

TENANT HANDBOOK



Newcastle Property Management

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Welcome

Welcome to the Emerald Coast and to your new home. This handbook was written to help you understand your responsibilities to the home and landlord. Please read each paragraph carefully. A good relationship is possible when all parties understand and fulfill their responsibilities and obligations. Call our office with any questions you may have.

Rent Payments - *All rents are due and payable, in advance, on the first day of each month.* Monthly bills will not be sent. Payment may be made with check, cash, money order, or certified funds and made payable to Newcastle Property Management. Addresses for each office can be found on the front cover.

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

We do not accept post-dated checks. Rents remaining unpaid beyond the 3rd day of the month are delinquent and are subject to a late fee. Rents remaining unpaid after the 3rd day may be offered for collection and will be subject to all collection charges and fees incurred.

Phone Numbers - All residents are required to have telephone accessibility and to provide Newcastle Property Management with their home and work phone numbers. Please be sure to notify Newcastle Property Management when you change home or work numbers. Even unlisted numbers must be provided to Newcastle Property Management. You may notify us with your new phone numbers on your Unit Inspection Report, and you may return it to any of our offices or fax the report to any of our offices.

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

Default of Rental Payment- If the rent is not paid by the 3rd day of the month, legal action may be taken. You will be responsible for all Sheriff fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. All unpaid charges will be added as additional rent. All remedies and charges for collecting unpaid rent may be used to collect unpaid charges. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.

Keys And Locks - Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of Newcastle Property Management. Newcastle Property Management must have keys to each lock on the house. Newcastle Property Management may gain access and re-key if at any time access is denied, and charge the cost to the Tenant. Copies of the new keys will be available at the office during posted office hours. All keys are to be returned to Newcastle Property Management upon vacating the premises. If you are locked out of your home, you may borrow a key from us Monday through Friday 9:00am to 5:00pm. There will be a charge for any borrowed key that is not returned within 24 hours.

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

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

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

Vehicles and Parking - All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.). You are not allowed to park on lawns, sidewalks and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times.** Boats, motorcycles, and work vehicles must be approved by owner before parking on premises. No vehicle repair (except minor repairs such as changing a tire) is allowed at anytime. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch the leaks.

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

Guest - You must contact Newcastle Property Management if you have guests staying longer than 3-days. Only those persons listed on your rental application have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of the lease apply to your guest just as they apply to you.

Emergency Repairs - An emergency exists when danger is present or property damage has occurred or is about to occur. To report an emergency, call the office phone number and follow the instructions on the voicemail. Be sure to include your telephone number in your message. See Emergency Procedures on page 13 for more information.

If the emergency involves a fire or similar emergency, call 911 before calling our voicemail!!

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

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

Alterations To Home - If you want to change the house in any way, you must put your proposal in writing and submit it to Newcastle Property Management along with a sample of the paint or wallpaper. If approved, you will receive a written confirmation. All tasks must be done in a workmanlike manner, and must be inspected and approved by Newcastle Property Management after completion. Any reimbursements agreed to will occur after approval.

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

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

Getting to Know Your Home - When you first move-in, locate the following items:

- Water main shut off to home.
- Water shut off valves in rest of house.
- Gas meter.
- Gas shut offs to AC/Heater unit, water heater, stove, and fireplace.
- Inside breaker box.
- Outside breaker box and meter box. (Usually the same box)
- Ground Fault outlets. (Bathrooms, kitchen, garage, and main breaker box)
- AC filter and drain line.
- Smoke detectors.
- Fire extinguisher. (If none are present, you may want to purchase one.)
- Utilities for other buildings or sheds.
- Mailbox.
- Pumps and timers for pool or hot tub.
- Sprinkler system and sprinkler heads.
- Water filter.
- Septic system.

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

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

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

Inventory Form- The Inventory Form should be completed along with the Unit Inspection Report. List any items not accounted for and list any damages or cosmetic issues in the remarks section. Ten days are allowed for completion of this form. You may return it to our office or you may fax it to us. In either case, you will have a copy for your records.

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

Keep This Handbook - Keeping it near the phone book works for most people. Before calling Newcastle Property Management, see if the answer to your question is in this handbook.

Heat And AC Units - All heat/AC filters need to be changed once a month. A good rule of thumb is to change your filter when you pay your electric bill. If your AC thermostat control is digital, you may have batteries in the control and these will need to be replaced approximately twice a year.

It is important to understand the way the heat/AC unit work. Extreme temperature differences will require the unit to run longer and work harder. Setting the thermostat to 60 degrees when it is 100 degrees outside will not make the air cooler. It will simply run longer to try to reach the 60-degree temperature. It will most likely freeze up before this happens making it hotter inside. Poor cooling or heating is usually caused by a clogged filter. You can also take steps to help control the temperature. Close the window coverings, keep the doors closed, and take all other precautions given by public authorities.

