



Specializing in Residential Property Management

Resident Handbook

Please keep this handbook in a safe place for future reference.

Rental Address_____

Received Date_____ **Resident Initials:** (____) (____) (____)

***By initialing above, resident(s) agree to have received all 17 pages of
Resident Handbook and agree to abide by the same.***

WELCOME

We are delighted to welcome you as our valued tenant, and we are committed to ensuring that your experience with Bluefin Property Management is both positive and enjoyable. The Resident Handbook, in conjunction with your Residential Lease, constitutes an integral component of your lease agreement and holds legal significance. Furthermore, it serves as a valuable resource containing essential information that will enhance your tenancy experience.

The primary objective of the “Resident’s Handbook” is to delineate the respective responsibilities of both parties involved – Bluefin Property Management and yourself, as the resident, in relation to the property you will be residing in. We firmly believe that when residents possess a comprehensive understanding of our policies and procedures, we are better equipped to meet your needs effectively.

It is important to note that the business relationship between the resident and Bluefin Property Management is formally established through a written document known as the Residential Lease, inclusive of any applicable addenda. Please be aware that all services, procedures, terms and conditions outlined in the “Resident’s Handbook” are subject to changes, revisions, or modifications, which may occur without prior notice.



Bluefin Property Management is an Equal Housing Provider

Bluefin Property Management does business in accordance with the Fair Housing Act and does not discriminate on the basis of race, creed, religion, age, sex, familial status, marital status, disability, color, national origin, sexual orientation or any other protected class.

Office Hours: By Appointment

Bluefin Property Management

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WHEN YOU FIRST MOVE IN

Get to Know Your Home

Upon move in, we ask that you take a moment to identify and acquaint yourself with the electrical panel within your residence. Make note of the GFI, as well as the breakers corresponding to the stove/oven, water heater, and AC. Familiarizing yourself with the location of these essential components will prove invaluable in case of any future electrical, plumbing or appliance-related issues.

Locating the Water Shut Off Valve for the Home

The water shut off valve is typically situated in the front yard, near the sidewalk or road, or occasionally within a flower bed surrounding the perimeter of the property. Additionally, we advise you to identify the shut-off valve associated with the hot water heater, as well as those located beneath all sinks within your residence. Familiarizing yourself with precise locations of these components at this time is essential for proactively preventing or mitigating any potential water-related damage in the future.

GENERAL RULES & REGULATIONS

Part of Your Rental Agreement

It is imperative to understand that this Resident Handbook forms an integral part of your rental agreement. By affixing your rental agreement, you thereby express your explicit consent to adhere to the guidelines delineated within this handbook. Your commitment to complying with these guidelines is paramount in maintaining a harmonious and mutually beneficial tenant-landlord relationship.

The Home

While this property is designated as a rental, we have an expectation that you will exercise the same level of care and responsibility for it as if it were your own. Throughout the duration of your rental agreement, you assume responsibility for both the dwelling and the associated land, unless otherwise specified within the agreement. Your obligations align closely with those of a homeowner, and it is incumbent upon you to diligently care for and maintain the property in a manner consistent with these expectations.

Rental Payments

All Rents are Due and Payable on the First Day of Every Month. While we encourage online payments through the provided software for your convenience, we also accept paper-based forms of payment, including checks and money orders. Please note that cash payments will not be accepted under any circumstances. Multiple forms of payment for a single rental payment will not be accommodated. In the event that the rental payments remain outstanding beyond the 1st of the month, a late fee of \$100 will be applied, with an additional charge of \$5 for each subsequent day the payment remains unpaid. Additionally, tenants will be held responsible for covering the charges and fees incurred for the delivery of a Three Day Notice, which amounts to \$40. You can avoid these additional fees and charges by making prompt payment by the specified due date.

Returned Checks

In the event of a returned check due to insufficient funds (NSF), it is imperative that the total amount of the NSF check, inclusive of any associated late fees, be remitted within 24 hours of receiving notification. Failure to do so may result in the initiation of or legal proceedings without further notice. Should the returned check cause a delay in your rent payment, additional fees will be assessed accordingly. It is crucial to ensure that all outstanding amounts are settled in full at the time of notification. Furthermore, if a personal check has been returned for any reason, please be advised that all future payments must be made using certified funds.

