



since 1998

RE/MAX200 Realty Property Management Division.

Greetings and welcome to RE/MAX 200 Realty's Property Management Division. We take pride in our reputation as the most reliable and efficient Property Management Company in our community. With over two decades of experience, we have established ourselves as a trustworthy entity dedicated to providing excellent services to our clients and tenants.

Our team of experts will ensure that your tenancy is well taken care of, and our administrative management is top-notch. As a first step, here is our [Tenant Booklet](#) for you to read carefully.

This booklet offers comprehensive guidelines to ensure a comfortable and stress-free tenancy.

I. Rent



**Secure in the comfort of your home*

We offer various payment options to ensure you pay your rent on time

- ✓ **Rent.** The rent is due on the 1st day of the month. If the 1st falls into a weekend or holiday, the rent is due the first business day after.
- ✓ **On-Line Payment.** You can make an online secure rent payment from the comfort of your home through your tenant portal at www.AppFolio.com
- ✓ **Check-Payment:** The check *must only* be made by *one check from the resident. Include the tenant's name and property address*
- ✓ **In-person Check-Payment.** Cash payments are not accepted. You are welcome to make your **one-check payment** at the office during our business hours; *Mon-Fri 8 am to 5 pm.*

Mail a check to

**RE/MAX200 Realty Property Management Division.
1155 Louisiana Ave, Suite 110. Winter Park, FL 32789.**

- ✓ **No Dropbox** for safety reasons our office does not have a Dropbox. You are welcome to deliver your check during our business hours.
Monday-Friday 8:00am to 5:00pm
- ✓ **NFS checks:** If the bank returns your check, *replace it immediately with a Cashier's Check or Money Order*, including any NSF fee and late payment fees as additional rent due.

After an NSF check is presented, all future payments will need to be in the form of a Cashier's Check or Money Order.

II. Payments

- ✓ Fast payments, without interrupting your daily routine
appfolio.com/help/online-portal



✓ ELECTRONIC CASH PAYMENTS

OBSERVE TRANSACTION FEE AND MAXIMUM PER TRANSACTION AT EACH LOCATION



RE/MAX200 Realty Property Management Division encourages you to build up your Credit Score.

Credit Building details

What is Credit Building?

Credit scores are used to determine creditworthiness, which impacts how favorable the terms of any loans you take out, whether it's credit cards, personal loans, car loans, or a mortgage for a home. We will monitor your on-time rent payments and report those on-time payments to the credit bureaus, so your credit score will increase just for paying your rent on time. The best part is, we report to all three of the national credit bureaus (Experian, TransUnion, and Equifax), so that your rent payments have the maximum impact on your Credit Score.

Why are you reporting my rent payments to the credit bureaus?

For most people, housing payments are their greatest monthly expense. We think it's only fair that our residents get positive feedback for their timely rental payments. Once rent payments begin to be reported (it could take up to 90 days from your first rent payment on RBP) they'll appear as a new trade line on your credit report. The trade line will continue to show timely rent payments as being made to your property management company throughout your time renting with us.

What if there's multiple people paying rent? Who gets the credit score boost?

Our Credit Building service covers everyone in the unit that's listed on the lease, and at least 18 years of age. It doesn't matter how you're splitting up rent, or if you've got someone living with you who isn't contributing to the rent at all. As long as the full rent amount is received on time, everyone in the unit will see their credit scores improve. It's that simple!

Are you reporting missed payments to the credit bureaus?

During your time with us, we will only report timely payments to the bureaus. While we encourage rent payments to be on-time every time, we understand life happens. If you miss your rent payment date, your Credit Score will not be affected; you simply won't get the benefits of those programs for the month. That means no Credit Score increase for the month, but it won't hurt your credit score.



III. Moving in. Start enjoying!

Make the best out of our RBP, it's already included in your rent.

What is RBP?

Resident Benefits Package (RBP) is a suite of services designed to provide savings, convenience, and professional services to all residents.

