HRP:
 - Heat not working
 - Air conditioner not working
 - Dishwasher not working

Sample of Typical Maintenance

- Water backing up in commode- **IF ON SEPTIC TANK CONTACT HRP THROUGH TENANT PORTAL**
- Commode stoppages-**TENANT RESPOSIBILITY**
- Stove or refrigerator not working-**CONTACT HRP THROUGH TENANT PORTAL**
- Power outage-**TYPICALLY BREAKER IN CIRCUIT PANEL OR GFI HAVE BEEN THROUGH-TENANT RESOSIBILITY TO RESET.**

Parking

Most all homes have driveways for parking. Some urban areas may have street parking. Some Multi-unit locations will have an assigned parking space. It is the tenant's responsibility to park correctly. Any parking tickets that may occur are the sole responsibility of the tenant.

- All vehicles shall be parked in assigned areas (garages, parking lots, driveways, etc.) or on the public street where allowed.
- You are **NOT** allowed to park on lawns, sidewalks, or other areas not specifically designated for parking. Tenants will be charged for damages to underground pipes, septic tanks, field lines, lift station, and the lawn, including re-sodding of affected areas.
- All vehicles must be registered, licensed, and operable at all times.
- No vehicle repairs (except minor repairs such as changing a tire) are allowed at any time.
- No boats, watercraft, snowmobiles, RV's, or tractor-trailers may be kept on the premises without the prior written consent of HRP. Note, in some locations the neighborhood HOA controls what can and cannot be parked on the driveways. Homeowners and HRP cannot supersede HOA regulations.
- No oil/fluid stains are allowed on the lot, garage floor, driveway, walkways, or any other area of the property. ****If your vehicle leaks fluids place a protective covering or pan under the vehicle to catch the leaks or you will be charged for any damage caused.**

Pets/Animals

All owners reserve the right to accept or not accept pets. Most owners do allow pets within guidelines such as specific species (dog, cat, etc.), breed and number of pets. If an owner allows pets, there will be a Non-refundable pet fee required per pet. No pets, animals, snakes or birds, etc. of any kind are allowed on the premises unless you have written permission from HRP and have paid a pet fee. Pet violations will cost the tenant **\$500.00 per pet** for those that were not screened and written permission for the pet was not granted.

HRP requires all animals to be screened. Approved applicants are required to complete a pet screening for each of their pets or service/support animals prior to move-in. Pet screenings are \$20 for the first pet and \$15 for additional pets, service/support animal registration is free.

Pets: If permission for a Pet is given by the owner, you will be required to pay a Pet Fee that is NOT REFUNDABLE this is **NOT** a Pet Deposit. (Service/ESA animal are exempt from this fee.) Tenants will be charged at move-out for pest control (fleas) unless receipt is provided by tenant and any damage caused by pets in the property during your tenancy. You are responsible for your animal at all times. Having a pet is a privilege and permission to have a pet on the premises may be revoked at any time without terminating your lease agreement. An increase in security deposit may accompany each new pet. All other animals are to be appropriately caged such as birds, hamsters, reptiles, etc. Pets are never allowed to cause disturbances or to be a noise nuisance. Failure to control your pet for such issue could result in being required to remove the pet from the property.

NOTE: Pet fees: Small pets (24 lbs. and under) \$250.00 per pet. Medium/Large pets (25 lbs. and over) \$400.00 per pet.

NOTE: INSURANCE RESTRICTED BREEDS ARE NEVER ALLOWED AS PETS. That list can be found on the Internet "under insurance restricted breeds" and also found on the HRP website.

NOTE: Pet “FEES” are paid directly to the owner for the exchange of allowing a pet on the property/home. Pet Fees are **NOT** Pet Deposits.

Service Animals: Our office adheres to the laws set forth for “Service Animals” defined by the ADA. However, you are required to inform HRP how the service dog aids with your disability. For ESA to be legitimate, you must provide the following: 1) a letter from a mental health or other medical professional stating the need for the ESA (a prescription). 2) Letter **MUST** be on medical professional’s letterhead, and 3) The letter must be current with a date within 12 months of the tenant application and that letter must be update annually during your tenancy.

Service animals will still need to be screened, however the screening fee is waived with correct documentation. Although no pet fee will be charged, service animals must follow the same guidelines as pets regarding pest control, damage to property and danger/nuisance to public.