Contact Phone Numbers & Email Addresses

All residents are obligated to maintain both telephone and email accessibility and are required to furnish Bluefin Property Management with their contact information. It is imperative that you promptly notify us of any changes to this information. Email serves as the primary and most

efficient mode of communication between residents and management, to ensure you receive important information and updates in a timely manner.

45 Day Written Notice

To initiate the non-renewal of your lease for another 12-month period, we require a written notice of at least forty-five (45) days prior to the expiration date of your current rental agreement. This notice should include a specific moving date no later than the expiration of your lease. Similarly, if you intend to renew your lease, please provide us with the same forty-five (45) day notice, as we will need to conduct a property assessment before offering a renewal. The process entails preparing and signing a new lease agreement. Your cooperation in adhering to these notice requirements is greatly appreciated and ensures a smooth transition in either scenario.

_____ Keys and Locks

Any alterations, replacements of locks, or installation of additional security features such as bolts, knockers, mirrors or other attachments, whether on the interior or exterior of doors, necessitate prior written approval from Bluefin Property Management. Incases where such modifications are approved, you are required to furnish us with keys for each lock installed. It is important to note that Bluefin Property Management reserves the right to access the premises and re-key locks in situations where access is denied, with any associated costs being charged to the Tenant. Upon vacating the premises, all key, including mailbox keys/remotes/fobs provided for property use or community amenities, must be returned to Bluefin Property Management. In the event of key loss accidental lockout, management (when available) offers a door unlocking service for a fee of \$50.00 during normal business hours or \$100.00 during evenings and weekends. Copies of keys may be obtained during normal business hours by appointment, at a cost of \$20.00 each. Should management be unavailable to provide keys during a lockout, it will be necessary for you to engage the services of a locksmith at your own expense.

Trash and Recycling

Residents are responsible for the proper disposal of trash and recyclable materials by placing them in suitable containers. It is important to note that Bluefin Property Management does not supply trash receptacles or containers. Therefore, residents are required to make arrangements for the regular weekly pickup of trash such services are not already provided by the community. Furthermore, all containers used for trash and recyclables should be stored discreetly out of view from the front of the house when not in use. These containers should only be placed outside on designated pickup days and promptly returned to their storage area afterward. When it comes to, residents are expected to ensure that all recyclable items are contained appropriately and stored in a discreet manner in compliance with community guidelines.

Condominium/Homeowner Associations

The resident is required to independently obtain a copy of the rules and regulations established by the condo or homeowners' association and commit to complying with all applicable guidelines. It is important to be aware that the approval of the lease may be contingent upon the endorsement of the condo association or homeowners' association, and the resident agrees to cover any necessary association application fees, if such fees applicable. In the event that Bluefin Property Management or the property owner receive notification from the Condo Owners Association (COA) or Homeowners Association (HOA) regarding any violations of their rules, regulations, covenants, or restrictions, which can be directly attributed to the resident's failure to maintain their rental home properly or any violations caused by the resident, the resident's guests, or invitees, then the resident(s) shall be held accountable for the expenses incurred to rectify the violation. This includes but is not limited to legal and attorney fees, court costs, fees, fines, penalties, travel costs, and other incidental expenses such as photographs, film, videotape, and any additional costs incurred by Bluefin Property Management or the property owner.

Disturbances, Noise and Nuisance

It is expected that all residents and their guests will conduct themselves in a manner that is considerate and respectful of the neighbors and passersby. This encompasses activities such as playing loud, offensive music, using vulgar or profane language, congregating in the driveway or front of the home while consuming alcoholic beverages, and similar behaviors. It is important to note that If music or any other form of sound is audible beyond the leased premises' boundaries, it is deemed excessively loud and is subject to intervention. Such actions may be grounds for eviction, in accordance with the terms of the lease agreement.

Move-In Condition

Upon renting a home from Bluefin Property Management, we strive to ensure that all aspects of the property are working condition. We kindly request that you promptly report any maintenance concerns within the first 7 days of possession of the property. Additionally, we encourage you to thoroughly inspect the home and test all mechanical components to confirm their proper functionality. It is essential to note that an assessment of the property is conducted prior to your move in date. In the event you identify any issues within the home that you believe may impact your security deposit, we require you to furnish us with a list and accompanying photos of each item no later than 7 days after the commencement of your lease. This will help ensure that any pre-existing concerns are duly documented and addressed.

