

# Resident's Handbook

Emergency Maintenance Number

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**Hoffman Realty**  
LLC

**Tampa Property Management**

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



## **Welcome to Hoffman Realty Property Management!**

We are pleased to have you as our residents and we would like your experience with Hoffman Realty to be a pleasant one. Along with your Lease Agreement, this Resident's Handbook is a very important reference tool. It contains helpful information that will make your tenancy a satisfying one. The Resident's Handbook is designed to outline our responsibility to you and your responsibilities to us and the home. It is our sincere belief that when you, as our resident, understand our policies and processes, we can better serve your needs.

For the most up to date version of this handbook, check our website at:

**[www.HoffmanRealty.com](http://www.HoffmanRealty.com)**

**Office Hours: Monday - Friday  
9:00 AM – 5:00 PM**

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## **WHEN YOU FIRST MOVE-IN**

### ***Get To Know Your Property***

When you first move-in, locate the breaker box and note the location of the Ground Fault Interrupt (GFI) breakers or switches, and the breakers for the stove/oven, water heater and air conditioner-heating system.

**Also locate the water shut off for the house.** It usually is in the front yard near the sidewalk or road. Also locate the water shut off for the hot water heater and under all sinks. Locating these items now may prevent or minimize damage later.

## **GENERAL RULES AND REGULATIONS**

### ***Part of Your Lease***

This *Resident Handbook* is part of your lease agreement and is legally binding on both parties.

### ***The Property***

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

### ***Rental Payments***

**All rents are due and payable, in advance, on the first day of each month.** Monthly invoices for rent payments will not be sent to you.

Payment can be made either:

- Online, using your Renters Portal, or
- At our office in the form of check or money order made payable to:

Hoffman Realty, LLC  
3900 W. Dale Avenue  
Tampa, Florida 33609

If you pay at our office, WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by address of the property. Also, to avoid any misunderstanding, please put your address on every correspondence with the office.

If you mail your payment or have your bank mail payment, be sure to allow

enough days mailing time for delivery of the payment, as payment must be received on or before the close of business on the 1<sup>st</sup>. If the 1<sup>st</sup> falls on a weekend or legal holiday, then rent is due the prior business day.

You may pay in person, Monday through Friday, 9:00 am to 5:00 pm. For your after-hour convenience there is a mail slot in the front door. Rents remaining unpaid after the 1<sup>st</sup> day of the month are delinquent and are subject to additional fees. **Any funds paid late must be in certified funds. No personal checks will be accepted.**

**Hoffman Realty does not accept third party checks**, meaning we do not accept checks from anyone other than the tenants named on the lease.

**Hoffman Realty does not accept separate checks** from separate bank accounts. The rent must be paid with one check. If you are in a roommate situation, we suggest one resident collects the rent from the other residents and writes one check to us

### ***Returned Checks and eChecks***

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

### ***Contact Phone Numbers and E-Mail Addresses***

All residents are required to have telephone accessibility and to provide Hoffman Realty with their home, mobile and work phone numbers. Please be sure to notify Hoffman Realty when you change any of your contact numbers. **Even unlisted numbers must be provided.** A contact e-mail address should also be provided. Please include your home and work numbers with your first rental payment after you move in, or you may send it to your property manager via fax or e-mail. Please include your full name and address with the phone numbers so the correct information will be placed in your file.

### ***Default of Rental Checks***

If the rent is not received by close of business on the 1st day of the month in which it is due, resident will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. If rent is paid while a legal action is in process, it must be in the form of certified funds. A separate written agreement must be reached if legal action is to be stopped.

## **Thirty-Day Written Notice**

A thirty day (30) written notice (30 days prior to the end of any lease ending date) must be given to Hoffman Realty if you desire NOT to renew the lease for another 12 month period. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE CURRENT LEASE TERM. Thirty days notice must end at the end of a pay period, so when the rent pay period is the 1<sup>st</sup> through the 31<sup>st</sup> of each month, notice must be effective at the end of the month. Therefore, if you give your 30 days notice on the 20<sup>th</sup> of May, your last day of occupancy would be June 30<sup>th</sup>. The notice should state a definite moving date.