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

Window unit air conditioners typically have a removable filter just behind the front cover. Clean this filter monthly with warm water and allow to dry before replacing.

Circuit Breakers - In most homes you will have two separate breaker boxes. The inside breaker box will usually be located in the garage or utility room and will have the majority of the breakers. The outside breaker box will be located with the electric meter and will have the major breakers such as stove, AC, and water heater. Apartments and condos will usually have only the inside breaker box. If a circuit is not working, check the breakers and make sure that they are on or not tripped. Circuit breakers move slightly when tripped and may appear to be on. To reset, turn the breaker in the OFF position, then back ON again.

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

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

Extermination - Pest extermination is the tenant's responsibility. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control. Newcastle Property Management assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and damaging the unit.)

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

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

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

Walls and Ceilings - Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval from Newcastle Property Management. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted/vacuumed regularly and before vacating. Smoking is not allowed inside the home. Any damage caused by smoking by tenant or tenant's guest will be the responsibility of the tenant.

Floors - With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times a year. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Do not apply varnish, lacquer or shellac to the floor. When waxing, use a water-emulsion, self-polishing types of wax such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors. Do not use any solvent-based waxes. You will be responsible for damage done by using improper cleaning materials. Hardwood floors will require regular cleaning to prevent scratching from sand and may require pads under the legs of furniture to prevent damage to floor. You are also responsible for damage to flooring such as torn floor vinyl or improper cleaning procedures.

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

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

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

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

Refrigerator - Refrigerators have several settings. The freezer setting is usually in the freezer or on the front of the refrigerator as you open the door. The refrigerator setting will be inside the refrigerator. An energy saving switch turns on and off the heat strip where the door gasket meets the refrigerator. Turned on, the heat strip keeps condensation from forming around the gasket. Refrigerators should be pulled out and cleaned behind with emphasis on the coils. Clean coils will allow the refrigerator to operate more efficiently. Turn off the water supply line if the icemaker stops working. Icemakers are not warranted.

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

Range Hood & Microwave Oven – Most range hoods and built-in microwave ovens have a removable filter. A metal filter can be placed in the dishwasher for easy cleaning. Other filters can be cleaned with warm water and a mild detergent. Microwaves may have an additional filter at the front exhaust. This should be cleaned with warm water and a mild detergent.

Water Heater – The breaker for the water heater is usually located on the outside breaker panel. This is usually turned off while the home is vacant. Do not turn the breaker on if the water has not been turned on to the home. If you have a gas water heater, ensure that gas has been turned on to the home. Follow all instructions on the water heater. Turn on the gas valve on the supply line. This line goes to the heater and the valve is on when it is turned and pointing in the same direction as the line. Do not place combustible items near the water heater.

Garage Door Opener – Change batteries for the remote controls at least once per year. If the memory is lost, press and hold the red or yellow button while holding the button on the remote control. When the light stops flashing, the two should be synchronized. Do not block or move the floor sensors. This will cause the door not to close. Doors can be manually opened; however, you will need to reset the handle so that it will reengage the shuttle.

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

Washer / Dryer Connections - When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. The water valves are intended to be fully opened and tightened in the open position after you have connected the water lines. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. Check the wall and floor monthly for evidence of a hidden leak. Do not use the dryer if the vent hose becomes detached. Some homes vent the dryer underground to a vent located beside the home. Ensure that plants or animals do not block the vent.

Minimum Cleaning Standards

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

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

(such as Scott's Liquid Gold). All cabinets and drawers must be cleaned and drawer and door fronts cleaned before vacating.

Fireplace - Be sure that the flue is opened before using the fireplace. Do not use fireplace if branches or any other item is resting on the chimney or within 6 feet. Do not use sappy woods such as pine. Do not burn garbage or loose debris in fireplace. If you have a gas fireplace, ensure that you have gas service before lighting the pilot light. Some gas fireplaces have remote controls. Replace batteries if needed.

Exterior of Home - Regularly check the exterior of the home for maintenance or repairs. Look for damage from a storm or trees and shrubbery. Prune trees or shrubbery so that branches do not rub against the home. For slab homes, be careful that grass, dirt, flowerbeds or other coverings do not grow up over the level of the slab. Keep the perimeter of the house clear of all matter. Stack wood away from the exterior walls and off any wooden deck or flooring. Report to Newcastle Property Management any suspected water problems.