Periodic Property Assessments

Bluefin Property Management will carry out regular assessments of the premises to document its condition. In the event that any deficiencies are identified, for which the responsibility falls on the resident, you will receive notification detailing the nature of the deficiencies. It is expected that you will promptly address and rectify these deficiencies within a reasonable timeframe. Please be aware that failure to take corrective action in response to notified deficiencies may be construed as a violation of the Rental Agreement, potentially leading to grounds for termination of the lease agreement. Your cooperation in addressing such matters in a timely manner is crucial to maintaining a harmonious tenant-landlord relationship.

Parking/Vehicles

All vehicles must be parked exclusively in their assigned areas, which may include garages, parking lots, driveways, or curbside spaces on public streets, in accordance with applicable ordinances. It is strictly prohibited to park on grass, sidewalks and any other areas not explicitly designated for parking. Furthermore, all vehicles must be properly registered, licensed and fully operational at all times. Vehicle repair activities are not permitted on the premises. The presence of oil or fluid stains on the garage floor, driveway, walkways or any other property area is prohibited. In cases where a vehicle may leak oil or fluids, it is the responsibility of the resident to place a protective covering or pan underneath the vehicle to capture any leaks. Should a vehicle leak oil or fluids, resulting in damage to the property grounds, the resident will be obligated to restore the affected area to its previous condition. Compliance with these regulations is essential to maintain the aesthetics and integrity of the property.

Guests

A reasonable number of guests are permitted to occupy the premises for a duration of up to 72 hours without the necessity of prior written consent. However, it is important to note that only individuals listed on the rental application have permission to occupy the premises. You, as the resident, bear responsibility for the conduct of all your guests, and all terms and conditions outlined in this agreement are equally applicable to your guests during their stay.

Emergencies

An emergency is defined as a situation where there is an immediate danger or the potential for significant property damage. It is important to recognize that not all situations that residents may perceive as emergencies truly qualify as such. To report a genuine emergency, such as a fire on the premises, substantial water intrusion, or major electrical issues, please reach out to our office during business hours or contact us after hours at 321.284.8860. When leaving a message, provide a detailed description including your property address and contact number. For all other non-emergency service requests, we kindly request that you submit them in writing through your Tenant Portal or by email to your designated manager. It is crucial to explain the issue comprehensively to prevent any delays in addressing your request. Additionally, please remember to include your telephone numbers and an email address when submitting your request. In the event that your emergency involves a fire or similar life-threatening situation, please prioritize contacting the appropriate authorities by dialing 911 before reaching out to Bluefin Property Management. If you contact us after regular business hours for non-emergency matters, your call will be returned when our office reopens. In the event of a significant water leak, it is imperative that you take immediate action by turning off the water supply to the premises and promptly contacting Bluefin Property Management. Should you detect a gas leak, whether it involves natural gas, LP gas, propane, or any other type, you must immediately shut off the gas supply valve. Subsequently, it is essential to reach out to the gas company that provides service to your location to report the leak. Following this, please notify Bluefin Property Management. For further guidance on emergency and disaster procedures, please refer to the Emergency/Disaster Procedures section located on pages 14 and 15 of your documentation. These

procedures will provide you with comprehensive guidance on how to handle a range of emergency situations and ensure the safety and well-being of all occupants.

Insurance

We strongly encourage you to consider obtaining a renter's insurance policy. It's important to understand that the property insurance held by the homeowner does not provide coverage for your personal belongings or offer protection from potential losses or liabilities. As a resident, you are responsible for securing your own renter's insurance policy to safeguard your personal property against any potential loss or damage. Obtaining renter's insurance is a prudent measure to ensure the protection of your personal assets and provide you with peace of mind during your tenancy.