Identity Protection details

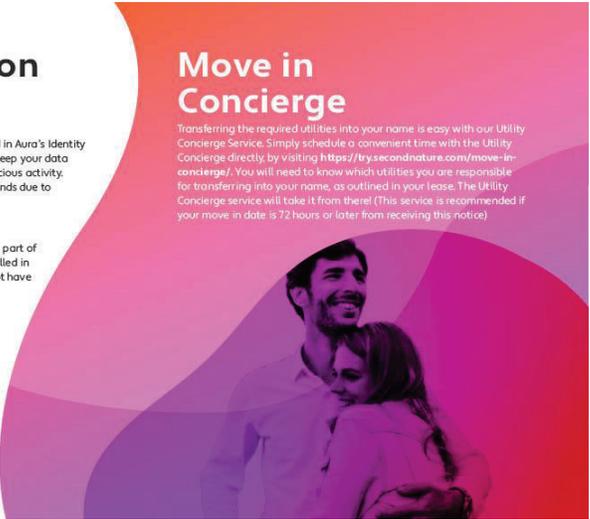
What is Identity Protection?
Every tenant listed on the lease who is 18+ will be enrolled in Aura's Identity Guard service, which uses IBM's Watson AI to proactively keep your data safe, and alert you if there are any data breaches or suspicious activity. You'll also get \$1 million in coverage in the event of lost funds due to identity theft.

How do I set up my account?
No action necessary - You're already covered instead. As a part of our resident benefits package, you are automatically enrolled in Aura's Identity Guard when your lease is signed and do not have to do anything to activate the service.

What happens if my identity is stolen?
If your identity is stolen, log in to your account at app.identityguard.com/sign-in to file a claim. You'll be paired with a dedicated case manager who will walk you through the steps to getting your information secured and getting you back on your feet.

Move in Concierge

Transferring the required utilities into your name is easy with our Utility Concierge Service. Simply schedule a convenient time with the Utility Concierge directly by visiting <https://try.secondnature.com/move-in-concierge/>. You will need to know which utilities you are responsible for transferring into your name, as outlined in your lease. The Utility Concierge service will take it from there! (This service is recommended if your move in date is 72 hours or later from receiving this notice)



Resident Rewards details

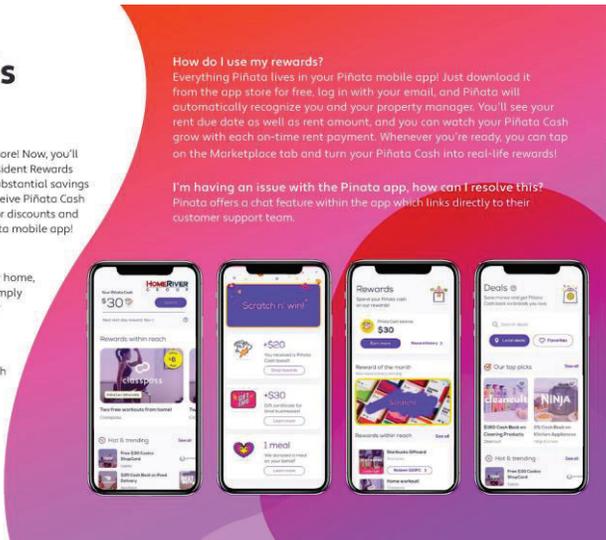
What is Piñata and how does it work?
Ever paid rent on time and gotten nothing for it? Not anymore! Now, you'll be rewarded for paying your rent on-time with Piñata's Resident Rewards program. Earn gift cards for simply signing up, as well as substantial savings when shopping in the Piñata online marketplace. You'll receive Piñata Cash every time you pay rent on time, which can be redeemed for discounts and virtual gift cards in the Piñata Marketplace inside the Piñata mobile app!

How do I set up my rewards account?
Shortly after you've signed your lease and moved into your home, you'll receive an email from Piñata, our rewards partner. Simply follow the instructions to download the Piñata app to your mobile device to access your rewards account.

How do I earn rewards?
You'll be greeted with an initial reward of Piñata cash which you can use for in-app purchases or towards virtual gift cards to retailers like Amazon, Target, Apple, and more! You'll receive additional rewards with greater usage and with each timely rent payment.

How do I use my rewards?
Everything Piñata lives in your Piñata mobile app! Just download it from the app store for free, log in with your email, and Piñata will automatically recognize you and your property manager. You'll see your rent due date as well as rent amount, and you can watch your Piñata Cash grow with each on-time rent payment. Whenever you're ready, you can tap on the Marketplace tab and turn your Piñata Cash into real-life rewards!

I'm having an issue with the Piñata app, how can I resolve this?
Piñata offers a chat feature within the app which links directly to their customer support team.





Benefits so good, you may never want to leave.

I'm getting way more out of renting than I ever did before"

-Helen S.



At RE/MAX 200 Realty Property Management Division, all of our residents get the #1, most-awarded experience:



Filter Delivery Service

Changing filters is as easy as opening the front door. This service helps you save up to \$250/year and reduces the hassles of repairs.



\$1M Identity Protection

1 in 4 Americans are victims of identity fraud. All adult leaseholders get \$1M coverage backed by AIG, monitoring through IBM's Watson, and a dedicated, US-based Identity Restoration Specialist.