## **Keys and Locks**

Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of Hoffman Realty. Hoffman Realty must have keys to each lock on the house. Hoffman Realty may gain access and re-key if at any time access is denied, and charge the cost to the Tenant. All keys are to be returned to Hoffman Realty upon vacating the premises.

If mailbox keys are needed, they may be obtained from the local Post Office. A copy of your lease agreement may be needed to provide proof of residence.

## **Utilities**

All utilities that are the responsibility of resident, shall be placed in resident's name on or before occupying the home. This includes payment of any deposits required by the utility service providers. A list of service providers and their contact information is available on our website. If at occupancy, utility services that are the responsibility of the resident (such as electric, gas, water, garbage and sewer) are currently on in the Landlord's name, Landlord will order utility services to be taken out of the Landlord's name within 3 days.

## **Trash, Garbage and Recycling**

All garbage, trash and recyclable materials must be placed in appropriate containers. Hoffman Realty does not provide trash receptacles and/or containers. The Resident is required to make arrangements to have garbage and trash picked up weekly. All containers are to be stored out of view from the front of the house. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50-gallon trash bags of recyclable materials may be kept on the premises at any given time.

## **Condominium/Homeowner Associations**

Resident is responsible to obtain a copy of the condo or homeowner association, restrictive covenants or declaration and rules, in the event the rental premises are subject to the rules, regulations, covenants and restrictions of a

condominium or homeowners association. Resident agrees to abide by all applicable rules and regulations.

The lease is subject to the approval of the condo association or homeowners association and Resident agrees to pay any association application fees or deposits necessary for such approval (if applicable).

Should Hoffman Realty or the property owner receive notification from the COA/HOA of violation of the rules, regulations, covenants and restrictions the cause of which are the result of the Residents failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the Residents, the Resident's guest or their invitees, then the Residents are responsible for the cost of curing any violation, legal and attorney fees, court cost, any and all fees, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, etc. and other costs that may be incurred by Hoffman Realty or the property owner.

### ***Disturbances, Noise and Nuisance***

All 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 may be cause for eviction. This includes loud, offensive music, vulgar or profane language, gathering in the driveway or front of the house drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

### ***Move-In/Move-Out Condition***

When you rent a home from Hoffman Realty, we strive to ensure that all items are in good working order. Please fill out and return the walk through form to our office within 7 days of taking possession of the property.

### ***Periodic Property Reviews***

Hoffman Realty will conduct periodic reviews of the premises to note its condition. You will be notified of deficiencies, if any, that are a Resident responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Lease Agreement and grounds for termination.

### ***Parking/Vehicles***

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repair (except minor repairs such as changing a tire) is allowed at anytime. No oil/fluid stains are

permitted on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks oil or fluids, place a protective covering or pan under the vehicle to catch the leaks.

### **Guests**

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

### **Emergency Maintenance and Repairs**

An emergency exists when danger is present or property damage has occurred or is about to occur. **Do not abuse the emergency system with other types of calls.** In many cases, what a resident considers an emergency is not truly an emergency.

To report an emergency, call the Emergency Repairs Line at:

**813-875-7474 Ext 110**

Be sure to report the specific emergency and include your telephone number along with your property address in your message. **If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling Hoffman Realty!!**

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

### **Insurance**

**It is strongly urged that you obtain a renter's insurance policy.**

Resident understands that their landlord's property insurance does not cover Resident's personal property or protect Resident from loss or liability. Resident is responsible for obtaining, and is strongly urged to obtain, renter's insurance to protect Resident's personal property against loss or damage.

### **Pets**

No pets, animals, snakes or birds, etc. of any kind (with the exception of medically necessary pets for the benefit of the Resident) are allowed on the premises, regardless of whether such pet or animal is owned by Resident, unless you have specific written permission from Hoffman Realty in the lease document (a pet addendum), have completed the pet application, paid a non-

refundable pet fee and monthly pet rent, for each pet. The non-refundable pet fee and pet rent is for the privilege of having a pet. Any pet damage will be the sole cost of resident and the pet fee and pet rent will not be applied to these charges.

