

CHECKERBOARD REALTY INC

TENANT HANDBOOK

Checkerboard Realty Welcomes You

Checkerboard Realty (CBR) welcomes you as a new resident. CBR is an abbreviation used in lieu of the full company name, Checkerboard Realty Inc., and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the CBR Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily. You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. CBR wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property has retained Checkerboard Realty (CBR) as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact CBR when you need assistance and we have listed how on pages below.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. CBR is here to help you.

801 West Bay Dr., #420 ▪ Largo, FL 33770
Office (727) 391-4434 ▪ FAX (727) 581-4540
Broker Tim Snelgrove, 727-244-7498

info@CheckerboardRealty.com ▪ www.CheckerboardRealty.com

Office Hours
Monday to Friday
8:00am to 5:00pm

**To get the most recent update of this manual go to
CheckerboardRealty.com**

We wish you a successful and enjoyable tenancy in your new residence.

What is a Property Manager?

A Property Manager is hired by a property owner (landlord) in order to manage the owners' property, which is considered an asset. This property asset is the same as a stock, bond, mutual fund or any other investment vehicle. The investment is managed in order to provide a financial return to the owner in either a short term or long term period. Decisions on rent amount, maintenance and expenses all affect the profitability of the property. A Property Manager should be properly trained in this area to assist the owner in their financial goals. Decisions are made based business principles and not on "a whim". Checkerboard Realty Inc is a member of NARPM, the leading organization of professional property managers in the United States.

The Property Manager is also, in the eyes of the tenant, the sole contact for most everything about the property. The Property Manager screens for prospective tenants, orders leases from attorneys, collects rent and security deposits and orders repairs. When tenants and owners sign a lease the Property Manager is responsible for making sure both parties abide by the terms. We follow the Florida Residential Landlord and Tenant Act (Florida Statutes Chapter 83 Part II) in all circumstances and we also abide by all Federal Fair Housing Laws. When differences of opinion arise we will attempt to get both parties to agree on a solution. Failing that, both parties may be recommended for mediation. Understand that Property Managers are not attorneys and cannot give legal advice.

Tenant Communication

On the next page, we have provided general office information, and we have just provided the contact information on the previous page. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting CBR know what you need.

Use the telephone, email, the CBR website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember CBR is here to help you. Note that your lease may contain certain clauses that require you to notify CBR in a specific way in some circumstances. Please refer to your lease in these cases. If you do not have a copy of your lease one can be provided to you.

Telephone calls during office hours

During office hours, listed on page 4, you can contact the office. If someone is not available we will return your contact by the end of the day if not sooner. Please state the reason for your call and how we should contact you.

Voicemail

If, during the day you reach our voice mail system, leave a message, complete with your name and the telephone numbers where CBR can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

After hours calls

Of course, the voice mail system will take all messages after hours.

Emergency calls

Emergency calls should be placed to the CBR cell number 727-244-7498 as this will provide the quickest access to a response.

Maintenance requests

Please remember that all Work Orders must be in writing, unless it is an emergency. This is in your rental agreement. You can access a maintenance request form online at the CBR website, CheckerboardRealty.com, at the CBR office, and in this tenant handbook. **Text messages for maintenance requests will not be accepted as we cannot track these.**

Change of information

It is important that you notify CBR of any changes in telephone, fax, cell numbers, or email. An information change form is located in this handbook as well.

Email

Email is a great way to communicate and we request that you send your email address to Rentals@CheckerboardRealty.com. CBR will put your email address in our database. This enables your manager to contact you quickly and efficiently, and when needed, send you important information.

Please note that although communication by email is encouraged, CBR does not accept notices to vacate by email. CBR requires the Notice to Vacate in writing, and this form is included in the back of the *CBR Tenant Handbook*.

