



Welcome to your new residence, managed by Rentworks Property Management.

To learn more about our Rentworks, please visit www.rentworkspm.com

In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written for you to use as a reference, so please place it where you can easily find it.

Before calling the office with a question, see if the answer you need is here. And if you think of other information that would be helpful to have but is not included in this book, please notify our office.

We're always looking for additional ways to better serve our tenants. We look forward to a pleasant relationship and happy renting experience.

Attached to this handbook is a Rental Unit Inspection Form and Tenant Acknowledgement Form.

Both forms are to be filled out and signed by Tenant(s) and emailed to Rentworks Property Management along with photos/videos supporting claimed preexisting damages. Please email Christy@Rentworkspm.com or Ashley@rentworkspm.com within 24 hours of lease start date. Failure to email the Rental Unit Inspection Form within 24 hours of lease start date will relinquish Tenants ability to claim pre-existing damages at the time of move in as well as possibly being held liable for damages.

Sincerely,

The Rentworks Property Management Team



I. GENERAL RULES AND REGULATIONS

A. The Property – You have leased a residence; think of it as your own! You’re expected to care for it and maintain it accordingly. Please refer to your lease for maintenance and repair policies.

C. Phone Number – All tenants are required to have telephone and email accessibility and to provide the RentWorks Property Management with their cellular and work numbers. Please be sure to notify us when you change any of your phone numbers or emails.

D. Garbage and Recycling – All garbage and recyclable materials must be placed in appropriate containers. Recycling items must be properly contained and discreetly stored in the locations designated on your property. If the Owner receives a sanitation violation due to the improper placement of trash/cartons/furniture/mattresses on the street, the tenant will be charged accordingly.

E. Smoking and Other Offensive Odors – Smoking inside any property managed by Rentworks Property Management is prohibited. Cigarette and cigar smoke and other offensive or illegal smoke odors is an offense that the Owner will address seriously. Our tenants deserve a clean and safe environment.

II. WHEN YOU FIRST MOVE IN

A. Get to Know Your Property – When you first move in, locate the breaker box and connections for the stove, refrigerator, and dishwasher (if applicable). Also locate the hot and cold water shut-off valves for the bathroom and kitchen sinks. Locating these items now may prevent damage later.



III. IN AND AROUND THE HOUSE

A. Smoke/Carbon Monoxide Detectors – Batteries for smoke/carbon monoxide detectors should be changed at least twice a year. A good rule of thumb is to test your battery each month when you pay your electric bill, and to change the batteries in both units when you change your clocks to and from daylight saving time. Residents are responsible for purchasing and installing batteries.

B. Breakers – Circuit breakers move slightly when triggered. It may appear that the circuit breaker is on when it has tripped. To reset, turn the breaker to the OFF position, then back ON again. The ground fault circuit interrupter (GFCI) breaker detects even slight voltage changes and cuts the power during fluctuations. It's usually used for bathrooms, sinks, exterior plugs, garages, and some lights. If you lose power to a plug near a water source, it's usually the GFCI circuit. Simply press the red or yellow button on the GFCI outlet to reset it or follow the instructions on the outlet cover.

IV. MAINTENANCE DAMAGE AND REPAIR

You're expected to maintain the property and keep it in as good a condition as when you moved in.

A. Requests for Maintenance – Please submit all maintenance requests by calling our **Maintenance Care Center (MCC) # (813) 693-2479** and follow the prompts. Please be as specific as possible when submitting your request, take photos/videos of the damages, and be sure to leave a phone number where you can be reached. No appointments will be made after hours unless MCC deems the appointment an emergency.

B. Maintenance Responsibilities – If there is a repair issue at your property, you are responsible for preventing further damage from occurring, if possible, to safely do so. For example, if there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Rentworks will make necessary repairs within a reasonable time. You won't be reimbursed for any unauthorized repairs you arrange with an outside contractor. Please refer to your lease for Maintenance and Repairs financial responsibilities, liabilities, and insurance requirements.



Here are a few ways you're expected to maintain your property at your own expense:

- **Light Bulbs** –You're expected to replace all burned-out light bulbs while you're living in the apartment. When you move out, all lights must be equipped with the proper number and kind of bulbs.

- **Smoke and Carbon Monoxide Detectors** - Replace batteries in smoke detectors and carbon monoxide detectors (check monthly). If smoke detector/carbon monoxide detector does not work after you install new batteries, please contact MCC immediately. MCC phone # (813) 693-2479, then follow prompts for repairs

- **Plumbing/Toilets** - You are responsible for keeping all sinks and toilets lines open. Please don't allow anyone to throw anything into the plumbing system or use it for any purpose other than what it's designed for. Submit a maintenance request if drains become clogged or backed-up and you were unsuccessful in fixing the problem with a plunger or Drain-O.

- ***Replace AC filters regularly (recommended to change once a month)***

- **Washer/Dryer Hookups** – If you have an Owner-installed washer/dryer, check your hoses and washers for leaks from time to time. If you're going to be away from your home for more than two weeks, turn off the hot and cold water supply. Check the wall and floor monthly for evidence of leaks.