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

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

Septic System - A septic system is a self-contained water recycling system. Located underground in the yard, a watertight tank receives and stores wastes from the house. Bacteria in the tank decompose the wastes; sludge settles in the tank and effluent flows into the ground through a drain system. Do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for what it is designed. You must not park on the septic tank or drain field or allow children to dig in this area. If you are not sure of the location of the septic system, contact Newcastle Property Management. Do not flush feminine hygiene products into the septic system.

Pool and Hot Tub – The tenant is responsible for the pool and hot tub unless otherwise stated in the lease. Either must be maintained with the chemicals balanced and kept clean. Not maintaining them will damage them. Any damage due to neglect is the Tenant's responsibility as well as any fines the city or county may impose. Call our office if you have questions on pool or hot tub maintenance. Do not leave children unattended.

Sprinkler System – Make sure that you have a water source for the system. The sprinkler system can be supplied by house water, well water, or separate irrigation meter. Most timers have instructions on them. Please call our office if you have any questions. If you are trying to be conservative, you should water the yard thoroughly at least once a week. You are responsible for the lawn if it dies due to lack of water. More regular watering will give you a more lush lawn.

Well Pumps – Some homes have a well pump for the home, lawn, or both. If the well is cycling on and off more than 5 times per minute, call our office and notify us. If the temperature drops below freezing, you will need to cover and protect any pipes or pumps. A light can be placed next to the pump to keep it warm.

Maintenance / Repairs - Repairs costing less than \$40 are the tenant's responsibility. All other repairs must be approved by Newcastle Property Management. Repairs made without approval will not be reimbursed. Only repairs caused by normal wear will be made by Newcastle Property Management. You will be charged for repairs caused by misuse or neglect.

Maintenance Requests - The maintenance Request Form is used to report any non-emergency repairs. This form is provided at the time you sign the lease. You may bring the Maintenance Request Form into one of our offices or fax it to us. This form can also be submitted on-line at www.newcastlepm.com.

Repairs - All repairs, system failures, and structural defects must be reported to Newcastle Property Management immediately. If you have an emergency repair, follow the instructions on page 14. Newcastle Property Management will make all necessary repairs as quickly as possible. Since we do not physically make any repairs, the repair schedule is determined by the company performing the task.

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

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

Examples of repairs management will make:

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

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

30-Day Written Notice to Vacate - Near the end of your lease, we will send a letter asking if you would like to renew your lease or vacate. This is sent 45 to 60 days before the end of your lease. If you wish to move, you must return this letter or send your own letter one full calendar month before the end of the lease. Your lease requires a 30-day written notice to vacate or you will be charged for an additional month's rent. This notice is required even if you are not renewing your lease. The notice must include the date you anticipate having the property ready for your move-out inspection and your forwarding address.

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

- All beds made and rooms neat.
- Floors are recently vacuumed; clutter free, no piles of dirty clothes.

- Kitchen and baths are clean, sinks are clean and empty.
- Walls are clean and unmarred.
- Dogs are out of the way, litter boxes are clean and odor free.
- TV is off or volume turned low so as not to be intrusive.
- Yard is mowed, trimmed and in good condition
- Blinds/curtains are open and home is well lit.

The better a home shows, the more likely it will rent or sell quickly. The faster a new resident is found, the less you will be bothered by showings.

The Move-Out Inspection - Contact Newcastle Property Management with the date your home can be inspected. Inspections will be made in private and you will be notified of any discrepancies. Information for the move-out inspection can be found on pages 15 through 18. The following is a list of procedures used for the move-out inspection:

- Inspections are made from 9:30am-5:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays.
- All utilities are to be left on for three days after your first scheduled inspection. This enables you to have utilities for additional work if all is not acceptable the first time through.
- Inspections are made only after you have completely vacated the premise, the premises are cleaned, carpets are professionally cleaned and dry (receipt required, chemical dry cleaning is unacceptable), the yard is mowed and edged, all trash hauled off, shrubs trimmed, flowerbeds have fresh bedding, and keys have been returned.
- A room-by-room check will be made, including interior, exterior, grounds, appliances, windows, curtains, blinds, etc.
- Pages 15, 16, 17, and 18 provide the cleaning guidelines. Upon receipt of your written notice to vacate, another copy will be sent to you. Most Tenants who use the guidelines pass the inspection on the first appointment.
- A reinspection fee (minimum, \$50.00) will be charged for each return trip that is required after the first appointment. We encourage you to have the property in proper condition for the first appointment. If the Inspector arrives for the appointment and the house is not ready and/or the utilities are not on, the Inspector will leave. You will be charged for all subsequent trips.