Text Messages

While we recognize that text messages can be very handy in your everyday personal life it is not the best choice for business communications when contacting CBR. **DO NOT** use text messages for maintenance requests, notices, emergencies, rent requests or any deliver of personal information. The only contact number that will accept a text is the cell number and we purposely do not store any tenant contact information on that device for your security. When we receive a text we will only receive a phone number and the message. We will not know who is sending it unless we recognize the number which is unlikely given the number of people we are in contact with daily. Instead of texting just call.

Website

The CBR website, CheckerboardRealty.com, contains information for tenants, buyers, sellers and the general public. There, you can find and fill out a work order request. We also have other properties listed for rent and for sale. You can also send emails to CBR directly from the website under the “**contact us**” page.

Tenant Contact Info

If your contact info changes after move in please update the office so we know how to contact you.

Lease Start and Move In

Protect Your Rental and Credit History

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments,

care for the property, and move out properly. Give CBR the pleasure of being able to provide a good reference for you when you vacate the property.

Rental/lease agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call your CBR management team.

Move in Checklist and Maintenance Tips

There is a great checklist in this package for when you are moving. You will find the Move in Checklist in the back of this handbook. This list includes the following information:

Location of breakers
Location of water shutoff
Location of water heater
AC filter size and drain cleaning instructions
Smoke detector testing and batteries
Water leak detector (if included)
Utility companies

Utility/Cable Companies

When you rented the property, the owner discontinued the utilities on the 1st day of your rental agreement unless they are included in the lease. To avoid discontinuation of service, contact the utility companies immediately. The move in checklist contains the telephone numbers of the utility services. Proof of necessary utility account(s) is required before the keys will be given.

General Information

Rental payments

Rent is due on the first of each month and late if not received by the third. If you know that you will have a delay or problem paying by the due date, contact your manager immediately. Lack of communication can affect your payment record.

CBR receives rental payments by:

- US mail
- In the CBR office by check, money order or bank check.
- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the CBR bank, saving you time. This can be done by linking to PayLease from the web site or directly through your bank.

CBR does NOT accept rental payments in:

- Cash
- Rolled coin
- Post-dated checks
- Payment in separate checks

Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the CBR late fee is \$ **35.00** if rent is received on or after the third of the month.
- Daily late fee – the CBR daily late fee is \$ **2.00 per day after the third of the month**. A notice to pay or quit is served when your rent is not received in a timely manner.
- Returned checks will be subject to any bank fees incurred plus processing fees.

Maintenance reimbursement

In almost all cases, CBR assigns a vendor to perform work you request in your residence. However, if you have contacted CBR and requested to perform a minor maintenance item and CBR has agreed to reimburse you:

- Pay the bill and send the receipt to CBR. CBR will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. CBR has more tips in this handbook.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the CBR office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the CBR cell number, and if necessary, call 911.
- An emergency is NOT heat, but CBR recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible.
- An emergency is not **air-conditioning**, non-working dishwasher, sprinklers, etc.

Procedures for requesting maintenance

Before calling CBR

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.

Non-emergencies:

- Fill out a tenant "Maintenance Request form" on the web site. You can also fax, mail, or bring the request to the CBR office. **DO NOT SEND A TEXT MESSAGE.**
- The Maintenance Request Form is available in this handbook, on the CBR website, and in the CBR office.
- A CBR representative will assign a vendor to contact you.
- CBR does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.

- Failure to show at an appointment can mean **a charge to you**. Therefore, be certain to call the CBR office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 1 to 2 business days, call the CBR office and inform your management team or a staff person that a vendor has not contacted you.
- A CBR staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call CBR and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last **60 days** and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Tenant Renovations/Alterations

It is the CBR policy that tenants do not do repairs or alterations. You agreed to this in the CBR rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by CBR
- CBR will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
 - Sign an CBR agreement regarding the alteration/repair

Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, CBR has provided you with a Maintenance Request form when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them here.:

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every 3 months (or more as needed)
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.

- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

Keys and Locks

You were provided keys for the property at move in. Locks may not be changed without CBR permission and will be documented as lease violation. The office must have a key at all times for emergency purposes. If you live in a condo complex that management company may also retain a key. If you are locked out contact a locksmith as we do not provide lock out services. Lost keys will be replaced for a fee. Condo complex common area keys, gate passes and pool passes are also subject to a replacement fee.

Periodic Property Reviews

CBR will conduct periodic property reviews to document the condition of the property. If there are any deficiencies, that are tenant responsibility, you will be notified to correct these issues in a timely manner. Failure to correct the issues may lead to lease termination.

Parking and Vehicles

All vehicles should be parked in assigned areas. Parking on grass or sidewalks is prohibited. All vehicles must be operational, registered and licensed. No vehicle repairs are allowed on the property.

Smoke Detectors

Smoke detectors should be tested upon move in and checked periodically. If requested CBR will test the smoke detectors with canned smoke to verify full operation. **DO NOT REMOVE OR DISABLE** smoke detectors at anytime. This is a serious lease violation. Non-working smoke detectors must be replaced with a tamper proof 10 year battery unit per law.

Heating, Ventilation and Air Conditioning (HVAC) systems

Filters need to be changed as need and checked at least once a month. Dirty filters can cause higher electric bills, poor air quality and more frequent AC repair issues. Changing of the filters is part of your lease and you will be billed for repairs if this results in a repair. The drain line also must be maintained by pouring vinegar or bleach in it at least once a month when running the AC (see picture below). See next section for Filter Easy Program.



Nothing is more annoying than having the AC go out on a hot summer day. We will attempt to get a service person out as soon as possible but this **NOT** considered an emergency. Air conditioners are designed to run at **78 degrees F**. We cannot guarantee that the AC will operate below this temperature and it will cause your electric bill to be higher.

Filter Easy Program

When renting from Checkerboard Realty AC filters will be delivered to your door monthly as part of your lease. The filter replacement is the tenants' responsibility so we make it easier to remember that this needs to be done. Replacing the AC filter reduces your monthly electric cost as well as reduces the number of maintenance calls related to the AC unit. Nobody likes it when the AC fails in the middle of July or August and this can help prevent that. The tenants' responsibility extends if the AC fails due to a dirty filter which can lead to costly repairs charged to the tenant. Checkerboard Realty also provides preventative maintenance services by checking the AC drain before the warm season begins. Remember that AC service calls are not an emergency so there may be times when same day service may not be possible. If everyone does their part, a majority of these issues can be avoided. The cost is \$20 per month which is a part of the total lease price and is offset by the savings in electric and convenience of a well maintained AC system.

Light Bulbs

All properties will be prepared and have all light fixtures working when the property is leased. It is the responsibility of the tenant to replace bulbs as needed with the correct type. If a light fixture is in a difficult location to access let us know and we can assist you.

Plumbing Systems

The plumbing system should be used in accordance for that which is what is was designed. NO NOT put anything into the system that should not belong. This includes:

Feminine products including mini and maxi-pads, tampons and applicators
Disposable diapers, nursing pads, and baby wipes
Facial wipes
Condoms
Cotton balls, swabs and pads
Dental floss and teeth whitening strips
Paper towels
Kitty litter and coffee grounds, cooking fats and oils
Band-aids and bandage wrappers
Cleaning wipes
Hair
Bags / wrappings and cardboard
Flammable or explosive substances
Expired and unused prescription or over-the-counter medications
Motor oil, transmission fluids, anti-freeze or other toxic chemicals
Needles and sharps
Rags
Solvents, paints, turpentine, nail polish, polish remover

Residents will be charged for all plumbing repairs that are caused by the tenants or tenants guests actions.