- **Countertops and Cabinets** – To protect countertops, always use cutting boards and hot pads when necessary. Don't use abrasive or corrosive cleaners/liquid that could ruin the counter surfaces.

- **Kitchen Appliances** – Each kitchen appliance must be cleaned regularly: in particular, the stove-vent, the stove-vent filter, the oven, under the stove burners, and the drip pans. Please don't put aluminum foil on the drip pans. Failing to clean all these items regularly can cause excessive wear and tear, for which you will be responsible.

- **Landscaping/Pest Control**– Unless otherwise stated in your lease, pest control, tree trimming, grass cutting, and sprinkler systems on the property will be maintained by the tenant. If the Owner receives a violation due to the improper care of, the aforementioned, the tenant will be charged accordingly.



Emergency Procedures

(i.e. kitchen fire, electrical fire, burst water pipe, etc.)

The moment you discover a problem, first protect yourself from danger. The following is a summary of what to expect next. Please post this information in a visible place.

Tenant Responsibility:

- Immediately take steps to prevent harm and additional damage to yourself, anyone in/around the home, and to the property.
- Turn off the source of water, electricity, or gas, as the situation demands provided you can do so safely.
- Notify Rentworks Property Management as soon as you are safely able to do so by calling our **MCC line. # (813) 693-2479** – follow prompts for repairs department.
- Make claim on tenant's renter's insurance – make sure to take pictures/videos if safe to do so.
- Provide emergency (police, fire, etc.) report to Rentworks Property Management as soon as possible
- Provide access for insurance, repair crew, etc. to assess and repair damage
- Notify Rentworks Property Management of delays, "no show" appointments, problems with repairs



Rental Unit Inspection Form

To be filled out and signed by Tenant(s) and emailed to Rentworks Property Management along with photos/videos supporting claimed pre-existing damages. Please email Christy@rentworkspm.com or Ashley@rentworkspm.com within 24 hours of lease start date. Failure to email the Rental Unit Inspection Form back to Rentworks within 24 hours of lease start date will relinquish Tenants ability to claim pre-existing damages at the time of move in as well as possibly being held liable for damages.

Property Address	
------------------	--

*****TAKE PHOTOS TO SUPPORT DEFICIENCIES LISTED BELOW*****

Location of Main Water Valve		
Location of Circuit Breaker		
Living Room	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Other		

Kitchen	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Cabinets		
Counters		



Sink & Plumbing		
Garbage Disposal		
Other		

Appliances	OK	List all Deficiencies or Comments
Stove/Oven		
Range Hood		
Refrigerator		
Dishwasher		
Microwave		
Other		

Dining Room	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Other		

Bedroom #1 (Master)	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Closet Doors & Shelving		
Other		

Bedroom #2	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Closet Doors & Shelving		
Other		

Bedroom #3	OK	List all Deficiencies or Comments
------------	----	-----------------------------------



Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Closet Doors & Shelving		
Other		

Bedroom #4	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Closet Doors & Shelving		
Other		

Bathroom #1	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Sink & Plumbing		
Bathtub/Shower		
Toilet		
Cabinets		
Other		

Bathroom #2	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Sink & Plumbing		
Bathtub/Shower		
Toilet		



Cabinets		
Other		

Bathroom #3	OK	List all Deficiencies or Comments
Floor & Floor Coverings		
Walls & Ceiling		
Doors		
Window(s) & Screen(s)		
Window Coverings		
Light Fixture(s)		
Sink & Plumbing		
Bathtub/Shower		
Toilet		
Cabinets		
Other		

Exterior	OK	List all Deficiencies or Comments
Landscaping		
Driveway		
Mailbox		
Exterior Walls/Paint		
Rear Lanai Screen		
Front Lanai Screen		
Fence		
Storage Shed		
Pool		
Hot Tub		
Garage Door/Opener		
Smoke Alarms		
Exterior Furnishings/Benches		
Exterior Lighting		

Tenant Signature/Date	
Tenant Signature/Date	
Tenant Signature/Date	
Landlord Signature/Date	



TENANT'S HANDBOOK AND RENTAL UNIT INSPECTION ACKNOWLEDGMENT PAGE

I/WE have received a copy of the Tenant's Handbook provided to me/us by Rentworks Property Management.

I/WE HAVE received a blank copy of the rental unit inspection page and understand it must be filled out and emailed to Christy@Rentworkspm.com within 24 hours of move-in.

I/WE will adhere to the policies, rules, and recommendations set forth in this Handbook throughout the term of my/our Lease.

I/WE understand that the property we are renting was accepted in AS-IS condition and that the Rental Unit Inspection Form is in no way an agreement of repairs to be made but rather the Tenants observation of the condition of property at the time of move in.

If at any time I/we fail to follow the policies, rules, and recommendations of the Tenant's Handbook and/or exercise any breach of Lease, I/we acknowledge that I/we are subject to the consequences as per the terms of the Lease.

Address: _____

Tenant Name: _____

Tenant Signature: _____ Date: _____

Tenant Name: _____

Tenant Signature: _____ Date: _____

Tenant Name: _____

Tenant Signature: _____ Date: _____

Rentworks Agent: _____ Date: _____