



# **CAPE SHORE PROPERTY MANAGEMENT TENANT HANDBOOK**



## **CAPE SHORE PROPERTY MANAGEMENT TENANT MANUAL**

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## Cape Shore Property Management Welcomes You

Cape Shore Property Management welcomes you as a new resident. CAPE SHORE PMI is an abbreviation used in lieu of the full company name, Cape Shore Property Management and is used throughout this Handbook.

The owner of the property has retained CAPE SHORE PMI as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact CAPE SHORE PMI when you need assistance.

To achieve a successful tenant/management relationship, we prepared the CAPE SHORE PMI Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. CAPE SHORE PMI wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time or access the tenant portal on our website. CAPE SHORE PMI is here to help you.

**We wish you a successful and enjoyable tenancy in your new residence.**

### CAPE SHORE PMI Personnel

We have a complete staff to assist you. CAPE SHORE PMI has found a "Management Team" effective for assisting tenants during their residency. Below are the members of your team with contact information and job titles:

**Office Phone: 239-549-6611**

**Kevin Page** Broker/Owner, Property Manager  
**Sue Page** Owner, Property Manager, Leasing Agent  
**Kerry Thorpe** Realtor, Leasing Agent, Buyers Agent Sales Team  
**Kirsten Cantello**, Office Manager, Leasing/Sales Coordinator

**Kevin@capeshorepmi.com**  
**Sue@capeshorepmi.com**  
**Kerry@capeshorepmi.com**  
**Kirsten@capeshorepmi.com**

# Tenant Communication

On the next page, we have provided general office information, and we have just covered the CAPE SHORE PMI teams on the previous page. Communication makes a difference in any area of life, and it can only enhance your tenancy by letting CAPE SHORE PMI know what you need.

The best way to contact us is through the tenant portal on our website [www.capesshorepmi.com](http://www.capesshorepmi.com). This allows real time access to lease information via the internet. From the Tenant Portal, you can:

- Review and edit contact information
- Create and manage services requests
- View your rental details and your lease
- Give notice
- Communicate with the property management team
- Review documents shared by the owner or property management company
- Pay rent and review tenant ledger
- Set up your portal on your Android or Apple device.

You can also use the telephone and email, the CAPE SHORE PMI website email access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember CAPE SHORE PMI is here to help you

## Telephone calls during office hours

During office hours, listed on page 6, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the office team members may be able to help you with your request.

## Answering Service

If, during the day you reach our answering service, leave a message, complete with your name and the telephone numbers where CAPE SHORE PMI can reach you, both day and evening. Someone will return your call.

## After hours calls

An answer service will take all messages after hours (please refer to the hours on the next page).

## Emergency calls

During normal office hours, immediately state if you have an emergency. After hours, the operator will contact the property manager right away and they will return your call.

## Maintenance requests

Please remember that all Work Orders must be in writing, unless it is an emergency. This is in your rental agreement. You can access a work order online at the CAPE SHORE PMI website through the tenant portal at [capesshorepmi.com](http://capesshorepmi.com).

## Change of information

It is important that you notify CAPE SHORE PMI of any changes in telephone, fax, cell numbers, or email. An information change form is located in this handbook or you can access the tenant portal at [capesshorepmi.com](http://capesshorepmi.com).

## Email

Email is a great way to communicate and we request that you send your email address to [info@capesshorepmi.com](mailto:info@capesshorepmi.com) or through the tenant portal. CAPE SHORE PMI will put your email address in our

database. This enables your management team to contact you quickly and efficiently, and when needed, send you important information. In addition, you will receive our company email newsletter.

CAPE SHORE PMI accepts notices to vacate by email and through the tenant portal. CAPE SHORE PMI requires the Notice to Vacate in writing, and this form is included in the back of the *CAPE SHORE PMI Tenant Handbook*.

**Website**

The CAPE SHORE PMI website, [www.capeshorepmi.com](http://www.capeshorepmi.com), contains important information for tenants. Visit it regularly to use the Tenant services. There, you can easily contact us through the tenant portal.