Disturbances, Noise and Nuisance

All tenants and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors, other tenants, or passersby per the lease. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind (including documented police reports) is cause for eviction as a violation of the lease. This includes loud or lewd music, and vulgar or profane language. If music or other sounds can be heard outside the perimeter of the leased premises they are considered too loud. To ensure everyone’s ability of enjoyment, we have violation fees as listed:

- **Nuisance Fee** (Noise, indecent behavior, etc.): Charged each time a tenant is notified by the police or the management company for nuisances at the property. **\$200 per incident**
- **Criminal Activity Fee:** Charged for any incident involving criminal activity where police have been called to the property. This constitutes grounds for eviction. **\$500 per incident**

Guests

We recognize tenants will have friends/family from time to time for holidays and other special occasions. However, any person(s) staying in your home or unit more than three weeks within a three-month period will be considered tenants unless prior written permission is obtained from HRP. Only those persons listed on your rental application or lease have permission to occupy the premises. You will be responsible for the behavior of your guests. Tenants are responsible for all damages to the home/unit, exterior improvements and grounds that occur by the “invitee”. You could be subject to systems and septic tank repairs that can occur due to excessive use (example: septic tank size and field line volume is based on the number of bedrooms and bathrooms). That also correlates with the number of people using that system under HUD occupancy guidelines. A/C systems may have to run longer due to the amount of bodies in the home and volume of traffic in and out of the home. Excessive use can cause system failures. You must inform all guests that they cannot park on grass. No guests are allowed to have pets on or at the property.

NOTE: All portions of the lease, the website notices, and this Handbook also apply to your guests. As such, the Lessee (Tenant) is completely and totally responsible for all damages caused by guests/invitees.

Roommates

All prospective tenants and occupants 18 years of age and older intending to occupy a rental home or unit **MUST** complete the application process even those who some consider dependents (college aged kids, adult dependents). HRP retains the right to screen all persons desiring to live in the home or unit. Third party vendors are used for credit reporting and online processes. Therefore, application fees are **non-refundable**.

All prospective tenants who intend to rent as roommates must: 1) Contact the office of HRP to determine if a rental property owner allows roommates; 2) submit an application through our website if roommates are accepted; 3): roommates **MUST** qualify individually.

- Each roommate must make 3 times the monthly rent amount (Florida laws has tenants financially responsible individually, unlike married couples who are viewed jointly) to rent a property.
- Each roommate must be able to show past tenancy.
- Each roommate must meet the credit requirements.

If a tenant has a friend who wants to move in, you must: 1) verify that roommates are allowed 2) they **MUST** complete an online application and be screened with the same tenant requirement as every other tenant. Don't let a roommate move in before HRP has screened and approved that person. Once an approval is granted a new lease will be prepared for you and your roommate to sign.

If you or your roommate(s) wants to move out prior to the lease expiration, all parties will need to fill out and submit a Notice to Vacate form. Finally, it will be up to you and your roommate(s) to settle any outstanding money issues (security deposits, utility payments, etc.) before they leave as we cannot refund any portion of a security deposit until the lease is ended and all parties have vacated the property.

Keys and Locks

Keys are issued at the time that tenants take possession of the property. Alterations/replacements of locks, installation of bolts, knockers, or other attachments to the interior/exterior of doors requires the prior approval of HRP. The lease acknowledged and allows for all tenants have the right to replace exterior locks or re-key said locks after move-in with no negatives against your deposit (unless the doors were damaged during lockset replacement). It is also required that with that alteration, a key for the new lockset **MUST** be delivered to the office of HRP within 24 hours of changing the locks. This key is logged in and stored in a locked key box for security. HRP must maintain a key for emergency access as needed. All keys are to be returned to HRP upon vacating the premises. If you are locked out of your home you may: 1) Borrow a key from us during normal office hours and it must be returned same day with no cost to you. (**There will be a \$30.00 charge for any borrowed key that is not returned within 24 hours); 2) Arrange to meet staff at the office, \$50.00 charge for providing a key after office hours, or 3) Contact a locksmith at your expense to get you in the home. Any damages to the door could result in a cost to the tenant.

NOTE: Tenants that live in a complex or neighborhood with community mailboxes (maintained by USPS) will need to contact the USPS to get access to their mailbox, as we do not have keys in our office. You will need to contact (850) 434-9019 to set a time for a USPS locksmith to meet you with new mailbox keys.

Access by Property Management or Owner

The property manager or owner has the right to visit and inspect the property at all reasonable times with reasonable, proper notice by our office. Often, such visits relating to owner may be to investigate deferred maintenance items or other capital repairs that may have been recently completed on the home. We will always provide you proper notice as per F.S 83. However, we try to provide even more notice if that option is available. Tenant can also provide written notice to HRP to allow vendors to use keys for repairs to maintenance orders during the tenant's absence.

