

“Wolf Dog”, Bull Terrier, Pit Bull Terrier, Rottweiler and/or other breeds deemed as prohibited breeds will not be allowed.

No pets may be kept on the property even temporarily without management’s written authorization. Please inform your guests that this rule also applies when they visit you. Pet owners are responsible for any damage caused by pet(s) and for disposing of their pets’ waste.

Any Unauthorized pets found on a property can result in eviction and/or an initial \$250.00 and a \$25.00 per day charge per pet.

PHONE NUMBERS

You are required to provide the office with your work and home telephone numbers, including non-published numbers, and you must notify the office of any changes in those numbers.

PROBLEM SOLVERS

If you have a problem that cannot be resolved with property management, please call or make an appointment to see Dee McDonough at our office and she will look into it for you.

RAIN GUTTERS

In order to prevent damage to eaves and cornices, the gutters, if any, please report gutters that need to be cleaned out and we will send a technician to clean them.

RECYCLE BIN

Most areas now have curbside recycling. If you do not have a recycle bin at the property, call 311. The bin is free.



REFERRALS

If you refer someone to us who BUYS, RENTS, SELLS, or signs a Property Management contract with FP Agent, llc , we will give you a \$50.00 Gift Certificate or Gift Card!

RENTER’S INSURANCE

It is REQUIRED in your lease that you purchase renter’s insurance to cover any loss of your personal property and your possible liability in case of accidents. The owner’s insurance on the property only covers the dwelling; it DOES NOT cover your personal belongings.

You should obtain renter’s insurance that becomes effective on the date that you take possession of the property and maintain the policy as long as you occupy the premises.

Ask yourself, “Why do I need renter’s insurance?”

Then ask:

“What if a candle tips over or we have a cooking fire that causes damage to my home?”

“What if I have a major flood from a broken water pipe or clogged drain line?”

“What if we have a theft or our home is burglarized?”

Everyday these “What if” scenarios occur in homes. So, what happens if a “What If” occurs to you?

If you don't have renter's insurance, you may lose everything! The Landlord isn't held responsible. In fact, even in incidents that you didn't cause, you are responsible for replacing your possessions.

And, even worse, if you are responsible for an accident that causes damage to the property, losses to others, or injury to an individual, you could be held liable...even to the owner of the property!

So, why do you need Renter's Insurance? **To protect yourself from liability.**

- **To protect your possessions and to replace them in the event of a loss.**
- **To protect yourself financially.**
- **To provide you with temporary living coverage if your residence is damaged.**
- **To insure you will have someone on your side when the unexpected happens.**

The owner's insurance DOES NOT cover your personal property, food spoilage or costs associated with loss of use of the property, i.e., lodging, if needed.

You should verify that your renter's insurance policy covers such events.

REFRIGERATORS

Some of our owners DO NOT warrant refrigerators. To find out, please check your lease agreement. If the property has a non-warranted refrigerator and it becomes inoperable after the first 30 days of the lease, it will be your responsibility and expense to repair.



Repair of a unit at your expense does not make it your property. If you choose to replace the unit, please contact our office so we can amend our records and arrange removal of the unit.

Do not dispose of an inoperable unit without written permission from Freedom Property Agent LLC.

If you have your own refrigerator that you wish to use and there is a refrigerator already in the property, contact management regarding proper storage of the rental unit.

If you store it in the garage, it will need to be plugged in and running. A refrigerator is not a toy; please teach your children the dangers of playing in and around refrigerators.

RENTAL VERIFICATIONS

We often receive requests from mortgage companies and other landlords wanting a verification of a tenant's rental history. They usually want this information filled out and faxed back to them immediately. We are happy to comply.

However, if you are a current resident or have been within the past 12 months we require a \$20.00 processing fee in order to cover the costs and time associated in performing this service. If you are a past resident beyond a year the fee is \$30.00.

RE-SCHEDULING APPOINTMENTS

We always try to contact tenants either by phone or by mail before we enter the property. Sometimes there are problems setting up inspections and scheduling maintenance.