Pets

Pets, animals, snakes or birds, or any similar creatures are strictly prohibited from residing on the premises, whether owned by resident or their guests, unless specific written permission has been granted by Bluefin Property Management through a pet addendum included in the rental agreement. Additionally, residents are required to pay a pet deposit when such permission is granted. In the event that Bluefin Property Management discovers the presence of a pet on premises without the requisite permission and executed pet addendum, a pet violation penalty of \$250 will be immediately imposed. The Lessee agrees to adhere to the following conditions regarding pet ownership and care:

1. The Lessee shall maintain a reasonable standard of care for all pets kept on the premises. This includes ensuring that pets are not subjected to neglect or conditions that may harm their well-being.
2. The Lessee must not leave pets unattended outdoors for prolonged durations. The definition of 'prolonged durations' will be subject to the reasonable judgment of the Lessor.
3. Pets must not be left outside during periods of extreme weather conditions, including but not limited to severe heat, cold, or during inclement weather events, to prevent any risk to their health and safety.
4. The Lessee shall ensure that dogs or other noise-making pets do not create excessive noise, such as persistent barking, that could reasonably be expected to disturb neighboring residents.
5. The Lessee is required to keep pets on a leash at all times when they are outside the confines of the rental property. This is to ensure the safety of the pet, the residents, and the public. This is also an ordinance of Brevard Co.

Failure to comply with these conditions may result in consequences as outlined in the lease agreement, including potential fines or revocation of the right to keep pets on the premises. Furthermore, non-compliance with these policies may be regarded as grounds for termination of the rental agreement. Any costs associated with the pest control for fleas and the repair of pet-related damages will be charged to the resident.

Residents who have been granted permission to have a pet on the premises must exercise responsible ownership at all times. It is essential to recognize that having a pet is a privilege and permission to have the pet on the property may be revoked at any time without necessitating the termination of the lease agreement. Additionally, residents are expected to diligently clean up and dispose of any pet droppings on or around the property on a regular basis.

Smoke Detectors

Check to be sure the smoke detectors are operational upon move-in. Notify Bluefin Property Management if you are not able to operate them. Please check the battery regularly and replace the battery as soon as it begins to lose charge. Disabling a smoke detector is a violation of your lease and the law. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

Security/Alarm/Video/Television/Satellite Dish

Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installation at the property without prior written permission. Any necessary written authorization must be provided for Management's approval with specific location of the installation and name of the service provider. The security/alarm code is to be provided to Bluefin Property Management within 48 hours of the activation of the system.

IN AND AROUND THE HOME

Circuit Breakers

Circuit breakers move slightly when tripped. It may appear to be ON when it has “popped” or “tripped”. The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually located where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the top plug outlet. There may be more than one GFI plug in the house. If these “pop” or “trip”, reset them.

Pest Control

Please report a pest problem within your first 3 days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, is considered resident responsibility. Resident is responsible for reporting any suspected or known insect infestation. Bluefin Property Management assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests. Resident will be charged for any damage caused by uncontrolled pests.

Painting, Decorating, Etc.

If you want to change the house décor in any way, please put your proposal in writing and submit it to Bluefin Property Management along with a sample of the paint/wallpaper or drawing of the proposed work (e.g. adding a fence). If approved, you will receive written confirmation. All work tasks must be done by a licensed and insured vendor and the vendor must provide copies of their insurance documents. Residents are not allowed to make alterations such as these on their own. All work must also be inspected and approved by Bluefin Property Management after completion. Lastly, these changes or modifications are the resident's responsibility. The costs of returning the property to the original condition, if any, is the responsibility of the resident.

MAINTENANCE, DAMAGE AND REPAIR

Maintenance Requests to be in Writing (Email) or submitted via the Online Tenant Portal

You must always submit your resident service requests in writing. Be specific about the problem. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify Bluefin Property Management so we can follow up.

Scheduling Maintenance

If you have contacted Bluefin Property Management for maintenance and/or repair, you are responsible for scheduling any necessary service calls with the repair person once they have contacted you. Resident is responsible for granting the vendor access to the premises. Be polite to the repair person. The repair person is there to help solve your maintenance problems. Please keep your appointment with the repair technician. Failure to be available for an appointment will result in a charge of \$75 no-show fee for the technician's time. We will pass that charge on to you. Please do not request additional repairs of the repair technician. Any additional repairs not previously authorized will be your financial responsibility.

