



**RE/MAX 200 REALTY PROPERTY
MANAGEMENT DIVISION
TENANT HANDBOOK**



**RE/MAX 200 REALTY PROPERTY MANAGEMENT DIVISION
TENANT MANUAL**

RE/MAX 200 Realty Property Management Division Welcomes You	4
RM200PMD Personnel	5
Tenant Communication	6
Telephone Calls During Office Hours.....	6
Voicemail.....	6
After Hour Calls	6
Emergency Calls	6
Maintenance Requests	6
Change of Information	6
Email	6
Website	6
General Office Information	7
Address	7
Telephone	7
Office Hours	7
Emergency Information	7
Protect Your Rental and	8
Credit History	8
Rental/Lease Agreement.....	8
Moving Checklist	8
Utility/Cable Companies	8
Rental Payments	8
Fees/Charges.....	8
Maintenance Reimbursement.....	10
Care of the Property.....	10
Getting to know your Home	10
Maintenance	10
Tenant Renovations/Alterations.....	10
Tenant Maintenance Responsibilities	11
Procedures for Requesting Maintenance	11
If there is an Emergency.....	11
Non-Emergencies:.....	12
Preventative Cleaning Tips.....	12
Additional Cleaning Tips	13
Energy Saving Tips	15
Renters Insurance	16
Safety Tips	16
Vacation Checklist.....	17
Holiday Tips.....	17
Emergency/Disasters	18
Drug Free Housing	18
Frequently asked questions	19
When it is time to move.....	21
Giving your Notice	21
Preparing the Property	22
Cleaning	22
Carpet Cleaning	22
Draperies/Window Coverings/Windows	22
Replacements	23
Landscape Clean Up.....	23

Trash..... 23
Painting 23
Your Security Deposit Refund 23
Additional Tenant Forms 24
Conclusion 24
ENJOY YOUR NEW HOME!..... 24

RE/MAX 200 REALTY PROPERTY MANAGEMENT DIVISION WELCOMES YOU

RE/MAX 200 Realty Property Management Division welcomes you as a new resident. RM200PMD is an abbreviation used in lieu of the full company name, RM200PMD and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the RM200PMD 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. RM200PMD 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 RE/MAX 200 Realty Property Management Division (RM200PMD) as their Property Management Company and representative to manage the property you are renting. Therefore, simply contact RM200PMD when you need assistance and we have listed how on pages 5, 6, and 7.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. RM200PMD is here to help you.

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

TENANT COMMUNICATION

On the previous page we covered the RM200PMD teams. On the next page, we have provided General Office Information, and. Communication is key in any area of life, and it will only enhance your tenancy by letting RM200PMD know what you need.

Contact us by telephone, email, the RM200PMD website email access or written correspondence. What is important is that you DO contact us when you need assistance. Remember RM200PMD is here to help you

Telephone Calls During Office Hours

During office hours (listed on page 4) we normally answer your call in person. Please state the reason for your call so that someone can assist you or so we direct your call to the right party. Your personal management team may not be available/in the office, but one of the office team members may be able to help you with your request.

Voicemail

If you reach our voice mail system, use the extension number for the party you are trying to reach, and if they are not available, leave a message, complete with your name and the telephone numbers where RM200PMD can reach you, both day and evening. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

After Hour Calls

The voice mail system will take messages after office hours.

Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach the RM200PMD voice mail system during office hours, or after the office is closed, immediately call 855-559-5525.

Maintenance Requests

Please remember that Work Orders must be in writing (unless it is an emergency You can access a Work Order online at the RM200PMD website, www.ORLrent.com , at the RM200PMD office, and in this tenant handbook.

Change of Information

It is important that you notify RM200PMD 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 Info@ORLrent.com. RM200PMD will put your email address in our database. This enables your management team to contact you quickly and efficiently, and when needed, send you important information. Although communication by email is encouraged, RM200PMD does not accept notices to vacate by email. RM200PMD requires the Notice to Vacate in writing, and this form is included in the back of the *RM200PMD Tenant Handbook*.

Website

The RM200PMD website, www.ORLrent.com , contains important information for tenants. Visit regularly to utilize our Tenant services. There you can easily download a Work Order Request and view your payment history. You can also email RM200PMD directly from the website under the “**Contact Us**” page.

GENERAL OFFICE INFORMATION

Address	
Mailing Address	954 South Orlando Avenue Winter Park, Florida 32789
Street Address	954 South Orlando Avenue Winter Park, Florida 32789
Telephone	
Toll Free #	800-458-6863
Business #	407-571-3635
FAX #	407-388-6536
Email	info@ORLrent.com
Website	www.ORLrent.com
Office Hours	
Monday – Friday AM	8:00-12:00 pm
Monday – Friday PM	12:00-5:00 pm
Saturday	8:00am-4:00pm
Emergency Information	
	855-559-5525

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 RM200PMD 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 other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please remember a Rental/Lease Agreement is a binding agreement. If you have any questions regarding your lease, please call your RM200PMD management team.