NOTE: Per your lease, HRP has the right (as per F.S. 83) to show the rental to other prospective tenants or buyers during the last 30 days of your tenancy. We will work hard to provide plenty of advance notice of any such visits to the property. Should a tenant not be accommodating with scheduling at all, our office will post a 24-hour notice of entry that includes a \$50.00 posting charge.

When it's Time to Move-Out

We hope you enjoy your home or unit tenancy during your time with HRP management. If, however, in the future you purchase or rent another home we will work hard to provide you with a favorable reference. It is the personal desire of the owners and staff of Home Rental Pros to be your most ardent referrer. However, you must work with us to preserve your rental history. In order to provide you with a favorable reference, we will need you to do the following: supplying timely rent payments, caring for the property, and moving out in a proper manner. Nothing would make us happier.

Before giving notice to move out

- According to most leases you are only eligible to give your notice if you are nearing the end of your lease. Even if your lease is expiring, we still require 30-day notification.
- Look closely at your lease, as it will state when you may give notice. Any time before this date, you are still bound by the terms of your lease.
- We understand that there may be emergency situations requiring a move, and therefore, a break in your lease. In such situations we will work hard with you to explore options but there are no guarantees. A lease is a binding agreement and can only be rescinded under extraordinary circumstances.

Giving your notice to move out

We require all our tenants to provide us with 30-day notification **prior** to the end of their lease of their intention to vacate the property **in writing**. Tenants on a month-to-month (holdover) are required to provide our office with 15-day notification prior to move-out. This can be completed using your tenant portal, bringing/mailling in a written letter or emailing our office (info@homerentalpros.com). Tenants will receive written notification back that their vacate notice has been received by our office. It is the Tenant's responsibility to verify that the vacate notice was received.

Refer to the “Notice to Vacate” form located on our website under “Tenants” then “Forms and Notices.

- You will need to fill out your Notice to Vacate (as this is the only legally binding form of communication) and deliver it to HRP. You can also email, mail or fax it to us.
- WE MUST GET A FORWARDING ADDRESS.
- When we receive your notice, we will stamp it with the date and time. This is the day your notice begins. The day you write and sign your notice is *not* the date of notification unless brought into our office during business hours.
- **MILITARY NOTICE:** The owners and staff of HRP adhere to the “military clause. We require a copy of your transfer orders to be delivered to our office ASAP prior to your move out. Per the military clause, tenant is still responsible for the rental amount for 30 days upon notice given to landlord to vacate. Therefore, we recommend that you communicate with our office once you have a date even if you do not have your orders at the time of notice. You will still be required to verify your military transfer (via orders), but this allows tenants to supply notice sooner as we recognize that sometimes written orders are given out later than the 30 day notice required by the military clause.

Preparing the Property for Move-Out

Once you have notified us of your impending move, HRP has made available to you a “Move-Out Guideline” Sheet. Tenants can find the helpful “Move-Out Guideline” Sheet on the HRP website. That information is found under the “Tenant” button, then “Resources”. The list is for the convenience of the tenant, however the “Move-Out Guideline” sheet is not all-inclusive. Tenants are responsible to leave the home in good condition and clean. Tenants are responsible for all damages that are not considered normal wear and tear. Normal wear and tear have been determined in our local civil courts and those guidelines from the courts are used when considering claims to a tenant’s security deposit at move out.

NOTE: Contact USPS either in person or on website to place an address change based on your move-out date. To submit an online address change, go to www.moversguide.usps.com/mgo (there is \$1.05 charge to complete address change online).

Additional Move-Out Information

Deep Clean

Though some dirt is the result of normal wear and tear, there are some basic steps you can take to ensure that you don’t incur any additional cleanup costs. Thoroughly clean all baseboards, lights/ceiling fans, windows and window sills, blinds, doors and door casings, drawers, shelves, appliances, sinks, toilets, tubs/showers, fireplaces, animal feces, etc. Our rental properties are smoke free residences. If you are a smoker, then you have violated your lease and you will be responsible for all smoke residue and damage.

Carpet cleaning

The amount of carpet cleaning that will be necessary once you move out of your home or apartment depends on: whether you have had pets, how regularly you vacuumed, and whether you performed an annual, professional-level cleaning. Please adhere to the following guidelines:

- You are required to have all carpeting professionally cleaned at the end of your tenancy. You must submit a copy of the cleaning company's receipt at the time you vacate.
- **Don't** rent carpet-cleaning machines. There is no substitute for professional, truck-mounted steam cleaning.
- If you need a referral for a reputable carpet-cleaning company please call HRP.
- *Important:* We do not reimburse tenants for the costs of carpet cleaning.