Should Hoffman Realty find that a pet is being or has been kept on premises without the required permission, application, application fee, pet rent and an executed Pet Addendum, the fee and rent will immediately be assessed, and in addition, the non-compliance may be considered grounds for termination of the Lease Agreement.

Resident will be charged for spraying for fleas and/or repair of any damage caused by the pet. Resident is 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.**

### ***Smoke Detectors***

Check to be sure the smoke detectors are operational upon move-in. Notify Hoffman Realty if you are not able to operate them. Please check the battery regularly, and replace the battery as soon as it begins to lose charge. Disabling a smoke detector is a violation of your lease and the law.

**DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

### ***Security/Alarm/Video/Television/Satellite Dish***

Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installation at the property without prior written permission. Any necessary written authorization must be provided for Management's signature by the resident with specific location of the installation and name of the service provided. The security/alarm code is to be provided to Hoffman Realty within 48 hours of the activation of the system.

### ***Non-Smoking Policy***

All Hoffman Realty properties are non-smoking properties! You are welcome to smoke out of doors. You will be held responsible for any smoke/tar residue, odor and/or damage to premises that result from smoking. Additional security deposit may be required for smoking on the premises.

## **IN AND AROUND THE HOUSE**

### ***Circuit Breakers***

Circuit breakers move slightly when tripped. It may appear to be ON when it is has “popped” or “tripped”. The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually used in locations where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to an outlet near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the plug outlet. There may be more than one GFI plug in the house. If these “pop” or “trip”, reset them. Refrigerators, freezers and other appliances that require constant power should not be plugged into GFI outlets.

### ***Pest Control***

Please report any pest problem within your first 7 days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, is considered a Resident responsibility. Resident is responsible for reporting any suspected or known insect infestation. Hoffman Realty assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Resident will be charged for any damage caused by uncontrolled pests, including but not limited to ants building nests in the HVAC system and damaging the system.

An exception applies for our residents in a triplex, quadraplex or larger multi-family home, where Hoffman Realty will make reasonable provisions for the extermination of roaches, mice, ants, fleas or other pests in your home. If extermination requires that you must temporarily vacate your home, we will provide you a minimum of 7-days written notice.

If you are required to temporarily vacate your home for extermination, we will abate your rent for the period you are required to vacate. Hoffman Realty does not compensate residents for the cost of alternate accommodations, such as hotel rooms.

### ***Changing Paint, Wallpaper, Etc.***

If you want to change the house décor in any way, please put your proposal in writing and submit it to Hoffman Realty along with a sample of the paint/wallpaper or drawing of the proposed work (e.g., adding a fence). If approved, you will receive a written confirmation. All work tasks must be done in a professional manner, by appropriately qualified and insured personnel. The work must be inspected and approved by Hoffman Realty after completion. Any reimbursements agreed to, if any, will occur after inspection and approval of Hoffman Realty.

# **MAINTENANCE, DAMAGE AND REPAIR**

## ***Put Maintenance Requests in Writing***

Our preferred method to report maintenance requests is to use your RENTERS PORTAL. Please, put all routine maintenance/repair requests in writing on this site. Be specific about the problem. The more information we have the better we can serve you. If you are not contacted by a repair-person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Hoffman Realty so the call can be reassigned.

If you do not have access to a computer and the Internet, please let us know at your lease signing and we will be happy to include some Maintenance Request Forms in your move-in package. Using a paper form, please write clearly and legibly and then hand deliver, fax or mail your requests to us.

## ***Scheduling Maintenance***

If you have contacted Hoffman Realty for maintenance and/or repair, you are responsible for scheduling any necessary service calls with vendors once the vendor has contacted you. Resident is responsible for granting the vendor access to the premises for all routine maintenance and repair work which shall take place during normal business hours, Monday through Friday from 9 AM to 5 PM. Some vendors offer weekend and evening appointments for an additional charge. This additional charge will be billed to your ledger and is payable by your next rent payment. Be polite to the vendors. The vendors are there to solve your maintenance problems. They did not cause the problem and they are not obligated to remain on the premises if you are verbally or physically abusive or threatening in any way, even if the repair is not complete.