## General Office Information

Address information		
Mailing Address	4705 Vincennes Blvd. Ste 4	
	Cape Coral, FL 33904	
Street Address	4705 Vincennes Blvd. Ste 4	
	Cape Coral, FL 33904	
Telephone		
Toll Free #	800-548-0444	
Business #	(239) 549-6611	
FAX #	(239) 549-9834	
Internet		
Email	info@capeshorepmi.com	
Website	www.capeshorepmi.com	
Office Hours		
	Monday – Friday AM	9 am-5pm
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
Emergency information		
	Call (239) 549-6611 & leave message	

## Protect Your Rental and Credit History

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give CAPE SHORE PMI the pleasure of being able to provide a good reference for you when you vacate the property.

### Rental/lease agreement

Upon move in, you will receive a copy of your rental/lease agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please contact CAPE SHORE PMI management team.

### Moving Checklist

There is a great checklist in this package for when you are moving in. You will find the Moving Checklist in the tenant portal on the capeshorepmi.com website.

### Utility/Cable Companies

When you rented the property, CAPE SHORE PMI cancels the utilities on the 1<sup>st</sup> day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. The move in checklist contains the telephone numbers of the utility services.

### Rental payments

Rent is due on the first of each month and late if not received by the third. A late fee of \$50 thereafter shall be due as additional rent if TENANT fails to make the rent payment on or before the 3<sup>rd</sup> day of each month. After the 6<sup>th</sup> day of the month, CAPE SHORE PMI will serve you with a delinquency 3-day notice and charge you a \$50 fee for this notice posting at your residence. **If you have any outstanding fees due to CAPE SHORE PMI at the end of your lease, we will make a claim on your security deposit to pay any outstanding balance.**

CAPE SHORE PMI receives rental payments by:

- By using ACH (Automated Clearing House) - this automatically takes your rental payment directly from your bank and deposits it into the CAPE SHORE PMI bank, saving you time. If you are unfamiliar with this form of payment, CAPE SHORE PMI will assist you in setting this up. You will be able to track all your payments through your tenant portal.

CAPE SHORE PMI does NOT accept rental payments in:

- Cash
- Rolled coin
- Credit cards
- Debit cards
- Post-dated checks

### Fees/charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee – the CAPE SHORE PMI late fee is **\$50** if rent is not received by the fifth.
- Service fee – the CAPE SHORE PMI service fee is **\$50**, if a notice to pay or quit is served because your rent is not received in a timely manner.
- Maintenance charge – CAPE SHORE PMI will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If CAPE SHORE PMI receives a service call billing, you are responsible for reimbursement.

## **General Information**

### **Notice of Non-Compliance**

If you violate any terms of your lease, you may receive a "7-Day Notice of Non-Compliance" posted to your front door. You will have 7 days from the notice posting date, to correct the problem. You will be posted for parking on the grass, illegal or inoperable vehicles, unauthorized guest, illegal pets, damage to the home, oil stains, etc. In addition to posting this notice on your door, you will be charged a \$50.00 posting fee.

### **Notice to Vacate**

- A 30-day written notice to vacate is required unless your lease states otherwise. The written notice is required even if you intend to vacate at the end of your lease term. The notice should state a definite move-out date. This is done through the tenant portal and notifies Cape Shore PMI immediately.
- Should you need additional days after your move-out date, please contact CAPE SHORE PMI for additional instructions.
- If you are active military, please refer to your lease for additional information.

### **Tenant Vacating Agreement (Other Tenant(S) Remaining)**

- Should a tenant vacate, with another tenant(s) remaining, and wants to be released from the lease, there will be a \$200.00 payment from the tenant for that consideration and a signed agreement.

### **Breaking Your Lease**

If you break your lease, you can and will be responsible for all costs incurred in securing a new tenant. We will work diligently to reduce your costs should you be forced to move before your lease is up. We will market the property and make every effort to lease the property as soon as possible. You are responsible for rent for each month it is vacant during the term of your lease. When the property is rented, your obligation to rent ceases. Breaking your lease does not excuse you from obligations of the lease. You must follow all procedures for marketing, cleaning and check out.