Replacements

Before leaving your home or apartment ensure that all of the following are in working order:

- Light bulbs
- Smoke detectors and batteries
- AC and furnace filters
- Window blinds
- Stove, refrigerator, dishwasher, disposal

Pest Control

If the premises are discovered to have infestation by rodents, cockroaches, ants, earwigs, spiders, fleas, etc., pest control charges may be imposed.

Tenants with pets/animals in the home must turn in a professional pest control receipt at move-out for fleas. Based on our conversations with local entomologist, we understand the following: Fleas can be hard to control in our Pensacola and greater Pensacola area. Fleas cannot be killed during the egg stage. Flea extermination takes more than ONE treatment. They will treat to kill the active fleas, and then they have to treat again (certain days later) after more eggs have hatched. **TENANTS WHO HAD PETS IN THE HOME ARE RESPONSIBLE AT THEIR COST TO EXTERMINATE FOR ALL PEST.**

NOTE: Failure to treat home for any and all pests at move out will result as a claim on the security deposit to pay for exterminations.

Landscaping

Perform a final "sweep" of the exterior property, including:

- Mowing, trimming, pruning, fertilizing, and watering of designated areas
- Removing all trash, debris and animal feces
- Putting recyclables in their proper receptacles
- Treating oil spots on driveway/sidewalks with a good commercial cleaner

Trash

- Put out your final quantities of trash and don't overload the trash bins.
- If you have unusual amounts of trash arrange to have it hauled away by a hauling service, arrange "special pickup" with monthly service provided, otherwise additional charges may be imposed.
- Use nearby donation centers for items you are intending to leave behind.
- Any items left in the apartment, house, or common areas will be deemed abandoned and you will be charged for any and all costs of removal and disposal.

Painting

- If you have correctly matched the interior paint color, you may wish to repair some of the walls that have picture holes, blemishes, and other imperfections.
- Unless you or someone you know has professional painting experience we do not recommend you attempting “touch-up” painting at the property. **You can cause additional costs to your security deposit if the painting does not match and the walls become spotted looking.**
- **NOTE:** HRP recommends that if any wall painting is done, that the wall be painted “corner to corner” (the entire wall section) for best potential match.
- **NOTE:** If tenant damages cause the need for wall repairs and rehab, charges may be imposed on the tenant’s security deposit for those repairs. Painting cost will also be assessed for those damaged areas unless the existing paint has exceeded the life of normal wear and tear.
- **NOTE: NEVER PAINT WALLS WITH SEMI-GLOSS PAINT.** If a tenant decides to paint, the paint MUST BE SAME IN finishes such as: flat, egg shell, satin, and semi-gloss (semi-gloss is found typically on doors, window stools, and trim)

Refund of Security Deposit

Upon return of the property keys to HRP, a staff member of HRP will complete the move-out inspection. All of the tenant’s property must be removed prior to our inspection. The move-out inspection, the pre-move in inspection, lease renewal inspections, and the tenant’s inspection sheets (completed as instructed and submitted within the time requirement) will be used as references as to any potential claims on the security deposit. Cost associated with the claims on security deposit are based on actual cost by vendor to make such damage repairs, cleaning, debris removal, yard cleaning, mowing, and so on.

NOTE: 1) Home Rental Pros receives NO commissions or kickbacks on monetary claims to the security deposits. Therefore, they have no personal interest in the claims made to your security deposit. Claims on security deposits are made based on the condition of the home upon move-in (per inspection that has written documentation and photos by the management staff) versus move-out (per inspection that has written documentation and photos by the management staff), and tenant move-in form if turned in by the date required. Claims are made due to damages a result of the tenant’s negligence and personal intent.

2) HRP has 30 days to provide written notices to past tenants for claims against security deposits. If there are no claims against the security deposit, HRP has 15 days mail out security deposit to last known address.

3) All communication from the tenant in regards to security deposit claims must be in writing to Home Rentals Pros.

4) Claims on security deposit can exceed the amount of the original deposit.

5) Always Provide Home Rental Pros a forwarding address where you will receive your mail.

NOTE: It is the desire of the owners and the staff at HRP that tenant's care for the home as if it was their own. Other than normal wear and tear, tenants are required to leave the property in the same/similar condition as at move-in. There are **NO** excuses for damages and deterioration to the home, unit or the ground that are within the control of the lessee (tenant).