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

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

Return of The Security Deposit - Follow the guidelines on pages 15, 16, 17, and 18 and complete the terms of your lease and you will receive a full refund. The security deposit will be refunded no later than 15 days of your final move-out inspection. Please contact us if you need your security refund by a specific date. We appreciate your efforts.

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

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

Summary - With the challenges of moving, it is difficult to remember the requirements of the lease. This handbook is intended as a reference for you. Place it where you can easily find it.

Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beach and the Emerald Coast. Should you decide to make this your permanent home, call our office and will be glad to help you.

NON-EMERGENCY PROCEDURES

Non-emergencies can be defined as problems that do not pose an immediate threat to the tenant or property. Examples of non-emergency problems may include but is not limited to: dripping faucets, running toilets, garbage disposal not working, sprinkler heads not working properly, leaking drain pipe under sink, etc.

Tenant Responsibility

- Make sure everyone is safe.
- Take steps to prevent additional damage immediately.
- Turn off the source of water or electricity or gas, as the situation demands.
- Complete Tenant Maintenance Request Form and submit to Newcastle Property Management.
- Make claim on resident's insurance if any damage to tenant's personal property.
- Provide access for insurance, repair people, etc. to assess and repair damage.
- Notify management of delays or problems with repairs.

The Tenant Maintenance Request Form is included with your lease package when you sign the lease. You may submit this form for repairs or submit the on-line Maintenance Request Form. For the on-line form, go to www.newcastlepm.com. Click the "Requests" tab. Then click the "Submit a new request" button.

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

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

You are responsible for any loss to the Owner due to Tenant negligence. If the damage was caused by the tenant or tenant's guest, the tenant will be responsible for all cost of the repair.

EMERGENCY PROCEDURES

Emergencies are problems that pose an immediate threat to the tenant or property. Examples may include but is not limited to: burst water pipe, burst water heater, kitchen fire, electrical arching, etc.

Tenant Responsibility

- Make sure everyone is safe.
- Take steps to prevent additional damage immediately.
- Turn off the source of water or electricity or gas, as the situation demands.
- Contact Newcastle Property Management immediately. If after hours, an alternate number or other instructions will be available on our voice mail.
- Make claim on resident's insurance if any damage to tenant's personal property.
- Provide access for insurance, repair people, etc. to assess and repair damage.
- Notify management of delays or problems with repairs.

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

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

You are responsible for any loss to the Owner due to Tenant negligence. If the tenant or tenant's guest caused the damage, the tenant will be responsible for all cost of the repair.

DISASTER PROCEDURES

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

- Have an emergency preparedness plan, a checklist, and a storm kit. Each year the local newspaper publishes a pull out section on emergency preparedness.
- Stay tuned to the local news media and follow all recommended precautions and instructions. The local governments have a thorough Disaster Plan, and the news media will keep us all informed.
- If you plan to vacate the area, contact our office with information for us to contact you. You may e-mail this information to info.newcastlepm@gmail.com. Click the "Contact Us" button and fill in the form.

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

- Turn off main breaker to house.
- Turn off main gas line to house (Call gas company for instructions).
- Turn off main water supply to house.
- Take all recommended precautions by the local news media and storm bulletin publications.
- Secure your pets inside or at a pet shelter.
- Secure all outside items: Bring in swings sets, play houses, small planters, and anything that could turn into a flying object during high winds.
- Secure house against damage: Follow all recommendations by the local news and the Emergency Preparedness teams.
- Make sure management has a key for your house (have you changed locks lately?).
- If you are leaving town, call the office before leaving and before returning to verify the house is safe to return to.

YOU ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE.