Consequently if you reschedule an appointment, you will be charged a \$75.00 rescheduling fee. If you break or reschedule 2 appointments, we will post notice and use a key to enter the property.

The lease agreement gives us permission to enter the property after trying to contact you.

RETURNED CHECKS



The consequences of a rent check being returned to us for non-sufficient funds (NSF) are costly.

After receiving an NSF check, we will no longer accept your personal check for payments of future rents.

If your rent check comes back NSF, it is as if the rent has never been paid. At that point, it costs you a \$35.00 NSF check fee, plus the late charges printed in your lease.

Once we have informed you that your check was returned NSF, you have 24 hours to make your NSF check good with a money order or cashier's check. FP Agent, llc will not accept a personal check. Failure to do so will leave us no option but to deliver a "Notice to Quit or Vacate", which is an eviction

notice demanding that you pay immediately or move. This is a legal step we must take to protect the owner's rights and will cost you an additional \$25.00.

We realize that at times an NSF check is the result of a bank error. If this is the case, you must provide us with a letter from your bank stating it was their error in order for us to continue to accept your personal checks.

The \$35 NSF fee must still be paid regardless of the reason. NSF rent checks will not be re-deposited.

SEWER STOPPAGE

Your lease agreement clearly states that the tenant is responsible for the cost to correct plumbing stoppages and sewer stoppages caused by the tenant's use.

If a sink or sewer line needs auguring due to a stoppage caused by tenant's misuse, the tenant will be charged the full expense.

If the stoppage is due to a collapsed line or if tree roots cause sewer line breakage, the owner will be responsible for the charge.

SIGN AND LOCKBOX

If the sign or lockbox is not removed in a few days after your move in, please call the office to have them picked up. Thank You!



SMOKE ALARM



Your safety is very important to us.

Tenant will test the smoke detector within one hour after occupancy and inform S&D Real Estate immediately if smoke detector is not working properly.

In order to test the smoke detector, it is necessary to push the "push to test" button on the detector for about 5 seconds. If operating properly, the alarm will sound.

Smoke alarms are for your safety, please test them every thirty days and replace batteries if necessary. Normally the smoke alarm will emit a beeping sound when the batteries are losing their charge.

It is Tenant's responsibility to replace the batteries.

If a smoke alarm doesn't work after replacing the batteries, call **FP Agent, llc** for repair or replacement.

We urge you to make a regular inspection of your home for potential fire hazards such as stored flammable liquids or overloaded wall outlets and to keep a fire extinguishers on hand.

In case of fire call the fire department or 911 first. Once Tenants, Occupants and Guests are safe, call the office as soon as possible.

THERMOSTAT



Do not switch your thermostat quickly from COOL to HEAT or from HEAT to COOL. First switch the unit to off and wait until it stops running, then switch to heat or cool. Failure to do so may cause permanent damage to your unit and could result in a charge to you for repair and/or replacement.

In hot weather, set the selector switch to "COOL" and set the fan switch to "AUTO". Set the controls between 75 and 80 degrees to provide maximum cooling. Setting them lower will not cool the home any faster.

The A/C will only function efficiently when all doors and windows are closed. Keep your window coverings closed during the day, keep the A/C filter clean and keep return air grills clear of furniture and boxes in order to allow unobstructed delivery of cool air to your home.

Do not store anything on or around your air conditioning unit. This could impair circulation, resulting in higher electric bills, and cause permanent damage to the unit.

USE OF ATTIC

Tenant may use attic for storage but will be responsible for any damage caused by their use of this space.

VIOLATION NOTICES

We spend a great deal of time notifying tenants of lease violations and following up to make sure that they are corrected.

Consequently, we charge a \$20.00 - \$50.00 fee for sending a lease violation notice, depending on the type of violation.

Examples of lease violations are: not maintaining the yard, not changing and/or using the correct A/C filter, not maintaining batteries in smoke alarm or following other stipulations listed in the lease agreement or in these lease rules and regulations.