### **Keys and Locks**

Keys are issued at the time of possession and when all rents, deposits and fees are paid in full. Alterations or replacement of locks, bolts, chains or any other types of locking mechanisms requires the approval of CAPE SHORE PMI. CAPE SHORE PMI must have a key to each lock on file. Should CAPE SHORE PMI not be able to gain access to the property due to locks being changed without prior approval, management may gain access and re- key all locks and charge the cost to the tenant. That charge will be considered additional rent. Copies of keys will be available at the office during normal business hours. Should you lose your keys or lock yourself out of your home, an additional key is available for you to borrow during normal business hours. Identification is required. There will be a \$25.00 charge to you if you do not return the key within 24 hours and a \$50.00 charge if we have to provide you a key after hours. Payment is expected when the key is picked up from the office. Unless prior arrangements are made, keys will not be delivered to your home. A \$75 trip fee will be charged for delivery of key and it must be returned within 24 hours. ALL keys are to be turned into the office when the property is vacated.

### **Trash, Garbage and Recycling**

All trash, garbage and recycling material must be placed in the appropriate containers. The City of Cape Coral provides one trash can and one recycling can for each property. All containers must be discreetly stored until

trash day. Empty containers must be put away the same day they are put out. If your trash is not picked up for whatever reason, you are responsible to see that it is in a timely manner. This is a city ordinance and code compliance has the ability to ticket violators.

### **Disturbances, Noise And Nuisance**

All residents and guests are expected to conduct themselves in a way that will not offend or disturb their neighbors. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is subject to eviction.

### **Parking Vehicles**

All vehicles shall be parked in designated areas (garages, drive-ways parking lots, etc.) or on a public street where allowed. You are not allowed to park on the lawn, sidewalk, or any other area not designated for parking. All vehicles must be registered, licensed and operable at all times. No vehicle repairs are allowed at any time. You are responsible for any oil/fluid stains that penetrate the garage floor or driveway. If your vehicle leaks fluids, please place a protective covering pan under it to catch the leaks.

### **Insurance**

It is strongly urged that you obtain renter's insurance for your personal belongings. They are not covered under the owner's hazard insurance policy. Contact your leasing agent or view your options in the tenant portal.

### **Inspections**

Periodic inspections will be conducted to the property you are residing in at the sole discretion of CAPE SHORE PMI. You will be notified by a notice in the mail of this inspection and what day it will be performed. We will give you a specific time when we will be there and you need not be present for this inspection. ALL properties will be inspected regardless. We cannot change the time or date of your inspection due to the volume of properties we go to. We ask for your cooperation and to restrain your pets. If you have changed the locks (without authorization), you are required to provide the office with a key immediately. You will be notified of any problems that will need to be corrected and you will have 7 days to remedy them. Any breach not corrected will be addressed as per your rental agreement.

### **Move-In Inspection Report**

Included in your move-in packet is the Tenant Move-In Report. CAPE SHORE PMI provides this report so that you can note the condition of the property, listing all defects. Please fill this report out completely and thoroughly and return it to the office within 7 days. This same report will be used for comparison at the time you vacate the premises. Failure to return the report will indicate to management that you found the property to be in acceptable condition and any defects brought to our attention after the 7 day period will be considered your responsibility. NO exceptions will be made.

### **Moving Out**

Before your notice to vacate is accepted by CAPE SHORE PMI, it must be put in writing through the tenant portal. The notice must include the date you plan on vacating the property, your forwarding address, the date the notice is written, your name and the property address. Your notice must be received by CAPE SHORE PMI at least 30 days prior to move-out. Absolutely no verbal notices will be accepted regardless of the circumstances.

## Care of the Property

Please treat it as your own. During the term of your lease, you are in possession of the house and yard. Your obligations are similar to those as if you owned the property.

### Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact your CAPE SHORE PMI management team for help.

## Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. CAPE SHORE PMI has more tips in this handbook.

### Tenant Renovations/Alterations

It is the CAPE SHORE PMI policy that tenants do not do repairs or alterations. You agreed to this in the CAPE SHORE PMI rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by CAPE SHORE PMI
- CAPE SHORE PMI will consult the owners to see if the request is acceptable to them
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair
  - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state
  - Sign an CAPE SHORE PMI agreement regarding the alteration/repair

### Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, CAPE SHORE PMI has provided you with a tenant portal where you would report maintenance issues.