Moving Checklist

There is a great checklist in this package for when you are moving. You will find the Moving Checklist in the back of this handbook.

Utility/Cable Companies

When you rented the property, RM200PMD cancels the utilities, in the owner's name, on the 1st day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. The move in checklist contains the telephone numbers of the utility services.

Rental Payments

Rent is due on the first of each month and late if not received 11:59pm on the first. If you know that you will have a delay or problem paying by the due date, contact your management team immediately. Lack of communication can affect your payment record.

RM200PMD receives Rental Payments by:

- USPS Mail
- At the RM200PMD Office
- Renttrack , <https://www.renttrack.com/>

RM200PMD doe NOT accept rental payments in:

- Cash/Coin
- 3rd Party Checks
- Post-dated Checks

Fees/Charges

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

- Late Fee – the RM200PMD Late Fee is 7% of the monthly rent as additional rent due if rent is not received by the 1st.
- Default Notice Fee – the RM200PMD service fee is \$ 35.00, if a Notice to Pay or Quit is served because your rent is not received in a timely manner.

- Maintenance Charge – RM200PMD will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If RM200PMD receives a service call billing, you are responsible for reimbursement.

Maintenance Reimbursement

Generally, RM200PMD assigns a vendor to perform work you request in your residence. However, if you have contacted RM200PMD and requested to perform a minor maintenance item and RM200PMD has agreed to reimburse you:

- Pay the bill and send the receipt to RM200PMD. RM200PMD will reimburse the amount due to you.
- DO NOT deduct the amount from your rent.

CARE OF THE PROPERTY

Getting to know your Home

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- A/C Filter – know the location(s) and size(s) - should be replaced monthly or three month filter easy program
- Main Circuit Breaker - in the event power goes out
- Gas Shut-off Valve - turn off during emergencies/disasters for safety
- GFI Plug(s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or Gas Meter - to check your utility bills
- Main Water Shutoff Valve - in case of major flooding
- Water Shutoff Valves below the sinks and behind toilets in case of water leaks
- Method of Oven Cleaning so you use the right products
- Time Bake Knob on the oven - in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact your RM200PMD maintenance coordinator or management team for help.

MAINTENANCE

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. RM200PMD has more tips in this handbook.

Tenant Renovations/Alterations

It is the RM200PMD policy that tenants do not do repairs or alterations. 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 RM200PMD.
- RM200PMD 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 RM200PMD Agreement regarding the alteration/repair.
 - Ceiling Fans installed become fixtures and are part of the owner's property.

Tenant Maintenance Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, RM200PMD has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility:

- Replacing smoke alarm batteries.
- Replacing light bulbs with the correct size & watts.
- Replacing furnace filters, if applicable, every month.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem.
- Report all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while residing in the property.
- Normal insect control.
- Normal rodent control, such as mice/rats.
- Landscape cleanup if a service is not provided.
- Report lack of landscape cleanup if a service IS provided in your rental agreement.
- Landscape watering & fertilization/pest control.
- Report 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 bi-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, check to see if damper is open before starting a fire in the fireplace and 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.
- Disposing of toxic waste properly in accordance with local and county laws.

Procedures for Requesting Maintenance

Before calling RM200PMD

1. Determine if it 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. Read examples of various situations in your maintenance addendum.

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, call the RM200PMD office and report the problem.
- Emergencies such as backed-up plumbing, flooding etc. call the RM200PMD, 407-629-6330 ext.349, and listen for emergency instructions and if necessary call 911.
- An emergency is NOT heat, but RM200PMD 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.
- An Incident Report must be completed if the police or fire department are called.

Non-Emergencies:

- Complete a tenant Maintenance Request Form online at www.ORLrent.com or fax, mail, or bring the request to the RM200PMD office.
- Maintenance Request Forms are available in this handbook, the RM200PMD website, and at the RM200PMD office.
- A RM200PMD representative will assign a vendor to contact you.
- Vendors are required to make appointments with tenants. RM200PMD does not give vendors keys to the residences, unless tenants request so in writing.
- 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 vendor/ RM200PMD office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor/repairperson within 5 – 7 business days, call the RM200PMD office and inform your management team or a staff person that a vendor has not contacted you. A RM200PMD 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.
- If you have trouble after a repair has taken place, call RM200PMD 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 resulting in further damage or expense, per your rental agreement, you may be responsible for the cost.

Preventative Cleaning Tips

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

- Always properly store 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. Excessive heat will add to grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mold/mildew by venting rooms, closets and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime/mold.
- 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 remove debris and pet feces from outside areas.