WALLS

Please do not use sticker-type hangers, since the adhesive is difficult to remove from the wall. We suggest the use of “bulldog” type picture hanger when hanging pictures. This type of hanger leaves a smaller hole and creates less wall damage.

For questions about items that are heavy or difficult to hang, please call the office.

Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted.

If you wish to change existing wallpaper, please contact the office first for written approval. You are financially responsible for removing nails and repairing any damage to wall or ceilings.

WASTE DISPOSAL



Toxic waste such as oil, antifreeze, batteries and solvents must be disposed of in accordance with the rules and regulations set forth by the city/county.

Garbage must be placed in proper containers in accordance with city and/or county policy.

Garbage cans and recycling bins must be stored out of sight to the public when not set out for pick-up.



WATER AND ELECTRICITY SHUT OFF



Tenants are required by the lease agreement to know the location and operation of the main water cut-off valve and all electric breakers. Additionally, Tenants are responsible to know how to switch the valve and breakers off, if needed, to mitigate any potential damage to the property.

Purchase a key to operate the water cut-off valve on the water meter at any of the major hardware stores.

WATER SOFTENER



If rental home is equipped with a water softener, Tenant is required to maintain the salt levels in the salt tank, so that the unit will operate properly.



WATERING YARD

Please remember that in your lease it is your responsibility to water the yard as needed to maintain healthy grass and other vegetation. If you do not, you could be held financially responsible for completely re-sodding the yard upon your move-out.

During drought conditions there may be times when different areas or water districts start water rationing or other restrictions. Please remember to follow all of those rules. Refer to the local water company to determine what “Stage Restriction” the property is currently under and the watering time and dates for your address.

WEBSITE

The following forms are available on our website, <https://www.freedompropertyagent.com>:



- Maintenance Request Form (You can submit this form online.)
- Rental Application
- 30 Day Notice to Vacate
- Tenant Information Sheet
- Rules and Regulations
- Move-Out Procedures

Tenants approved for ACH bank transfers will pay online via our website.

YARD MAINTENANCE

Tenant is responsible, unless noted otherwise on the lease, for the up keep of the lawn, shrubbery, and trees on a continual basis. This includes cutting, weeding, edging, trimming, reseeding if needed, watering and trimming trees and shrubs. Remember, the exterior appearance of the home reflects the living conditions of the residents.



Grass must not be higher than 6 inches.

The area around the driveway, sidewalks, curbs and gutters are considered to be part of the yard and need to be kept free of weeds, grass, and leaves.

Shrubs must not be higher than the bottom of the window.

This is for aesthetic and security reasons.

PROCEDURES FOR REQUESTING MAINTENANCE

All routine and non-urgent maintenance requests, per your lease, must be put in writing providing your name, daytime and evening telephone numbers, address and specific problem or repair.

Normal repairs are done during normal business hours. (9:00 am - 5:00 pm Monday - Friday).

Our office has a 24hr Maintenance Hotline that should be used at all times to report maintenance issues by phone. If you have a valid emergency that can not wait until the next business day, call the maintenance hot-line at 407-530-4600.

Please submit all repair requests, including phoned-in emergency repairs, in writing. The following methods are considered valid forms of submitting maintenance requests:

- 1) The maintenance request form on your tenant portal via www.FreedomPropertyAgent.com**
- 2) Submit your maintenance request using the "Online Portal by Appfolio" app on your smart phone or tablet.**
- 3) Call the Maintenance Hot-line at 407-530-4600 and report the emergency.**

Phone calls alone are not a valid way to submit a maintenance request.

MAINTENANCE EXPENSE/SERVICE CALLS

In accordance with your lease, you may be responsible for a portion of each service call. You will not be charged for repairs made to structural items, unless caused by a malicious or improper act.