System Failures

All “breakdowns”, system failures and structural defects must be reported to Bluefin Property Management immediately. If an urgent repair is needed (i.e., hot water heater leaking), resident is responsible for stopping further damage from occurring, if possible. 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. Bluefin Property Management will arrange with vendors to make necessary repairs within a reasonable time. Resident will not be reimbursed for any unauthorized repairs made. Please note all maintenance issues are to be reported immediately. Should it be found that a repair is more extensive due to the amount of time it was left unreported, you will be responsible for the extra charges stemming from this.

Unauthorized Repairs

Bluefin Property Management must authorize ALL repairs and/or maintenance that the resident requests. Please do not make any repairs or authorize any maintenance without written permission from Bluefin Property Management. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Heating, Ventilating, Air Conditioning (HVAC) Systems

All HVAC filters need to be changed monthly. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the "condensation drain line" clean and clear of obstructions. Pour 1 cup of white vinegar down the drain line each month when you change the filter. The area around the condenser (outside unit) should also be kept clear of grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit. If your exterior unit is accessible to the garden hose, please rinse off the unit once a month when changing the filter. If the AC does not work, check all circuit breakers. Often during hot weather, or if the circuit breaker overloads, the AC breaker will flip causing your unit to be unusable.

*Note: An HVAC (AC) system failure does not constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next business day. If you insist on having it done and the technician is available, you will be responsible for the after- hours fee. If a service technician indicates that the repairs are due to resident negligence, you will be financially responsible. The most common causes are not changing the filter and/or not keeping the drain line clear.

Lawns and Grounds

Resident is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating fire ant mounds; treating for lawn pests; treating for chinch bugs. Keep shrub and tree growth away from the roof, eaves, and sides of the home. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to Bluefin Property Management within 5 days of taking possession of premises. If no notice is received, Bluefin Property Management will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become responsibility of the resident. It is the responsibility of the resident to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. Resident agrees to operate sprinkler system often enough to keep the lawn and shrubbery healthy, or a minimum of 15 minutes per zone, 3 times weekly. If mandatory watering restrictions are imposed by any legislative body governing the premises, resident agrees to reset sprinkler timer to comply with the maximum irrigation schedule permitted by law. Resident agrees to clean filter as needed to keep system functioning as intended.

Plumbing/Septic Systems

Resident is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs, coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the home sewer. If your property is on a septic tank sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Resident must purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product. Resident will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

Waterbeds/Flotation Bedding Devices

Resident will be responsible for ANY damage caused by a waterbed or flotation-bedding device. Resident will have a current waterbed/flotation bedding device insurance policy in effect during possession of waterbed/flotation bedding device.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls with appropriate picture hanging hardware. Do not paint or wallpaper without prior written approval of homeowner through Bluefin Property Management. All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises.

Vinyl/Ceramic Tile Flooring

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Resident will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors

Dry mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Resident shall not shellac or refinish floors without homeowner's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Resident will be responsible for damage to the flooring.

Carpet Care Routine

Carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming. Upon vacating the property, the carpets shall be professionally cleaned, at the expense of the resident using a carpet-cleaning vendor approved by Management. Receipt of said services must be provided to Management. Please do not have carpets clean prior to fully evacuating the property. If carpets are not professionally cleaned, Management will use the security deposit to pay to have carpets cleaned. A receipt is required at the time the keys are returned.

Countertops

Research appropriate cleaners for your countertops. Using incorrect cleaners that damage the finish will be tenant responsibility to repair.

Stoves

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Also, do not place a hot lid on top of the cook top as it can shatter the glass. Resident will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance. If the oven does not work, check the time bake feature on the oven. If the oven is set on time bake, it will not heat. Do not place a hot lid on top of the cooktop.

Dishwashers

The dishwasher should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter and make sure drains are clear of debris.

_____ Garbage Disposals

Garbage disposals should not be used for bones, celery, onion skins, greasy items, pasta, rice or any other similar materials. If the motor buzzes, turn the switch off. Something may be jamming the blades. Verify that the object jamming it isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from items put into the disposal. You should also use an Allen wrench to turn the area at the bottom of the disposal to unjam the disposal prior to calling management. A plumbing invoice received for this same work will be the financial responsibility of the resident.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use “burst resistant stainless steel braided” washing machine hoses only. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

Water Heaters (Gas/Electric)

If you have an electric water heater that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped. If you have a gas water heater, the pilot light may have gone out. Check manufacturer’s instructions or contact the gas company.