Health and Safety

Safety tips

- Unplug all heat-generating electrical appliances (toaster, toaster oven, coffee-maker, iron, etc.) when not in use (this will help lower electric bills).
- Avoid leaving windows open near stovetops as the pilot lights may blow out. *Never* leave a stove or oven on if you're planning to leave the unit, even for a short errand.
- Always keep a *working* fire extinguisher close at hand in your kitchen and garage and have it recharged periodically. Most hardware stores will perform this for a small fee.
- Don't leave electric blankets or heating pads unattended when turned on or plugged in.
- Never leave your unit when the bath or shower is being run.
- Promptly report any water leaks to HRP.
- Don't use hair dryers, curling irons, radios, TVs, and other electrical appliances when taking a bath.
- Avoid running extension cords across walkways, underneath rugs, or on stairs.
- Do not dismantle smoke alarms, especially if you hear beeps when cooking or smoking. Change the batteries as needed.
- Check exterior light bulbs (and their sensors) frequently to ensure proper functioning.
- Don't overload outlets or extension cords with too many devices. U/L listed power strips work well in these situations.
- If you have an outdoor grill or barbeque don't leave it unattended when cooking. Position it a safe distance from buildings, walls, leaf piles and the like.

Lead based paint

If you are renting a home built before 1978, it is likely to have lead-based paint. In 1978, the federal government banned consumer uses of lead-based paint, but some states banned it even earlier. Lead paint is still present in millions of homes, most often under layers of newer paint. When the paint is in good shape, the lead paint is usually not a problem. Lead-based paint may also be a hazard when found on surfaces that children can chew or that get a lot of wear-and-tear, such as:

- Windows and window sills;
- Doors and door frames; and
- Stairs, railings, banisters, and porches.

A few tips to reduce sources of lead exposure in older homes and buildings:

NOTE: Please find the EPA "Lead in your Home" Notice and Booklet available using the "Tenant" button then "Forms and Notices" available on our website.

Pamphlet: <https://www.epa.gov/sites/default/files/2020-04/documents/lead-in-your-home-portfolio-color-2020-508.pdf>

Pet Care, Cruelty, and Pet Containment

Animal cruelty is causing harm to an animal whether by purposeful action or neglect. All tenants should conform to all city, county, state, and Federal Animal Cruelty laws. No species or community is exempt from the experience of animal abuse and neglect. Animals don't deserve to suffer as we see a huge push to adopt or purchase a dog by the pet industry. All tenants who resided in a home that allows pets are expected to care for the pets as per county, state, and Federal laws as a minimum.

Safety and containment: In the United States there are 2,400 dog attacks every day, 100 each hour OR one every 36 seconds. More than 50% of all dog bite victims are children and 26% of all children need to go to the emergency room or see a doctor. A dog bite can lead to rabies or tetanus infection. Immediate medical care is needed when symptoms of infections include redness, swelling, increased pain, and oozing. A doctor should look at these symptoms right away.

During your tenancy with HRP you are expected to keep your animal safe for themselves and safe as to potential public issues. Follow all county leash laws and other safety requirements. Never let your dog be a disturbance the neighbors (IE: Barking). Never let your dog become a nuisance in the home or yard. (IE: chewing, scratching, urinating or defecating in the home, digging or destroying grass and landscaping on the exterior.). **Insurance restricted breeds are NEVER allowed on the rental property** even if the homeowner offers a pet friendly rental. HRP encourages all tenants with pets to secure pet liability insurance as part of your renters' insurance.

For more information about county rules for pet care in Escambia County, use the following link: <https://myescambia.com/our-services/animal-welfare/educational-information>.

Storage/Fire Hazards

You may use designated storage space provided outside your apartment, if any, without additional charge, but at your sole risk.

Tenants shall not permit any hazardous acts which might cause fire or that may increase the rate of fire (accelerants) or other insurance restricted acts on the premises. If the premises become totally uninhabitable by reason of fire, not caused by your negligence or that of your agents or guests, the rent herein shall be suspended until the same has been restored to a habitable condition. We are not obligated to rebuild or restore the premises. Tenant is responsible for any costs incurred by tenant's negligence, or by the negligence of any person on the premises with your permission or implied consent.

Drug-Free Housing

HRP requires tenants and guests/invitees to refrain from all criminal and illegal drug activities while renting their house or apartment. A single violation of the Drug Free/Crime Free Addendum with the lease is deemed a serious violation and is good cause for lease termination.

- If you detect a strong chemical odor coming from a neighboring house or apartment contact the City Police or the County Sheriff's Department and report your suspicion about their possibly being a drug house in the neighborhood. Whenever possible do not identify yourself to authorities or simply say that you prefer to remain anonymous.

- If you detect that a nearby residence has atypical foot-traffic and/or frequent and brief visits from outsiders it could be a drug house. Other telltale signs include increased nighttime activity as well as sophisticated and extensive security settings.
- Whenever reporting such suspicions to the authorities please follow up with a call to HRP.