The Florida Real Estate Commission has categorized the following as items as follows:

STRUCTURAL

- Roof leak due to normal wear and tear
- Load bearing walls
- Water penetration
- Fireplaces and chimneys
- Floors

NON-STRUCTURAL

- Swimming pools and mechanical equipment
- Air conditioning and heating repairs
- Appliance repairs
- Plumbing repairs
- Sprinkler repairs
- Gas lines
- Electrical systems

If our repairman reports that a problem was caused by your negligence or neglect, you will be billed the total expense of the repair bill.

If you call a repairman in place of properly submitting a maintenance request to Freedom Property Agent, we cannot reimburse you for the amount of the bill.

EMERGENCY REPAIRS



DETERMINE IF IT IS AN EMERGENCY OR A NON-EMERGENCY ITEM.

After hours service calls for non-emergency repairs will be billed to Tenant.

Few problems are classified as emergencies.

An emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the property.

Emergency repairs (as defined below) should be reported immediately.

- A. **FREE FLOWING WATER:** Turn off water valve or exterior water main until contractor arrives.
- B. **ELECTRICAL PROBLEMS:** Check all the breakers by flipping them hard to the OFF position and then hard to the ON position and reset any and all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages. If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet. Do not use again until repaired.
- C. **MAIN SEWER LINE BACKING UP:** If you have a main sewer line clog do not run any water until the line is cleared (toilets, showers, dishwashers, washer machines, etc.) Any water used will only back up in to the property.
- D. **GAS ODOR:** If you suspect an appliance is leaking, turn the gas off at the appliance, open window and doors as necessary and call the office
- E. **NO HEAT** when temperature is below freezing.
- F. **EXTERIOR DOOR LOCKS:** If temporary measures can be taken until business hours. Resident should wait until regular hours before contacting management.



Maintenance problems in the following category **ARE NOT CONSIDERED TO BE AN EMERGENCY** and will not be acted on until the next business day. Please do not expect a return to normal service sooner.

- **Air conditioning problems:** Lack of air-conditioning or heat, (unless temperatures are forecast to be below freezing) is not considered to be an emergency. However, MHN Properties will make a diligent to effort have the problems rectified as quickly as possible.
- **No hot water**
- **Cracked or damaged windows:** If the window is completely broken and is a security concern, then contact FP Agent, llc Immediately.
- **Homes with two (2) complete bathrooms; toilet stoppage in one of the bathrooms:** Should one your toilets overflow, immediately turn off the water supply to the tank by turning the handle located under the tank.
- **Refrigerator:** Landlord is not liable for loss of food caused by appliance breakdown

NON-EMERGENCIES

All routine and non-urgent maintenance requests, per the lease, must be put in writing providing name of Tenant, daytime and evening telephone numbers, address and specific problem or request.

Please submit all repair requests, including phoned-in emergency repairs, in writing. The following methods are considered valid forms of submitting maintenance requests:

- 1) The maintenance request form on your tenant portal via www.FreedomPropertyAgent.com**
- 2) Submit your request via the "Online Portal by Appfolio App on your smartphone or tablet.**
- 3) Call the maintenance hot-line at 407-530-4600.**

Phone calls alone are not a valid way to submit a maintenance request.

Non-Emergencies include non-working dishwasher, non-working oven, no hot water etc. Normally, for NON-EMERGENCIES, maintenance personnel will not be able to make an immediate appointment.

Be sure to call the maintenance person or the office if you are unable to keep the appointment. Tenant's failure to show will cause Tenant to be charged a trip charge.

If no action is taken within 2-3 days, call S&D Real Estate. We will contact the maintenance personnel to determine the cause of the delay and inform you as to when service can be expected.

If there is still a problem after a recent repair has been completed, call **FP Agent, llc** . A recent repair is defined as any repair made within the last 30 days.

If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

IT IS THE RESPONSIBILITY OF THE TENANT TO REPORT ALL REPAIR / MAINTENANCE PROBLEMS.

Failure to promptly report maintenance problems could cause Tenant to be financially responsible for damages!