Baby Proofing

Do NOT use any baby proofing items that can cause damage to walls, cabinets, or other areas of the home. The double sided tape used to attach many of these items to surfaces will often remove the paint or finish when removed so do not use that form of attachment. You will be responsible for any damage caused by using these items.

Non Warranted Items

There are certain items in and around the house that are not necessary for everyday living and may not be warranted if they should stop working. It is possible they may not work at all when taking occupancy. Should any of these items stop working, the homeowner can elect to repair/replace the item or they can choose to leave it as is. These items include but are not limited to things such as ice makers, garbage disposals, washers and dryers, fireplace, jetted tubs, ceiling fans, hot tubs, garage door openers, and additional refrigerators or freezers in the garage.

CLEANING AND HOW TOS

Bluefin Property Management diligently works to provide you with a clean, well-maintained home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment in good condition. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; the Maintenance Department who keeps a record of necessary maintenance; and the resident who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Bluefin Property Management in a timely manner. **NOTE: Resident(s) acceptance of premises in less than clean conditions does not relieve Resident (s) from responsibility for leaving premises in clean and ready to show condition.**

Cleaning Standards

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
4. Mop vinyl floors biweekly.
5. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. Clean AC/Heat air return grate and change filter each month. (A good rule is when you pay your light bill, change your filter).
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
8. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
9. Blinds, if provided, should be cleaned or washed semiannually and at move out.
10. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
11. Caulk tub as necessary.
12. Sweep out garage as needed.
13. Pressure wash any stains, mold, dirt from driveway, sidewalks, garage floor, patio(s).

Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counters on counter tops as they will scratch. All cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating.

Kitchen Appliances

Each kitchen appliance must be cleaned regularly including the stove hood vent, the filter in the stove hood vent, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be replaced. Please clean the top and under the refrigerator and washer/dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which resident will be responsible.

MOVING OUT

Written Notice

Before notice to vacate is accepted by Bluefin Property Management, it MUST be put in writing or will not be accepted. The notice must include the date you plan on vacating the premises. This notice must not be less than 60 days before termination. Once Bluefin Property Management receives notice from resident, move-out procedures will be sent to resident. Follow the move-out procedures to ensure the full return of tenant security deposit.

Move Out Procedures

Upon moving out at the end of your lease, it shall be resident responsibility to:

- 1) Clean the interior and exterior of the house including all appliances and floors. This includes pulling out and cleaning the sides, under and behind the appliances.
- 2) Dispose of all garbage and trash. Make sure garbage bins are free of all debris and have been cleaned.
- 3) Close and lock all windows and doors.
- 4) Any carpet must be cleaned by a professional cleaning company that guarantees their work and you must provide a receipt when turning in keys. This is to be done only after all belongings have been removed. Should company not do a sufficient job, one of our vendors will come in and re-do at your expense.
- 5) Cut lawn, weed the flower beds, edge, and trim the shrubs.
- 6) Inform all utility services and postal services of the departure date and forwarding address.
- 7) TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET.
- 8) Pull main fuses or turn circuit breakers to an "OFF" position.
- 9) Turn in ALL keys by the expiration date and provide Bluefin Property Management with a forwarding address.
- 10) The electricity and water must be left on for three days after vacating the premises so Bluefin Property Management can inspect all electrical outlets, lights and appliances. Failure to do so will result in a charge against your security deposit for utility activation.
- 11) Bluefin Property Management will be placing a "For Rent" sign on the property and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

Marketing During the Notice Period

After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9:00am and 6:00pm. Bluefin Property Management will make an effort to accommodate your schedule, however, the property must be available and in good condition for agents to show. You will be notified by email prior to showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

The Move-Out

Key and Property Return: You must vacate the property and return all keys, remotes, fobs, and passes by the end of the last day of your lease. Holding over beyond this date will result in a "Hold- Over Fee." Resident is fully responsible for rents until the keys have been given to and received by Bluefin Property Management and will be charged rent until they have been turned in.

Forwarding Address: Provide your forwarding address when you return your keys to ensure prompt delivery of your security deposit. Deposits will be mailed to this address; we cannot hold or provide them for pickup. Failure to provide a forwarding address will delay processing and result in additional certified mailing fees if a second mailing is required.