Additional Cleaning Tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products too! Following are a few helpful alternative solutions:

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
 - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
 - To clean ceramic tile where mold and mildew can accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
 - Alternatively, regularly clean kitchen surfaces by using a labeled spray bottle mixed with 1/2-cup vinegar and a quart of water.
- Glass cleaner:
 - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean labeled plastic spray bottle.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
 - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
 - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
 - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
 - Vacuum the carpet if the stain is dry.
 - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
 - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
 - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a labeled spray bottle and spray the stain; blot again; do NOT rub.
 - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

- Carpet odor:
 - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy Saving Tips

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

- Always report water leaks to RM200PMD 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 personal washing machine with an energy efficient washer – 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.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- 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 to “High,” can be 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 help 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 monthly and with the correct size. 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.
- Never turn unit below 75 degrees.

To help lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the RM200PMD 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 Damper 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.

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.**

Safety Tips

The safety of you and your family is important to RM200PMD 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 RM200PMD.
- 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 RM200PMD 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 RM200PMD 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 RM200PMD 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.
- 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 help 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 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:
 - RM200PMD outlined in the 5-page Maintenance Addendum (also reviewed on page 9) what to do for emergencies such as flooding, electrical, gas, etc.
 - Please follow the maintenance instructions and call RM200PMD when appropriate.
 - RM200PMD requests that you treat the RM200PMD 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 RM200PMD Emergency/Disaster checklist enclosed.
 - 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.
 - RM200PMD requests that you call emergency services first in a disaster. Then notify the RM200PMD office as soon as possible what has happened.
 - RM200PMD will assign priorities during an area emergency/disaster and will work to assist you as much as possible.
 - When calling the RM200PMD 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

RM200PMD 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 ranging 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 RM200PMD 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.

FREQUENTLY ASKED QUESTIONS

RM200PMD 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 2nd of the month?”

- Rent is due on the 1st and late if not received by the 5:00pm on the 1st of the month. Once the 1st of the month passes, we begin preparing Notices to Pay or Quit. The Notice was served before we received payment. RM200PMD 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.

“Can I install extra telephone lines?”

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify RM200PMD and obtain written permission to install the lines.

“Can I have a satellite dish?”

- Yes, you can have a satellite dish. However, you must submit a request to RM200PMD and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your RM200PMD management team for details.

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

- Notify your RM200PMD 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 pet fee back?”

- Pet fee's are non refundable.

“What happens if I want another pet?”

- Notify your RM200PMD management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, a pet fee 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. RM200PMD will need documentation from you to show you can support the property by yourself. RM200PMD 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 RM200PMD Partial Notice to Vacate included in this handbook.

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

- The prospective roommate will have to submit an application (with \$60 application fee) and RM200PMD must approve the person PRIOR to them moving into the property. You can obtain applications at the RM200PMD office. If RM200PMD denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements and pay the \$200 sub-leasing administrative fee and \$45 legal fee.

“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 RM200PMD contacted you first to set a date and time.

WHEN IT IS TIME TO MOVE

Giving your Notice

Eventually, you will move, and we want you to be prepared when this is necessary. RM200PMD tenants are required to give a 60 days notice prior to moving. This handbook provides a “Notice to Vacate” 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 RM200PMD management team to discuss your options.
- Notices must be in writing. The day RM200PMD 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.
- RM200PMD 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 RM200PMD to give out rental references.
- The RM200PMD Notice to Vacate from Tenant contains the authorization for allowing RM200PMD to give out rental references.

PREPARING THE PROPERTY

If you have questions on how to prepare your residence when you are read to move, please call your RM200PMD management team and discuss your concerns with them. We want your move to be pleasant and successful. The following are the steps to take for your move:

Cleaning

- Have the property clean throughout the interior and 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.”
- Remove debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpets will require cleaning. Tenants will incur charges if the carpets have not been professionally cleaned.
- 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 RM200PMD for a recommendation on a carpet cleaner who will give you reasonable rate on carpet cleaning. If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of RM200PMD, and a receipt is required.
- Please note: RM200PMD 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

- The following must be replaced in 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.

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.
- Remove 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 damage.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your Security Deposit Refund

Following the move out procedures leaving the property in good condition simplifies the task of refunding your Security Deposit. RM200PMD remits security deposit transmittals within 30 days in accordance with the state landlord/tenant law. RM200PMD wants your move out to be pleasant and successful.

ADDITIONAL TENANT FORMS

We have put together Forms that could be useful to you in the future. If you need additional Forms please contact the RM200PMD office.

Included are:

- A copy of your Rental Agreement
- Moving Checklist
- Utility Phone Numbers
- Emergency/Disaster Checklist
- Add Roommate Request
- Cable/Satellite/TV Request
- Request to Add Pet

CONCLUSION

We hope that you have found the *RM200PMD Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy. If you have any questions on the Tenant Handbook please contact your RM200PMD management team.

ENJOY YOUR NEW HOME!