Inform S&D Real Estate immediately of any and all:

- Signs of mold in the property.
- Toilet and faucet leaks and any plumbing backup
- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances which are included in Rental Agreement
- Roof leaks
- Gas leaks
- Broken windows and doors
- Any unsafe, unhealthy or dangerous condition
- Major pest control items such as bees, cockroaches, mice, rats, termites or other infestations.

TENANTS WILL BE RESPONSIBLE FOR TRIP CHARGES AND/OR REPAIR COSTS:

- If there is a service call and the problem is a tripped breaker or GFI plug.
- If a faulty oven is reported when the oven is on time bake and is not defective.
- When sewer stoppage is caused by debris in line such as toys, tools, diapers, rags, sanitary napkins, excessive toilet paper, etc. which was placed there by Tenant, Occupants or their guests. (Owner is responsible for broken lines.)
- If Tenant fails to report necessary repairs.
- If Tenant fails to meet a repair person at an assigned appointment and there is a vendor charge. If Tenant locks a repair person out although a key is authorized.
- If Tenant reports a repair which does not require service.
- If Tenant changes lock or locks and does not provide office with 2 keys, Tenant will also be charged \$75.00 PLUS the cost of re-keying locks.
- If Tenant prevents property management personnel from gaining access to property for showing to prospective tenants, repairs, inspection or any reason for which property management personnel may lawfully enter the property (\$75.00 per occurrence). Plus Tenant will be in violation of the lease and landlord can exercise remedies set forth in the lease agreement.
- **For replacing doors, jambs, broken glass and/or windows unless Tenant provides a Police Report detailing that the cause of the problem was forced entry by others.**



TENANTS WILL:

- NOT wash draperies. Call **FP Agent, llc** for instructions on all window coverings.
- NOT perform electrical work. This does not include changing light bulbs or batteries.
- NOT change walls, woodwork, flooring, landscaping of the property without permission from **Freedom Property Agent LLC**.
- NOT perform repairs of any type without authorization.
- NOT store items next to the furnace or water heater.
- NOT park on the grass or park more vehicles than are authorized in the lease agreement, or keep inoperative vehicles on the premises without permission from **Freedom Property Agent LLC**.
- NOT deduct any unauthorized or pre-authorized maintenance expense from the rent.

We are here to maintain the property in a safe and habitable condition and to service Tenant and Tenant's needs as efficiently as possible. However, we must also protect the owner and his/her financial position so that they can afford to maintain the property and to avoid frivolous or excessive costs.

FAIR HOUSING STATEMENT

Freedom Property Agent LLC is committed to compliance with all federal, state and local fair housing laws.

Our policies are designed to provide consistent and fair treatment of all tenants in the spirit of these laws.

Freedom Property Agent LLC and its staff have a legal obligation to treat each individual in a consistent manner.

We understand that from time to time tenants have financial difficulties, health problems or other emergencies. Although we sympathize with the situation, we are legally bound to follow and enforce the stipulations of the lease agreement.

Please do not place us in the difficult position of denying a request for an exception to the lease agreement because we cannot grant an exception.

Thank you in advance for your cooperation.

**We reserve the right to make changes in
our lease rules and regulations.**

From time to time we find the need to make changes in our Rules and Regulations, due to revisions of the Florida Property Code, City Codes or changes in our Policy and Procedures without prior notice.

Violations of these guidelines shall constitute a breach of the Lease Agreement.

In any case where a conflict appears between these guidelines and the FAR Lease Agreement, the conflict shall be resolved in favor of the FAR Lease Agreement.

Approved for use by Freedom Property Agent LLC

**If you have any questions regarding your lease,
do not hesitate to ask.**

**If there is any way we can assist you, please feel free to
call or visit us at the office.**

**We need and appreciate your business, and our staff will do
their utmost to resolve problems to your satisfaction.**

Our goal is to always provide you with efficient, courteous service.

**We wish you a very pleasant stay and look forward to a
mutually satisfying relationship.**

THANK YOU FOR LEASING FROM US!