Mildew and potential mold

Mildew and mold describe a variety of microorganisms found virtually everywhere, indoors and out. They include but are not limited to fungi, algae, rust, yeasts, and bacteria. These microorganisms produce spores similar to the powdery substance produced by plants that we call pollen. When mold spores are present in large quantities they can cause allergic symptoms similar to those caused by plant pollens.

Microorganisms in large quantities can be bad. They can cause people to have allergic reactions, asthma episodes, infections, and other respiratory problems much like plant pollens can.

There are a few important things to understand about microorganisms and how to prevent growth. A tenants life habits can be a huge contributor to mildew and mold growth. Please note some of the following helpful notes:

- When cooking at home, Tenants need to make sure to turn on hood vents over stoves to pull out moisture generated from cooking.
- Taking hot showers produce steam, Tenants need to make sure to run exhaust fans in the bathroom before starting to shower, during the shower, and for a period after the shower to help remove moisture from the room. In older homes where there is no vent in the bathroom, open the window to allow the moisture and steam to escape the room.
- Very low settings for the A/C causes cold air in the home to condense moisture in the air in many locations. Most often seen is condensation at or around windowpanes, metal frames and sashes of windows. Also, the metal A/C diffuser (where the air comes out the vent on the ceiling or floor) becomes very cold and causes the moisture in the air to condensate on the metal vent. Moisture in these 2 locations around windows and vents will collect on painted surfaces (paint and other construction materials can be a food for microorganisms) at these locations and begin to grow a grey color microorganism. To prevent condensation of moisture in the air space of the home, don't have thermostat set to extremely low settings.
- Water leaks need to be reported to HRP immediately. Water leaks in wall need immediate attention to prevent the beginning of potential microorganism growth. Tenants need to turn the water supply off immediately and then report to management.
- Flooding of a home or unit should be reported to HRP immediately. Water from flooding can penetrate or leach into construction materials. These materials can then become a food source and along with continued moisture begin to grow microorganisms.

THE MOST IMPORTANT WAY TO CONTROL POTENTIAL ISSUES WITH MILDEW OR MOLD IS BY TENANTS ATTENTION TO AVOID MOISTURE GENERATION AND TO TURN POWER VENTS ON WHERE AVAILABLE.

NOTE: The owners and staff of Home Rental Pros are very attentive to alleged mold concerns by tenants. We have protocols to follow in the event of tenant's potential concerns in this matter. It is the tenant's responsibility to get proof of alleged mold claims. Tenant should employ a certified mold inspector to complete an on-sight inspection, complete surface sampling and or air sampling as needed. The inspector will then send samples to a certified testing center and a chain of custody will be produced. It will then be the responsibility of the tenant to provide the office of Home Rental Pros a copy of the chain of custody to be reviewed by our professionally trained mold person. **MAKE SURE THAT THE CHAIN OF CUSTODY ALSO SHOWS A BASE LINE SAMPLE OF THE AIR OUTSIDE THE HOME OR UNIT.** Tenants should also provide proof of health issues with the mold test results. Steps will then be taken by HRP with the home or unit owner for immediate to resolve issues or terminate lease.

(NOTE: some information in the paragraph above is taken from a FEMA document on mold)

Hurricane Preparedness and Disaster Planning

The Atlantic/Gulf Coast Hurricane Season is June 1st – November 30th of each year. Hurricanes and Tropical Storms have been known to strike the Gulf Coast, including here in Northwest Florida. It is the tenant's responsibility to determine if the storm is considered a tropical storm or a hurricane and to make the decision whether to stay or leave the area. It is the tenant's responsibility to protect and preserve the rental property and also their own personal property to the best of their ability. If there are hurricane shutters, fabric window covers or cut plywood (to cover windows and doors), please feel free to install if the need arises and you are knowledgeable in how to install properly.

Pre-Storm:

- Make sure you have tenant insurance
- Move all patio furniture to a safe location where it cannot be lifted by the wind and used to damage property.
- Move garbage cans into the garage, behind the fence or other secure location.
- Move any all items that can be wind-blown to protected areas including but not limited to garage, inside the home, removed from site and put in storage so as not to be lifted by the wind and end in damage to property.
- If a tenant occupies a property that has hurricane window protection, it is the tenant's responsibility to install the window panels either metal, Lexan, wood or fabric.

Post-Storm: After a storm, it can be very chaotic. No power, trees down, roads blocked, roof damaged, homes flooded, and so much more.

- It is the tenant's responsibility to protect the home as needed. Broken windows need to be covered.

- Use tarps to cover areas as needed to prevent on going water damage.
- As soon as telecommunication and power are re-established, contact our office with your outcome in the storm.
- Tenants can also use phones to take photos of damages and e-mail/text those to our office.
- Home Rental Pros has been through all the storms over 30 plus years. We work hard to take care of all damages. However, we have to determine the severity of each home and set up a task force to take care of the most urgent situations first. The tenants in past have been very understanding in such matters and we work hard even through supply chain issues to bring some calm to the chaos. Rest assured that HRP has the comprehensive ability necessary to take care of all issues over time due to having an in-house maintenance and certified contractor.