Tenant Portal Payments: Cancel any automatic rental payments in your tenant portal. We are unable to cancel payments on your behalf. Should you forget to cancel your payment and subsequently cancel same payment causing a NSF or returned payment, all bank fees charged to us will be deducted from your deposit.

If Resident leaves any personal property in the rental property after surrendering or abandoning the property, Landlord may dispose of property or give it to a charitable organization.

Breaking the Lease

If you default on your lease, you will be responsible for all costs incurred in securing a new resident including but not limited to rental losses incurred as a result of resident's default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required 45-day written notice. You must continue to pay the monthly rent each month until the property is re-rented or your rental obligation ends, whichever comes first or pay the early termination/liquidated damages fee. You must cooperate and make showings as accessible as needed in order to find a new resident and keep utilities activated until a new resident moves in or your lease expires, whichever comes first. Forfeiture of your security deposit does not excuse you from other obligations of the rental agreement. You must follow all procedures for marketing, cleaning and move-out. The most common charges for breaking a lease are:

- a. A re-leasing and/or lease break fee equal to two months rent.
- b. An administrative fee of \$250.
- c. Rent until a new lease takes effect.
- d. Lawn maintenance, if applicable (you need to arrange for that before leaving).
- e. Utilities (keep them on in your name until a new resident has taken possession). Any fees incurred for connecting utilities by landlord prior to your lease ending will be deducted from your deposit.

Return of the Security Deposit

THE SECURITY DEPOSIT MAY NOT BE USED FOR ANY RENT DUE WHILE RESIDING AT THE PROPERTY. The security deposit will be refunded within 15-30 days of your move-out and return of keys and garage door openers if applicable. Return of the Security Deposit is subject to the following provisions:

- f. Resident has given forty-five (45) days written notice prior to vacating. The full term of the Agreement has expired and resident has complied with all other provisions.
- g. All charges due including rents and fees, maintenance or repair costs that are a resident obligation, utility costs that are the resident obligation and any other fees or charges that may be required to be paid by resident have been paid in full.
- h. No damage to premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Resident understands that any expenses incurred to return premises to the same condition as when tenant moved in, allowing for reasonable wear and tear shall be paid by resident.
- i. The entire dwelling, including but not limited to carpets, bathroom and fixtures, floors, windows inside and out, window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free of insects.
- j. All debris, rubbish, and all personal property has been removed from premises and disposed of properly.
- k. The HVAC system has been left clean and in satisfactory condition and a new filter has been installed.
- l. The lawn has been cut and edged, shrubs have been trimmed, weeds have been pulled and debris properly removed from premises.
- m. Cleaning Expectations:

Kitchen:

- Clean the refrigerator inside and out, including shelves and freezer. Pull it away from the wall to clean underneath, behind, and on top. Leave it plugged in, running, and closed after cleaning. Remove any ice from the freezer and turn off ice maker, if applicable.
- Replace the refrigerator filter, if needed.
- Clean all cupboards, baseboards, and under the sink.

- Deep clean the oven and stovetop, including burners, controls, rings, and the exhaust fan. Replace drip pans with properly fitting new ones.
- Clean the dishwasher thoroughly and ensure it's in working order.
- Scour sinks, removing stains, and ensure the disposal is clean and operational.
- Sweep and mop the kitchen floor.

Living Room:

- Professionally clean all carpets (receipt required).
- Clean baseboards, switches, trim, and walls to remove marks.
- Wash windows, clean screens, and wipe down window sills and tracks.

Bedrooms:

- Follow living room instructions.
- Vacuum closets and dust shelves.

Bathrooms:

- Clean and disinfect toilets, sinks, bathtubs, and showers.
- Wipe down mirrors, countertops, cabinets (inside and out), and exhaust fans.
- Remove soap scum and stains from all surfaces.

Storage Areas, Patios, and Exterior:

- Clean and sweep all storage areas, patios, and carports.
- Remove all personal items, trash, cobwebs, and debris.
- Clean around entry doors, removing any dirt, cobwebs, or dead bugs.

Landscaping:

- Mow, edge, and weed the lawn.
- Trim shrubs and clean up all pet waste and debris.