## ***Who Does What***

All "breakdowns," system failures and structural defects must be reported to Hoffman Realty immediately. If an urgent repair is needed (i.e., hot water heater leaking) **Resident is responsible for stopping further damage from occurring**, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repair-person arrives. Hoffman Realty will arrange with vendors to make necessary repairs within a reasonable time. Resident will not be reimbursed for any unauthorized repairs made.

## ***Unauthorized Repairs***

Hoffman Realty must authorize ALL repairs and/or maintenance that the resident wishes to have made. Please do not make any repairs or authorize any maintenance without written permission from Hoffman Realty. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

## **Heating, Ventilating, Air Conditioning (HVAC) Systems**

**Resident is responsible to ensure HVAC filters are regularly changed.** It is important to keep all HVAC filters clean, as air flow is critical to the efficiency of the HVAC system. This includes keeping the return vents clear of obstruction, such as furniture and clothing. A dirty filter:

1. Causes resident higher utility bills
2. Reduces resident's indoor air quality
3. Damages the HVAC system

If resident is enrolled in the "Clean Air" program, resident will receive new filter (s) every 3-months for resident to install. If resident is not enrolled in this program, resident is responsible to purchase the correct filters (size and airflow) and to install them. The 3-month schedule of the "Clean Air" program is the maximum time your HVAC system should be run without a new filter. Households vary and if the HVAC runs a lot or there are animals that shed, filters should be changed more frequently than every 3-months. If we perform maintenance on the HVAC system, that is the result of a clogged dirty filter (or worse, no filter installed), resident will be billed for the entire repair.

Also keep the "condensation drain line" clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of debris and other obstructions. Do not allow grass and weeds to grow up around the condenser unit.

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

## **Lawns and Grounds**

Resident is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating fire ant mounds; treating for lawn pests; treating for chinch bugs in St. Augustine grass; preventing vines from growing onto the house. Keep shrub and tree growth away from the roof, eaves, and sides of the house. Resident is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering shrubs must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc. Resident must maintain mulch cover.

## **Lawn Irrigation/Sprinkler Systems**

Tenant acknowledges that if the property has a sprinkler system, Tenant is responsible for cleaning, properly adjusting sprinklers for lawn coverage, and cleaning grass and weeds from around all sprinkler heads. Tenant also agrees to be responsible for setting the timer and re-setting the timer if necessary due

to power surges, power outage, and to comply with water restrictions for the area.

Resident is responsible for reporting broken sprinkler heads and nozzles.

### ***Light Bulbs***

All burned out light bulbs are to be replaced during the Resident's occupancy (including floodlights). Upon move-out, all lights must be equipped with the proper number and kind of bulb. For decorative bulbs, all bulbs must match.

### ***Plumbing/Septic Systems***

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

If your property is on a **septic tank** sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Resident **must** purchase an appropriate enzyme product and flush into a functioning toilet, as directed on product.

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

### ***Waterbeds/Flotation Bedding Devices***

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

### ***Walls and Ceilings***

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. Do not paint or wallpaper without prior written approval of Hoffman Realty.

All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises.

### ***Vinyl/Ceramic Tile Floorings***

With normal household use, vinyl floors may be washed with a solution of

warm water and soap. Do not use gasoline, benzene, naphtha, turpentine or any agents containing these solvents. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Resident will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

### **Hardwood and Laminate Plank Floors**

Dust mop, sweep or vacuum floors regularly. Do not wet-mop wood and laminate plank floors. Standing water can dull the finish and discolor and damage the wood and get beneath laminate flooring and cause mildew growth. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Resident shall not shellac or refinish floors without management's prior written approval.

Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Resident will be responsible for damage to the flooring.

### **Carpet Care**

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A receipt is required at the time the keys are returned. Call our office or visit our website for a list of recommended vendors.