Appliances

Glass top stoves should be cleaned with an approved product only. Drip pans should be cleaned or replaced on move out. For dishwashers we recommend LemiShine, Calgon water softener and JetDry to help eliminate cloudy glassware issues. Garbage disposals are not for bones, egg shells, rice or other damaging items (forks, knives, and spoons). If your garbage disposal buzzes when turned on it may be jammed. It can be unjammed by using an Allen wrench on the bottom. It does not make sound when turned on check the reset switch on the bottom. If installing your own washer and dryer please use metal braided water supply lines to avoid future leaks. Hot water heaters generally do not need much maintenance. In many of our rental properties we have installed a leak detector (see picture below). This alarm will go off if it detects water and hopefully this will reduce the amount of damage to the property. Flooding is a major disruption to the use of the property. Should a major leak occur you may be required to vacate the property until it is resolved or your lease may be terminated.



Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to CBR as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years. Replace with metal braided supply lines.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash. **Products such as baby wipes, feminine products and dental floss should never be flushed.** If these items are found during a repair you will be charged for the plumber's call.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face

- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.
- **Recommended temperature for running the air conditioner is 78 degrees. We do not guarantee that the AC will cool any further than this.**

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the CBR office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents and the cost is very reasonable.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters insurance now.**

Miscellaneous Tips

Preventative cleaning tips

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Safety Tips

The safety of you and your family is important to CBR and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to CBR.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to CBR immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the CBR office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.

- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify CBR how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Turn off the water supply coming into the property especially in condos.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.

- Only buy legal fireworks and check where you can use them.
- Use common sense safety rules with fireworks.
- Do not use fireworks in or around your residence.
- Keep all fireworks away from any dry grass, trees, or roofs.
- Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

Emergency/Disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

There are different emergencies

- Maintenance emergencies:
 - Please follow the maintenance instructions and call CBR when appropriate.
 - CBR requests that you treat the CBR staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - Be prepared and use the CBR Emergency/Disaster checklist enclosed with this information.
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
 - CBR requests that you call emergency services first in a disaster.
 - Then notify the CBR office as soon as possible what has happened.
 - CBR will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
 - When calling the CBR office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug Free Housing

CBR has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify CBR of your suspicions as soon as possible.

- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

Issues with neighbors or guests

If you have the unfortunate issue of having a problem with a neighbor or their guest(s) we recommend you contact the local police department to intervene. This is the same even when you live in a condo or HOA community. CBR is a management company and we have no rights to request anything from a condo association or HOA. That right belongs to the owner. Most issues are considered civil disputes and must be handled by the two (or more) parties directly involved.

Frequently asked questions

CBR has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the 1st of the month?

- As outlined in this Handbook before, the rent is due on the 1st and late if not received by the 3rd of the month. Once the 3rd of the month passes, we begin preparing **THREE DAY NOTICE TO PAY RENT OR DELIVER POSSESSION**. We may have served the notice before we received payment. CBR serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

I did not have a pet when I moved in; can I have a pet now?

- Notify your CBR management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

- Notify your CBR management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

My roommate wants to move, but I want to stay. What do I do now?

- Your roommate needs to submit a partial notice to vacate. CBR will need documentation from you to show you can support the property by yourself. CBR will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the CBR Agreement to vacate available from at the CBR office.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and CBR must approve the person PRIOR to them moving into the property. You can obtain applications at the CBR office. If CBR denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why CBR contacted you first to set a date and time.

Moving Out

Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. CBR tenants are required to give 60 days notice prior to moving (see details in your lease). We have provided in this information a “Notice to Vacate from Tenant Form” to be used when you anticipate moving.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your CBR management team to discuss your options.
- Notices must be in writing. The day CBR receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- CBR does not accept notices by email or text because of lack of signature; CBR does receive notices by fax.
- CBR does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to CBR to give out rental references.

Setting up your move out appointment

- After you submit your Notice to Vacate, CBR will send you a move out package. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- CBR only performs move out appointments during weekdays, 10am to 5pm.
- It is the responsibility of the resident to deliver all keys and openers to CBR, either at the move out appointment or delivery to the CBR office. **Do not leave the keys in the property.**
- Failure to deliver keys and openers could incur additional charges as detailed in your lease.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the CBR Move Out Package so you remember important details.