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

CLEANING GUIDELINES FOR MOVE-OUT INSPECTION

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

TERMS OF SECURITY AGREEMENT

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

1. Full term of the lease has expired and all provisions therein have been complied with and a 30-day written notice has been received by Newcastle Property Management.
2. No damage to premises, and premises is in the same condition as date of move-in.
3. All debris, rubbish and discards placed in proper containers, in the proper area for garbage pick up.
4. Yard left neatly mowed, trimmed, edged, and raked.
5. Entire premises, including but not limited to range, refrigerator, bathrooms, closets, cabinets, etc. are clean. Refrigerator to be defrosted, as required, and doors left open. Premises must be in a clean and rentable condition. Stove drip pans must be replaced.
6. No unpaid late charges, outstanding pet charges, delinquent rents, or any charges under the terms of the lease and/or attachments are outstanding.
7. Forwarding address left with Newcastle Property Management.
8. If a pet is present, house and yard are to be professionally exterminated for fleas upon vacating at Tenant's expense.
9. Carpets must be cleaned and deodorized by a **professional steam cleaning company** that uses truck mounted equipment. Power must be left on for 24 hours after carpets are cleaned. Contact rental office for qualified companies and special rates.
10. No spackling or other wall repair done without prior approval.
11. Keys for all locks and garage door openers are to be returned to our office immediately upon vacating.
12. Tenant has occupied Premises for at least the rental agreement period and completely vacated it.
13. Any property belonging to the Owner including but not limited to pool passes, keys, access keys, gate openers, etc. must be returned.
14. All utilities are to be left on until after final inspection. Tenant will be responsible for payment for any utilities needed to correct a repair or for cleaning that was not completed before move-out.
15. Move-out inspection will be based on information provided in Unit Inspection Report and Inventory Form given at move-in. Unit Inspection Report and Inventory Form must have been returned by date provided on original forms in order for information to be applicable. If Unit Inspection Report and Inventory Form was not returned in the allotted time, results of move-out inspection will be at the sole discretion of property manager.
16. Sign post must not be removed or altered at move-in or move-out.
17. All inventoried items must be on premises and in good condition less normal wear and tear.
18. A \$50 processing fee will be charged to tenant if all conditions of lease have not been met and a security claim is required.

Items Often Overlooked

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

Schedule of Charges

The following is a list of charges we may deduct from your security deposit if you have not addressed each item. Please note that these charges are averages to be used and that actual charges may exceed those shown. Charges are applied only when work is required beyond what is considered normal "wear and tear". Replacement charges in most cases include both parts and labor. This is not intended to be a complete list but is a list of the most common charges.

| | | | |
|---------------------------------|------------------|---------------------------------|-----------------|
| Cleaning | | Walls | |
| Refrigerator | \$30 Minimum | Remove mildew and treat | \$50 per hour |
| Dishwasher | \$20 Minimum | Cover crayon or other marks | \$50 per hour |
| Stove Top | \$30 Minimum | Repair hole in wall | As per bid |
| Oven | \$50 Minimum | Remove wallpaper | \$50 per hour |
| Stove Hood | \$30 Minimum | Repaint walls / ceilings | As per bid |
| Burner drip pans and rings | \$40 Minimum | | |
| Outside cabinets & drawers | \$3/door/drawer | Doors | |
| Inside cabinets & drawers | \$3/shelf/drawer | Repair hole in hollow core door | \$95 Minimum |
| Sink / garbage disposal | \$20 Minimum | Repair forced door damage | As per bid |
| Kitchen floors | \$45 Minimum | Replace inside door | \$195 Minimum |
| Tubs and showers | \$55 Minimum | Replace outside door | \$250 Minimum |
| Shower door/tracks | \$30 Minimum | Replace sliding glass door | As per bid |
| Toilets | \$30 Minimum | Replace sliding door screen | \$65 Minimum |
| Sinks | \$20 Each | Repair Garage door | As per bid |
| Kitchen/bathrooms walls | \$15 per surface | Re-screen doors/windows | \$65 Minimum |
| Entry tile/vinyl | \$25 per entry | | |
| Vacuum carpets | \$60 Minimum | Electrical | |
| Oily parking space/garage floor | \$60 Minimum | Replace regular light bulbs | \$2 Each |
| Mold in window frames | \$25 Per hour | Replace fluorescent bulbs | \$5 Each |
| Closet door tracks | \$10 Per Closet | Replace floodlights | \$5 Each |
| Window Blinds | \$10 Each | Replace decorative bulbs | \$3 Each |
| Cigarette/candle smoke | \$175 Per room | | |
| | | Miscellaneous | |
| Floors | | Remove furnishings, garbage | \$75 Per hour + |
| Repair Vinyl | \$75 Per hour | hazardous materials | disposal fee |
| Replace Kitchen vinyl | As per bid | Repair/replace damaged counters | As per bid |
| Replace bathroom vinyl | As per bid | Repair/damaged walls | As per bid |
| Repair tile | \$75 Per hour | pair/replace damaged cabinets | As per bid |
| Replace tile | As per bid | Repair damages windows | As per bid |
| Repair/replace hardwood floors | As per bid | Repair decks/patios | As per bid |
| Repair/replace carpet | As per bid | Repair/replace thermostats | As per bid |
| | | Repair damaged appliances | As per bid |
| Plumbing | | | |
| Repair/replace sinks, toilets | | | |
| Fixtures, etc. | As per bid | | |
| | | | |
| Locks & Keys | | | |
| Door locks deadbolts | \$80 Minimum | | |
| Mailbox locks | \$65 Minimum | | |
| Missing keys | \$10 Minimum | | |
| Remotes | \$85 Each | | |