Resident Rewards Program

Rent day is now rewards day. You'll get cash, giftcards, and exclusive discounts you can use to save up to \$4500/year on everyday expenses.



24/7 Maintenance Coordination

It always seems like things happen after hours. This makes reporting those pesky maintenance issues easy and fast either online or by phone.



Home Buying Assistance

For those who want to move onto homeownership, we'll help you get there.



Online Portal

Access your documents and pay rent through our easy to use online portal.



Credit Building

We report every rent payment so you build credit. Average increases of 23 to 42 points in resident scores, so you can qualify for more and save hundreds. We can report up to the past 24 months for an immediate boost.



Renters Insurance Program

We've secured the industry-leading value policy from an A-rated carrier. You'll benefit by being added to our master policy so all of your insurance requirements in the lease are met. If you want a retail individual policy, you can still get that at any time.



Move-In Concierge

One call sets up utility, cable, and internet services – and helps you get the best promos and discount codes available.



Vetted Vendor Network

Everyone who services your home is screened to exceed our standards for insurance, licensing, and professionalism for the job.



On-Demand Pest Control

Pest Assurance, powered by Pest Share, a targeted and effective pest control solution.

+ More

IV. Maintenance



Submit Maintenance Requests at:

- ✓ Tenants | (www.orldrent.com)
- ✓ Call 407 571 3635 during our business hours, Monday to Friday 8 am to 5 pm EST.
- ✓ Emergency Maintenance line 407 571 3678.
- ✓ Pest Control Your Resident Benefit Package includes two services a year. Submit your request at [On Demand Pest Control \(residentforms.com\)](http://residentforms.com)

Schedule Approved Repairs

- ✓ Once your maintenance request is reviewed and submitted to an appropriate vendor, the appropriate vendor will contact you to schedule the approved repair.
- ✓ If you cannot meet at the property, you can permit the vendor to pick up a passkey at our office.
- ★ Spring And Fall Surveys As part of our care for your home, we will schedule in advance a Spring and Fall Survey conducted by our Property Managers.

1-2-3-4 Tenants Easy Maintenance Routine

1. **Smoke Alarms:** Test and clean your alarm once a month. Change batteries yearly.

<https://youtu.be/WqWraWeXSUE?si=kzFCsyfrGWWiwZWt>



2. **Septic Tank:** Flush with Rid-X once a month.



https://youtu.be/YOxFavMwVR4?si=x6fyA_a8jYJY0tPV

- ✓ It's extremely important that you do not flush any paper other than sanitary roll paper nor any feminine hygienic products or grease down the toilet.

3. **AC Filter:** Request Filter Change every two months. Service is included in our RBP. [Resident Forms - Filter Sizes](#)



Filter Delivery Service

Changing filters is as easy as opening the front door. This service helps you save up to \$250/year and reduces the hassles of repairs.

4. **Spring Cleaning.** Requires you to clean **all windows inside and out**, wash **all screens**, and wipe out **tracks thoroughly**. Also, wash the **house's exterior**, clean **all blinds**, **ceiling fans**, **AC returns and vents**, and **windowsills**, and wipe off **all baseboards** assertively. With our joint effort, your living space will be sparkling clean and ready to welcome the bright and beautiful spring season.

- ★ [Visit DIY Maintenance - Grace Management & Investment \(orlrent.com\)](#)
- ★ <https://youtube.com/shorts/qri2VLSq1nQ?si=EKLWYN1Ewd-LNnIS>

The a-b-c of Lawn Care



a) **Water.** Observe Florida lawn-water hours from 6 pm and 8 am. This will provide the least amount of evaporation during the day. Please visit your county website for water specifications and restrictions. [Watering Guide \(ocwatersmartgardens.com\)](http://ocwatersmartgardens.com)

b) **Mowing.** Lawns need to be cut weekly between March and October and fall back to twice a month between November and February.

c) **Fertilizing.** We suggest printing and keeping a yearly calendar to keep your lawn in optimal condition. Here are some links that might be helpful <https://blogs.ifas.ufl.edu/> <https://www.orlando.gov/>

Lawn Care Calendar for Warm-Season Grass

	Spring			Summer			Fall		Winter			
Treatment	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Mow	✓	✓	✓	✓	✓	✓	✓	✓				
Weekly watering	✓	✓	✓	✓	✓	✓	✓	✓				
Fertilizing		✓	✓	✓	✓	✓	✓	✓				
Soil amendments	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Aerating	✓	✓	✓	✓	✓	✓	✓					
Dethatching			✓	✓	✓	✓						
Seeding	✓	✓	✓	✓	✓	✓	✓					
Overseeding with cool-season grass							✓	✓				
Sod installation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Pre-emergent weed control	✓	✓	✓	✓			✓	✓				✓
Post-emergent weed control	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Grub/pest control	✓	✓	✓	✓	✓	✓	✓	✓				

*This calendar reflects meteorological seasons, which means seasons begin on the first day of the month rather than on solstices and equinoxes.