General Cleaning:

- Wipe down light fixtures, clean fan blades, and replace missing pull strings.
- Replace burned-out light bulbs (match w/ bulbs present) and ensure smoke alarm batteries are functional.
- Replace the AC filter.
- Sweep/mop all hard flooring. Any existing carpet must be professionally shampooed and receipt must be provided when turning in keys.
- Sweep out the garage, remove any oil stains, and empty/disinfect trash bins.
- Ensure the property's front, back, and side yards are free of debris, and landscaping is neat.
- If walls require patching, paint the entire wall from edge to edge rather than touching up spots.

Ordinary Wear and Tear

What Qualifies:

- Natural and gradual deterioration from normal use (e.g., worn carpets, faded paint).
- Changes caused by time, not negligence.

What Doesn't Qualify:

- Negligence: Damage from carelessness (e.g., stains from spills, buildup from lack of cleaning).
- Failure to Warn: Allowing minor issues to escalate due to lack of communication (e.g., not reporting a leak that causes water damage).
- Abuse/Misuse: Intentional or inappropriate use of the property (e.g., gouging floors, staining walls). - Accidents: Damage caused by mistakes (e.g., broken fixtures, flooding).

Other Considerations:

- Extent of Damage: A few nail holes are acceptable; dozens are not.
- Length of Residence: Longer stays result in more wear, but excessive damage within a short time is unreasonable.
- Property Age: Older properties may show more wear naturally, but newer properties should not.

Additional Support

Need help with cleaning or repairs? Contact us for recommendations for trusted vendors, including house cleaners, carpet cleaners, and handymen.

Use common sense: if something isn't listed here but needs cleaning or repair, address it to avoid charges against your deposit. Should any issues remain after your lease ends, we will arrange for cleaning or repairs and deduct the costs from your deposit.

EMERGENCY PROCEDURES

Make Your Plan Now

The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared and preparing the property is every resident's responsibility. Don't rely only on the authorities. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for.

Hurricane/Tornado/Storm Watch/Storm Warning

When living in Florida, the chances of experiencing a hurricane, tornado or heavy storm are always possible. 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/Tornado Storm Watch is when Hurricane/Tornado are possible in the specified area of the watch, usually within 36 hours.

A Hurricane/Tornado Storm Warning is when Hurricane/Tornado 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 can happen at any time. Be prepared.

Because we get advance warning for Hurricanes/Tornados, many people choose to leave town. If you leave, you still must secure the property prior to leaving using any shutters that are provided for use of your rental property. You are not required to purchase materials to secure the property should none exist.

DISASTER PROCEDURES

Have an emergency preparedness plan, a checklist and 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 power 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 the swing sets, 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. If your rental comes with storm shutters or other form of protection, you are responsible for installing them to protect the home as much as possible.
8. Make sure Bluefin Property Management has a key for your home if you have changed the locks.

RESIDENTS ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, THE 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 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 Bluefin Property Management, if it is after hours use emergency line.
- Make claim on Resident's insurance for personal belongings.
- Notify Bluefin Property Management of resident's insurance coverage.
- Provide emergency (police, fire, etc) report to Bluefin Property Management within 5 days of the incident.
- Provide access for insurance, repair people, etc. to access and repair damage.
- Notify Bluefin Property Management of delays or problems with repairs.

Resident is responsible for any loss to the owner due to resident negligence.

Acknowledgment and Agreement

All **Resident(s)** that are part of this lease acknowledge that they have been provided with a complete copy of this Resident Handbook and Lease Agreement and have had the opportunity to review its terms in full prior to signing. Failure to read, review, or understand any provision of this Lease does **not** exempt the Resident(s) from compliance with its terms, conditions, rules, or obligations.

By signing below, the Resident(s) agree to be bound by all provisions of this Resident Handbook and Lease Agreement, including but not limited to, financial obligations, maintenance responsibilities, property rules, and any penalties or consequences for non-compliance. Ignorance of any term or condition shall not serve as a defense against enforcement of this Lease, nor shall it relieve Resident(s) of any liability arising from a breach of its terms.

Resident(s) further acknowledge that any questions regarding the Lease Agreement should have been addressed **prior** to signing, and by executing this document, Resident(s) affirm their full acceptance and understanding of its contents.

Resident Signature: _____

Date: _____

Resident Printed Name: _____

Resident Signature: _____

Date: _____

Resident Printed Name: _____