Wild Animals, Reptiles, Insects and Amphibians

Living in Northwest Florida you will find that there are critters all around us. They occupy their own homes in the same areas we do. It is not uncommon to see a fox run across the road as you go to work in the early morning or an opossum on the side of the road during your morning walk. It is not uncommon to see a coyote at the entrance corridor to a subdivision or to see a snake on your sidewalk when you walk out in the morning or evenings. It is important to note that keeping your pets safe from these critters can be important to you. Coyotes can jump fencing and can eat your small dogs and cats. Hawks can take your pet birds from the back patio while out of the cage. Keep your pets safe.

NOTE: Seeing critters (IE: lizards, geckos, frogs, snakes, palmetto bugs, roaches, raccoons, squirrels, opossum, coyotes, rats, mice, and so on) in and around your home is NORMAL in our area and is not a justification to break a lease.

List of Helpful Hints

Vacation checklist

If you are going to be away from your house or apartment for an extended period of time (over 2 weeks) always be sure to follow these simple procedures:

- Secure your unit. Check all windows, doors and locks upon leaving.
- Set your alarm (if applicable.)
- Place lights on timers
- Unplug electrical appliances
- Have a trustworthy friend check on things while you are away, including checking your mail.
- Turn off the water valve that connects to your unit's washing machine (if applicable).
- Unplug TVs and computers that are not surge-protected.
- Turn your major appliances to "low" or vacation setting. These include where applicable: water heater, refrigerator and freezer. However, do **not** turn these units off.
- Remember to coordinate the payment of rent. This will avoid returning home to late fees, eviction proceedings or worse; a unit that is no longer yours because we were forced to consider it "abandoned."

- Plants and pets: Have a friend come by for watering and/or feeding. *Make sure not to leave pets alone in your property for an extended period of time.*
- Notify the necessary service people of your absence, especially newspapers and delivery companies.
- If you plan to leave your car parked in a lot or driveway, remove any valuables (including garage door opener) and ensure it is securely locked. If you usually park on the street, make sure that your municipality does not tow on a regular basis (e.g., for street cleaning)
- Do not leave an extended absence greeting on your home phone saying you are out of town and for how long.
- In the winter maintain heat at 60⁰ Fahrenheit or above to prevent pipes from freezing.
- Let HRP know of your travel plans. You may want to provide a contact number also in case of emergency.

Prevention cleaning tips

- Put food away promptly after use and wipe up debris as it occurs.
- Keep pet feeding bowls clean
- Check for build-up of grease and dirt in and around the stove area. Regularly use a soapy sponge on all stovetops, countertops, and overhead vents if applicable.
- Clean shower and bath tile with a good spray cleaner and bristle brush to counteract the buildup of grime and soap scum.
- After showers and baths open bathroom windows or turn on vents to prevent mildew from condensation/moisture buildup.
- Wet-mop floors (wood, tile, and linoleum) regularly. Use hot water when mopping, regardless of whether you are using a floor cleaner or not.
- Do not use floor wax on tile, linoleum or LVT (plank vinyl) floors.
- Vacuum carpets and floors often.
- Encourage your guests to remove their shoes upon entering the property.

Additional cleaning tips

You can often substitute “home remedy” cleaning solutions for the expensive (and often highly toxic) commercial cleaning products. Try the following:

Drains:

- Every month pour ½ cup baking soda down kitchen and bathroom sink drains followed by ½ cup vinegar. Mixture will foam. Cover and let sit 30 minutes before flushing drain with cold water.
- For sluggish drains try 1-cup baking soda and 1-cup salt. Flush with 2-quarts *boiling* water. Wait 30 minutes and then flush drain with cold water

Air freshener:

- To absorb kitchen and bath odors, try putting vinegar in an open container and let sit.

Refrigerators:

- Keep clean and avoid food stains. An open box of baking soda can be used to keep things smelling fresh. Shake out a little off the top each month.
- Ground coffee kept in an open container can also control odors.

Tile and countertops:

- For mold and mildew use ¼ cup baking soda, ½ cup vinegar, 1-gallon warm water, and 1-cup ammonia.
- Or you can fill a spray bottle with ½ cup vinegar and 1 quart of water and apply regularly to surfaces.

Glass cleaner:

- To remove build-up on mirrors and other glass surfaces try a mix of 3 tablespoons vinegar with a quart of water and apply with a spray bottle.