LAWN LOVE

V. Emergencies

911 Emergency

In the event of a FIRE, THEFT, or any situation that jeopardizes the safety of our tenants, take immediate action; **call 911**.

After reporting to 911, please report the incident to our Emergency Maintenance Number [407 571 3678](tel:4075713678).

Emergency Services

- ✓ ELECTRICAL. Arcing, no power, overheated fixtures. First check the circuit breaker and the GFI reset buttons on outlets.

- ✓ PLUMBING. Tenant is responsible for all plumbing stoppages except when the result of roots or breakdown of fixture is not caused by tenant.

- ✓ HEAT. Only when the outside temperature is below 45 degrees.

- ✓ HEAVY STRUCTURAL DAMAGE if it is to the roof, foundation or walls.

- ✓ AIR CONDITIONING. It is only an emergency if a health risk exists documented by a physician.

Fireplace

Tenants are responsible to follow the wood burning fireplace maintenance;

- Always be sure to open the damper before starting a fire.
- If smoke is coming out of the fireplace, put out the fire immediately and ventilate the house.
- Do not use soft woods in fireplaces such as pine, fir and redwood; they cause coating in the flue and can cause fires.
- Store warm or hot coals away from any combustibles or the residence for at least two days before disposing of them and check them again before disposing.
- Never store hot or warm coals in a container, garbage can, paper or any other container.

If you are not familiar with fireplace safety measures, make sure to look for information or ask.



Hurricane Season

Please remember that hurricane season lasts from June through November, and if a hurricane warning is expected within the next 24 hours, we urge you to take the necessary measures to protect yourself and your family.

- Stay informed and communicate with your family if there is an evacuation instruction by the authority.
- Prepare an emergency kit. Here are some suggestions that might be helpful.

<https://www.ready.gov/hurricanes>



Once the storm has passed, we want to make sure that you're okay. If you have access to a digital device, please send an email to Info@ORLrent.com to let us know how you're doing or if you have any damage. We care about your safety and well-being, and we hope that you and your loved ones stay safe during this hurricane season.

VI. Renewing Your Lease

We understand that choosing whether to renew your lease or not can be a big decision, and we want you to know that we value your tenancy with us. That's why we'll be sending you a Renewal Offer Letter via email 75 days before the expiration date of your lease. This letter will give you the opportunity to let us know whether you'd like to renew your lease with us or not.

We kindly request that you provide your answer 60 days before the lease expiration date, giving you plenty of time to decide. We will be thrilled to renew it with you, and we will send you the new lease for electronic signature 30 days before your current lease expires, so you have ample time to review it before signing.

We hope you decide to stay with us and continue to enjoy our services. For any questions or concerns about the renewal process, please don't hesitate to reach out to your Property Manager.

VII. Insurance Coverage

- ★ At RE/MAX200, we are not an insurance company and therefore do not provide insurance coverage.
- ★ At RE/MAX200 we request that all tenants provide proof of insurance liability coverage to ensure their safety and security.
- ★ As part of your RBP, (see [section III.](#)) you have the choice to use the insurance coverage that the package offers. This option is on the renewal offer letter that we send you each year. [Second Nature \(residentforms.com\)](#)
- ★ We respect your freedom of choice and understand that you may opt for the insurance company of your preference.

VIII. Communication

We are proud to count on the most experienced professional Senior Property Managers. We believe that taking care of our tenants is a privilege. Our goal is to foster mutual communication and build a strong relationship with every one of our tenants. Please don't hesitate to keep in touch and address any questions through our different communication resources;

- ✓ Send a quick message to your Property Manager through App Folio Message [Login Instructions | AppFolio](#)
- ✓ E-mail our office info@ORLrent.com
- ✓ Contact you Property Manager

Shawn@Orlrent.com

Mo@Orlrent.com

Welcome to your new home! We trust that you'll love it just as much as we do. Wishing you all the best as you settle in and make new memories.

Fred Thompson

MPM RMP

RE/MAX200 Realty Property Management Division. 1155 Louisiana Ave, Suite 110. Winter Park, FL 32789.