When you are ready to move, if you have questions on how to prepare your residence, please call your CBR management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move out.

Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- Up to **one** year: carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. **One to two** years in the property, you will be charged 50% of the cleaning of normal wear and tear.
- After **two years**, there is no charge for normal wear and tear. However, there is a charge for carpet damage and stains.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call CBR for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of CBR, and a receipt is required during the walk through inspection.
- Tenants, please note: CBR will not reimburse for any carpet cleaning contracted by tenants.

Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

Replacements Items

- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs
 - Non-working smoke detector batteries
 - Missing doorstops
 - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Pest control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.
- All foggers must be left unopened and given to agent during walk through inspection.
- CBR will place and discharge them after the walk-through.
- If you fail to leave the proper number of foggers, there will be a charge.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your security deposit refund

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. CBR remits security deposit refunds in accordance with the state landlord/tenant law. Remember, CBR wants your move out to be a pleasant and successful process. Security deposit refunds must be mailed per Florida law and cannot be use for the last months rent.

CBR Additional Tenant Forms

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the CBR office. We have also included a copy of your rental agreements with your handbook.

- Emergency and Utility Contact Numbers
- Maintenance tips sheet
- Work order request
- Contact Info
- Emergency/disaster checklist
- Notice to vacate

Conclusion

We hope that you have found the *CBR Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your CBR management team.

We wish you a successful residency

Emergency and Utility Contact Numbers

Emergency/Fire/Police Dial 911

Pinellas County Sherriffs' Office (non-emergency) 727-582-6200

Pinellas County Utilities 727-464-4000

Duke Energy 727-443-2641 Customer Service, 800-228-8485 Report Power Outage

Brighthouse 888-289-8988 (now Spectrum)

Contact Information Sheet

Cell number for phone /texting:

Personal Email address:

Work Email address:

Work Phone:

Other email address:

Emergency Contact Name:

Emergency Contact Address:

Emergency Contact Email Address:

Emergency Contact Landline Number:

Emergency Contact Cell Number:

FaceBook Name:

LinkedIn Name:

Any Other Contact Methods:

Owner hereby grants Broker, Property Manager, employees, agents, vendors and assigns permission to communicate through any of the above contact methods if necessary. None of the contact methods will be used to transmit any private information regarding Owner to any third parties or given or sold to third parties. Owner shall inform Broker and/or Property Manager of any changes to the above information.

Owner Date ____/____/____

Owner Date ____/____/____

Property Maintenance Request Form

Tenant Name : _____

Email ; _____ Phone Number: _____

Address : _____

Please enter repair issue: _____

EMERGENCY/DISASTER PROCEDURES

Planning ahead for any emergency/disaster will help you stay 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.

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 36 hours.

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

What You Do

Everything an Owner would do to protect the property, the Resident is expected to do. The first priority is to stop additional damage. We have many thunder and lightning storms, power outages and high winds. An emergency 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, patio furniture, 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.

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

Take steps to prevent additional damage immediately.

Turn off the source of water or electricity or gas, as the situation demands.

Notify Checkerboard Realty, if it is after hours call the cell # at 727=244-7498.

. Make claim on Resident's insurance.

Notify Checkerboard Realty of Resident's insurance coverage.

. Provide emergency (police, fire; etc.) report to Checkerboard Realty within 5 days of the incident.

Provide access for insurance, repair people, etc. to assess and repair damage.

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.

TENANT'S NOTICE TO VACATE

To: _____

Date: _____

Please take notice of our intention to vacate our residence located at

On or before _____.

The reason we are moving is :

We understand that our Lease/Rental Agreement states that we have agreed to a _____ day written notice to vacate.

Please Return Deposits to our new address at:

Tenant: _____

Tenant: _____