Dishwasher:

- Dishwashers should be run at least once per week (even if not filled to capacity) in order to prevent the hardening of rubber seals.
- To clean add ¼ cup vinegar to machine and run.

Carpet stains:**Wet:**

- Blot gently with paper towel or rag to mop up excess, making sure not to rub stain in any further.
- Soak the stain with a solution of warm water. If the stain persists, prepare a spray bottle solution of 1 quart warm water with 3 tablespoons of vinegar and apply to stain. Blot the stained area, do not rub!
- If this does not remove the stain call a professional carpet cleaning company. The sooner stains are dealt with the better.

Dry:

- Vacuum immediately upon discovering the stain. Vacuums with a rotating floor brush attachment are the best stain-fighters.

Carpet odors:

- Although odors usually come out with a thorough vacuuming, if you find the odor persisting try sprinkling baking soda over the stain. Vacuum until the powder is gone and repeat as necessary.

Toilets:

- A good way to get rid of waterline marks in your toilet bowl is to add 2 cups of vinegar. Let the mixture soak in overnight and then flush. Household bleach works well also. As a last resort, a pumice stone can be used on tough stains.

Rings from cups/glasses on wooden surfaces:

- To remove rings and watermarks on tables place mayonnaise on the stain and let it sit overnight. The oil in the mayonnaise will absorb much of the stain; though it is still possible you will ultimately have to refinish the whole surface.

Energy Saving Tips

Water:

- Report water leaks to HRP as soon as possible. These include:

- Water dripping under kitchen and bath sinks
- Running toilets- NOTE: Flush kits are the responsibility of the tenant.
- Leaks to the “fill” pipes and stop valve behind toilet
- Puddles under dishwashers and washing machines
- Malfunctioning sprinklers
- Leaks associated with poorly caulked bathtub and shower seals
- Don’t run the dishwasher until it is at or near capacity.
- Take shorter showers.
- Avoid unnecessary flushing of toilet. Do not dispose of trash in toilet.
- Avoid letting tap water run while you are shaving, washing face, or brushing teeth.
- Don’t overdo watering of grass, shrubs and trees. Don’t leave hoses or sprinklers running unattended.
- Monitor the energy level on your water heater. Turning it up to “high” is both wasteful and potentially dangerous, as the water will come out scalding hot.
- Educate your children about not wasting water.

Air-conditioners:

- During the warmer months close all windows and doors to reduce the AC’s workload.
- Draw blinds, curtains and window shades on the sunny sides of your property.
- Set the thermostat to 78 degrees when you leave for work. 80 degrees is even better savings on monthly power bill.
- When leaving the property for several days, consider setting over 78 degrees, like 80 for better savings on monthly power bill.
- Do *not* turn the AC off entirely during extended absences as the amount you might save in electricity will be offset by the energy involved in cooling the interior to a comfortable level when you return.
- MOST IMPORTANT IS TO CHANGE FILTERS AT LEAST 1 TIME PER MONTH. IF YOU ARE A HEAVY USER OF A/C, THEN 2 TIMES PER MONTH MAY BE REQUIRED, AS FILTERS WILL COVER OVER MORE QUICKLY WITH MORE USE.

Heat:

- During the colder months keep all windows and doors closed. Be sure storm windows are tightly closed and all-weather stripping is in good repair. Contact ABC if the heat is excessive or inadequate.
- Report drafts to ABC.
- Be reasonable in your setting of heat levels
- Turn the heat down when leaving your residence.
- At night turn the heat down and sleep under layers of blankets and comforters.
- Avoid turning the heat all the way off as this will require a greater amount of energy to bring the residence back to an acceptable level when you return. More importantly, pipes will often freeze and burst if the heat is allowed to drop below 60° Fahrenheit.
- If your residence comes with a fireplace or woodstove and you have written permission to use it, be sure to close the flue/damper when not in use.
- Replace your furnace filter often (at least every two to three months) to keep the unit working efficiently.

Holiday Tips

We encourage you to have a festive holiday season. Please observe the following precautions:

- Hang lights and decorations intelligently.
- Verify the proper working function of your lights, plugs and wires before hanging. If there is any doubt about a light set's condition replace it with a new one.
- Remove holiday decorations and lights promptly when the season is over.
- Dispose of Christmas trees in the proper manner: street side for pick-up by municipal garbage trucks. Do *not* burn trees in fireplace/wood stove. Vacuum up all needles regularly. Keep your trees well watered.
- Don't overload outlets or extension cords with too many devices. U/L listed power strips work well in these situations.
- Turn off all electrical devices and lighted displays upon leaving your property.
- No fireworks of any kind may be kept or deployed on or around the premises.