



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 Agreement. 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 either here or your Lease.

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 Tenant Handbook is also a Rental Unit Inspection Form and Tenant Acknowledgement Form.

Both forms are to be filled out, initialed 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 David@rentworkspm.com within 24 hours of lease start date. Failure to email the Tenant Handbook and Rental Unit Inspection Form within 24 hours of Lease start date will relinquish Tenant(s) 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

Tenant Initial(s) _____



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 Non-Neutral Odors – Smoking of any kind inside any property managed by Rentworks Property Management is strictly prohibited. Cigarette and cigar smoke and any other smoke or non-neutral odor will be addressed 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 help prevent damage later.

Tenant Initial(s) _____



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 testing smoke and carbon monoxide detectors and 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 or better!

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.

Tenant Initial(s) _____



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.

You are responsible for changing toilet kits.

• **Replace AC filters regularly (recommended to change at LEAST once a month)**

• **Washer/Dryer Hookups** – If you have a 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 a few days, turn off the hot and cold-water supply. Check the walls and floors 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 such as, but not limited to: acetone, bleach

• **Appliances** – These items are in the home as a courtesy and to be maintained by the tenant. Each appliance must be cleaned and maintained regularly: such as but not limited to, dryer vents, dryer lint drawer, microwaves, the stove-vent, the stove-vent filter, the oven, under the stove burners, and the drip pans. Please don't put aluminum foil or store items in 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 and all other landscaping 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.

Tenant Initial(s) _____



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 MCC # **(813) 693-2479** – follow prompts for maintenance and repairs department.
- Make claim on your 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 Renters and Homeowners insurance, repair crew, etc. to assess and repair damage
- Notify Rentworks Property Management of delays, “no show” appointments, problems with repairs

Tenant Initial(s) _____



LEGAL LIABILITY TO LANDLORD INSURANCE

What You Need to Know

As a condition of our lease, we require all residents to carry Renters Insurance AND Liability insurance (LLIP)

Minimum LLIP (\$100,000) for damage to the landlord's property during the term of their lease.

To satisfy this lease requirement you have two options:

Option 1

Sign up for Renters Insurance, make sure it includes LLIP coverage with minimum \$100K and provide Rentworks with proof of LLIP coverage

Option 2

Do nothing – You will automatically be enrolled in Rentworks LLIP insurance (does NOT include Renters insurance) for \$12.50/month (price subject to change)

POLICY DETAILS:

All Claims should be reported to Rentworks Property Management

Our legal liability to landlord insurance policy is provided by Great American E&S Insurance Company.

For complete details visit: <http://www.appfolio.com/notice-of-insurance>

Tenant Initial(s) _____



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 David@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: _____



3300 Henderson Blvd * Suite 103 * Tampa, FL 33609
Phone: (813) 693-2479