### **Stoves**

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Resident will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

### **Dishwashers**

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

Since the water in the Tampa Bay area contains a lot of dissolved minerals, we recommend using a product such as *LemiShine* in a 50/50 mix with detergent, for best cleaning results.

## **Garbage Disposals**

Garbage disposals are not for bones, eggshells, greasy items, meat, pasta, rice or any other similar materials. **If the motor buzzes**, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from what is put into the disposal.

## **Washer/Dryer Hookups**

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

## **Water Heaters (Gas/Electric)**

If you have an **electric water heater** that is not functioning, you may want to first check to see if the reset button or the breaker may have tripped before making a maintenance/repair request.

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

## **Swimming Pool / Spa Maintenance and Safety**

If there is a swimming pool and/or spa, it is the responsibility of Resident to maintain the pool/spa and all associated equipment.

If a pool cleaning service is not provided, Resident shall be responsible to provide regular cleaning of the pool/spa and filter. If a pool/spa chemical service is not provided, Resident shall be responsible to maintain the water chemical balance. In all cases, Resident shall be responsible to maintain the water level in the pool/spa above the level of the skimmer.

If the pool is not properly maintained, LANDLORD may at its option hire a pool service company to bring the pool to a useable condition and then hire the pool service company to maintain the pool, spa and all pool equipment and this amount will be chargeable onto the monthly rent of Resident.

Resident shall be responsible for any repair/replacement of any pump, filter or heating equipment if damage was caused by Resident.

Swimming Pool drowning are the leading cause of accidental deaths in children in Florida under 5-years old. **Always supervise children in and around the pool/spa.** For safety advice, the US Consumer Product Safety Commission provides pool and spa safety publications that can be obtained through their website ([www.cpsc.gov/](http://www.cpsc.gov/)) or by writing: “Pool Safety”, CPSC, Washington, D.C. 20207.

## **CLEANING AND HOW TOS**

Hoffman Realty works hard to deliver to you a clean, well maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment usable for you. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Resident who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Hoffman Realty.

### ***Cleaning Standards***

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

## **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 cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating.

## **Kitchen Appliances**

Each kitchen appliance must be cleaned regularly particularly, the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be clean. Please clean under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which Resident will be responsible.

## **Fireplaces**

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

When using the fireplace in your residence:

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

# **MOVING OUT**

## ***Written Notice***

Before notice to vacate is accepted by Hoffman Realty, it **MUST** be put in writing. The notice must include the date you plan on vacating the premises. This notice must not be less than 30 days before termination. Once Hoffman Realty receives notice from Resident, Move-Out Procedures will be sent to Resident. Please follow the Move-Out Procedures to ensure the full return of Resident's security deposit.

## ***Move Out Procedures***

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

1. Clean the interior and exterior of the premises. See the "Cleaning Checklist" for detailed cleaning list.
2. Ensure all debris, rubbish, trash and all personal property has been removed from premises and disposed of properly. Excess trash cannot be left at the curb.
3. Close and lock all windows and doors.
4. Clean the carpets. Your lease requires that you have the carpet cleaned by a professional carpet cleaning company and provide a receipt when turning in keys. We usually use ATB Carpet Cleaning Services (813) 514-4405.

Please note that submitting a receipt for carpet cleaning does not relieve you of the requirement to clean the carpets. The carpets must be cleaned. If the carpets have not been cleaned or have been poorly cleaned, your deposit will be charged for a professional cleaning. If you have the carpets cleaned just prior to vacating, please make sure you leave the AC / heat and ceiling fans running to dry out the carpets.

5. Have the interior of the premises treated by a professional pest control company and provide a receipt when turning in keys. We usually use Haskell Termite and Pest Control (813) 239-1790 .
6. If applicable, cut the lawn, weed the flower beds, edge, and trim the shrubs.
7. If you made any alterations to the home, including painting, you must restore it to its original condition unless otherwise agreed to in writing. We recommend that you do not spackle over nail holes or attempt to "spot paint" small areas as it very difficult to get a perfect paint match. It is usually better to either paint the whole wall or leave it completely alone.

8. TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET.
9. Inform all utility services and Postal Services of the departure date and your forwarding address.
10. Turn in ALL keys and access devices on the expiration date with the "Tenant's Return of Possession" form completely filled out including a forwarding address and signed by all responsible parties on the lease, to the Hoffman Realty Offices.
11. Unless there is a reason to continue rent payments after you vacate, please remember to stop any "Automatic Payment" of rent scheduled through your Renters Portal or through your bank.
12. Leave the utility services (electricity, gas, water and sewer) on for at least 3-business days after returning keys so Hoffman Realty can inspect all electrical outlets, lights, fixtures and appliances. Failure to leave the utilities connected will result in a charge against your security deposit to have them turned back on for the inspection.
13. Hoffman Realty may be placing a "For Rent" sign on the property and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

### ***Cleaning Checklist at Move-Out***

A certain amount of cleaning is expected of you when you move out. It is our goal to refund 100% of your security deposit and by following the checklist below you will help us achieve that goal.

If you need assistance with any of these items we have a list of professionals that we can refer.

#### ***Kitchen***

1. All exhaust fans and vent covers should be in working order and clean of dust and grease. Filters can be washed in the dishwasher.
2. Kitchen cabinets, shelves, drawers, and countertops must be washed inside. Refrigerators and freezers must be cleaned inside and outside.
3. Stoves, ovens, cook tops and microwaves must be cleaned inside and outside including areas around and underneath them. Do not use steel wool on appliances, plastic scrub pads work best. Be sure to operate the self clean cycle if applicable.

4. Dishwashers and trash compactors must be cleaned inside and outside, especially the inside lip of the door.
5. All sinks, faucets, and garbage disposals washed out and wiped clean.
6. Kitchen walls and floors must be washed and free of stains, dust, dirt, and grease.

## **Bathrooms**

1. All bathroom floors and walls must be cleaned with particular attention paid to the grout and caulking.
2. All tubs, showers, sinks and commodes must be cleaned, disinfected and free of soap scum and cleanser residue.
3. All medicine cabinets, vanities and drawers must be cleaned inside and outside.
4. All mirrors should be wiped clean.

## **All Rooms**

1. If you made any alterations to the home, including painting, you must restore it to its original condition unless otherwise agreed to in writing. We recommend that you do not attempt to “spot paint” small areas as it very difficult to get a perfect paint match. It is usually better to either paint the whole wall or leave it completely alone.
2. A light cleanser such as “Softscrub” can remove black marks from walls and trim.
3. All carpeted surfaces including steps must be professionally cleaned and a receipt provided when turning in keys. Please note that submitting a receipt for carpet cleaning does not relieve you of the requirement to clean the carpets. If the carpets have not been cleaned or have been poorly cleaned, your deposit will be charged for a professional cleaning.
4. All non carpeted floors should be free of stains, dust and debris and should be mopped. Do not wet-mop wood floors as standing water can dull the finish and discolor and damage the wood. When mopping wood floors, use a wood cleaner applied lightly with a cloth or mop and then buff dry.
5. All windows and window sills must be washed.
6. All window treatments such as curtain rods, shades and blinds that were provided must be cleaned and left in good working order.

7. Sliding glass doors must be wiped and the door tracks cleaned.
8. All walls, ceilings, and closet interiors must be free of smudges, grease and food stains.
9. All woodwork, moldings, doors, baseboards and trim must be free of dust, dirt, and debris.
10. All electrical outlets and switch plate covers must be free of dirt and smudges.
11. All light bulbs must be in working order and match. Light fixtures cleaned inside and out.
12. All smoke and carbon monoxide detectors must be correctly mounted and in working order.
13. Laundry and utility rooms must be free of dust, dirt and debris.
14. Washing machine exterior must be cleaned and the inside left free of soap residue. Dryer exterior must be cleaned and the filter screen left free of lint.
15. A/C filters must be changed.
16. All fireplaces must be broom swept and free of ashes, wood, and debris.

In general, you will be able to clean (or pay someone else to clean) your residence before you leave much more economically than the amount we customarily charge to perform the same service. Save yourself money and be sure the property is clean when you leave.

### ***Holes in Walls and Trim at Move-Out***

**Small Nail Holes:** When you rent a property through us we know you want to make it feel like home by mounting pictures on the walls. Therefore we expect that you may want to make a number of small nail holes in the walls throughout the property, to mount pictures. In fact Florida courts consider a reasonable number of small nail holes to be “ordinary wear and tear” by a tenant who is enjoying the use of the property. At the end of your tenancy we recommend that you carefully remove the small nails so you don’t damage the paint, and DO NOT spackle over the small nail holes. If you apply spackle to the holes they become much more noticeable and could require that we have the walls repainted.

**Larger Holes in Walls:** Holes in walls larger than those made by small nails

to mount pictures are not considered “ordinary wear and tear” by Florida courts. Examples are holes drilled in walls or trim to run cables, or holes made in walls for mounting hardware and drywall anchors. We understand and accept that you may have made these holes to mount flat screen TVs or shelving. However at the end of your tenancy any holes you made like these will need to be fully repaired.

**What Should you do about Repairing Larger Holes?:** If you are good at home maintenance, painting and have the time, you will probably be able to fill these holes and paint. If you attempt to “spot paint” small areas it very difficult to get a perfect paint match, therefore it is usually better to paint the whole wall or trim section. If you are not good at home maintenance, painting or don't have a lot of time, we recommend you just leave these areas alone and let us hire a vendor to fill the holes and paint after you have vacated. We will have to charge your security deposit for the vendor's work, but this will only be a “pass-through” of the vendor's charges to us. We recommend this approach because we often see poorly repaired walls and trim and unfortunately have to inform our Resident, after they had already spent a day attempting to do this work themselves, that we have to charge them to have a vendor repair the holes again and repaint the walls and trim.

### ***Marketing During the Notice Period***

After you have given notice that you intend to move, the property may be listed for rent. The most probable showing hours are between 9:00 am and 7:00 pm. Hoffman Realty will make an effort to accommodate your schedule, however, the property must be available and in good condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule. You will be called prior to showing. If there is no answer or no answering system, we will call your work number to give notice of a showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. **The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!**

### ***The Move-Out Process***

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

## **Breaking the Lease / Early Termination**

If you find you must move before the end of your lease, there are typically two ways this occurs.

If your lease includes an addendum called ADDENDUM GIVING THE TENANT A CHOICE OF DAMAGES IF TENANT ENDS LEASE EARLY and you selected Choice 1, then you are allowed to break your lease upon payment of an Early Termination Fee. You must provide sufficient notice and you will still owe rent (as well as any other charges due under the terms of the lease or Florida law) until the end of the month in which you vacate. Please contact us for an Early Termination Agreement containing the details of breaking your lease upon payment of an Early Termination Fee.

If your lease does not include an addendum allowing payment of an Early Termination Fee you will be responsible for all costs incurred in securing a new Resident, as well as any damage to your Landlord, monetary or otherwise, incurred as a result of breaking the lease. We will work with you to minimize your costs by marketing the property promptly, providing that you have given the required 30-day written notice. Under Florida law you will be required to pay a full months rent for every month until the property is released or your lease obligation ends, whichever comes first. You must follow all procedures for marketing, cleaning and check-out. Please contact us for an Early Termination Agreement containing the details of breaking your lease without an Early Termination Fee. The most common charges for breaking a lease are:

1. Rent until the new lease takes effect.
2. Lawn maintenance (you need to arrange for that before leaving)
3. Utilities (keep them on in your name until notified of a new Resident)
4. Advertising and marketing costs (prorated over the remaining lease term)

## ***Return of the Security Deposit***

RESIDENT MAY NOT DICTATE THAT THE SECURITY DEPOSIT BE USED FOR ANY RENT DUE!

We return your security deposit funds within 30-days after you vacate the property and return the keys to our office with your "Tenant's Return of Possession Form". Florida law requires we refund your security deposit within 30-days, if there is a claim against your deposit. If there is no claim against your deposit your security deposit it should be refunded within 15-days. Return of the Security Deposit is subject to the following provisions:

1. Resident has given proper notice, usually thirty (30) days written notice prior to vacating. The full term of the Agreement has expired and Resident has complied with all other provisions.
2. All charges due including rents and fees, maintenance or repair costs that are a Resident obligation, utilities costs that are a Resident obligation and any other fees or charges that may be required to be paid by Resident have been paid in full.
3. No damage to Premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Resident understands that any expenses incurred by Lessor to return Premises to the same condition as when Resident moved in, allowing for reasonable wear and tear shall be paid by Resident.
4. The entire dwelling, including but not limited to carpets, bathroom and fixtures, floors, windows inside and out, window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free of insects.
5. All debris, rubbish, and all personal property has been removed from Premises and disposed of properly.
6. The HVAC system has been left clean and in satisfactory condition and the filter has been changed.
7. The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from Premises.

# EMERGENCY/DISASTER PROCEDURES

## ***Make Your Plan Now***

The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for. It is easy to forget even little things in the anxiety that often comes with an emergency. To avoid unnecessary stress, get ready now.

## ***Two Types of Emergencies***

The first type is a Non-Disaster Emergency, one that is specific to the property you rent (i.e. a tree falls on this house, or the hot water heater bursts). The second type of emergency is an area wide Disaster (i.e., a hurricane or tornado).

## ***Hurricane/Storm Watch/Storm Warning***

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

A Hurricane/Storm **Watch** is when hurricane and/or storm conditions **are** possible in the specified area of the watch, usually **within 48 hours**.

A Hurricane/Storm **Warning** is when hurricane conditions **are expected** in the specified area of the warning, usually **within 36 hours**.

## ***What You Do***

Everything an Owner would do to protect the property, the Resident is expected to do. The first priority is to stop additional damage. We have many thunder and lightening storms, power outages and high winds. An emergency could happen at any time. Be prepared.

Because we get advance warning for a hurricane, many people choose to leave town. If you leave, you still must secure the property prior to leaving.

## **DISASTER PROCEDURES**

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

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

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

## **NON-DISASTER PROCEDURES**

*(i.e. Kitchen Fire, Water Pipe Burst, Hot Water Heater Burst, Tree Falls on House)*

**Upon first occurrence or discovery of problem, secure from further damage immediately.** Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

### Resident Responsibility

1. Take steps to prevent additional damage immediately.
2. Turn off the source of water or electricity or gas, as the situation demands.
3. Notify Hoffman Realty, if it is after hours call the Hoffman Realty Emergency Repairs Line at 1-855-559-5525.
4. Make claim on Resident's insurance.
5. Notify Hoffman Realty of Resident's insurance coverage.
6. Provide emergency (police, fire, etc.) report to Hoffman Realty within 5 days of the incident.
7. Provide access for insurance, repair people, etc. to assess and repair damage.
8. Notify Hoffman Realty of delays, "no show" appointments and problems with repairs.

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



## **Congratulations on your new Home**

Congratulations on the selection of your new home. Welcome to the Tampa Bay area and to your new association with Hoffman Realty. We are pleased to have you as our residents and hope your new association with Hoffman Realty a pleasant experience.

Our aim, on behalf of the owner of the property, is to give you quality property management service. In return we look forward to your being a responsible resident who pays the rent on time, takes care of the property, and enjoys the home you have rented.

We are located at 3900 W. Dale Avenue, Tampa, FL 33609. Our regular office hours are 8:00 am to 5:00 pm, Monday through Friday. The office phone number is 813-875-7474, our fax number is 813-354-9278, our website is [www.HoffmanRealty.com](http://www.HoffmanRealty.com).

You may contact us on our office telephone, fax, renter's portal or through our website. If we are unavailable when you attempt to contact us, we will contact you within a reasonable amount of time.

We are looking forward to having you as part of the Hoffman Realty resident family, and hope your rental experience with us will be a long and pleasant one.

Sincerely,

***The Staff and Management of Hoffman Realty, LLC***