However, there are items that are the tenant's responsibility and we have listed them:

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing air conditioning filters, if applicable, every 6 months, and every month if there is smoking in the property
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem

- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

### **Procedures for requesting maintenance**

#### Before contacting CAPE SHORE PMI

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

### **Maintenance reimbursement**

Generally, CAPE SHORE PMI assigns a vendor to perform work you request in your residence. However, if you contact CAPE SHORE PMI and request to perform a minor maintenance item, CAPE SHORE PMI will consider the request and may agree to reimburse you:

- Pay the bill and send the receipt to CAPE SHORE PMI. CAPE SHORE PMI will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

### **If there is an emergency**

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911,
- After contacting one of the above sources, then call the CAPE SHORE PMI office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the CAPE SHORE PMI, and leave a message and your call will be returned.
- An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

### **Non-emergencies:**

- Go to the tenant portal and fill out a tenant "work order" request form and submit.
- Work orders are available in this handbook, on the CAPE SHORE PMI website, and in the CAPE SHORE PMI office.
- A CAPE SHORE PMI representative will assign a vendor to contact you.
- CAPE SHORE PMI does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the CAPE SHORE PMI office as soon as possible if you are unable to make the appointment.

- If you do not hear from a vendor or repairperson within 2-3 business days, contact the CAPE SHORE PMI office and inform your management team or a staff person that a vendor has not contacted you.
- A CAPE SHORE PMI staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call CAPE SHORE PMI and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

### Preventative cleaning tips

Cleaning tips were included in the maintenance addendum with your rental/lease agreement. Here are more tips:

Cleaning is easier when you use a “preventative approach.”

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

### Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products

- Air freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
  - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
  - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with ½-cup vinegar and a quart of water.
- Glass cleaner:
  - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
  - Spray glass and wipe with a clean paper towel.
- Dishwasher:

- Empty the dishwasher, pour in a ¼ cup of vinegar, and run the dishwasher again.
- Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
  - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:
  - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
  - Vacuum the carpet if the stain is dry.
  - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
  - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
  - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
  - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

## Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to CAPE SHORE PMI as soon as possible
  - Report water dripping under sinks
  - Running toilets are big water wasters
  - Report malfunctioning sprinklers
  - Report standing pools of water
  - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.

- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the CAPE SHORE PMI office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

### **Renters insurance**

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact a Cape Shore PMI team member. if you do not have renters insurance. You can get a quote from a service provided through the tenant portal.

### **Safety Tips**

The safety of you and your family is important to CAPE SHORE PMI and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to CAPE SHORE PMI.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.

- If you suspect an electrical problem, report it to CAPE SHORE PMI immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the CAPE SHORE PMI office
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

### **Vacation checklist**

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify CAPE SHORE PMI how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

### **Holiday tips**

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.

- For fireworks celebrations:
  - Do not use illegal, dangerous, or explosive devices.
  - Only buy legal fireworks and check where you can use them.
  - Use common sense safety rules with fireworks.
  - Do not use fireworks in or around your residence.
  - Keep all fireworks away from any dry grass, trees, or roofs.
  - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

## **Emergency/disasters**

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the tenant portal, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

There are different emergencies

- Maintenance emergencies:
  - CAPE SHORE PMI outlined in the 5-page maintenance addendum that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc.
  - We have also reviewed them on page 9 of this handbook.
  - Please follow the maintenance instructions and call CAPE SHORE PMI when appropriate.
  - CAPE SHORE PMI requests that you treat the CAPE SHORE PMI staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
  - Be prepared and use the CAPE SHORE PMI Emergency/Disaster checklist enclosed with this information.
  - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
  - CAPE SHORE PMI requests that you call emergency services first in a disaster.
  - Then notify the CAPE SHORE PMI office as soon as possible what has happened.
  - CAPE SHORE PMI will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
  - When contact the CAPE SHORE PMI office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

## **Drug free housing**

CAPE SHORE PMI has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify CAPE SHORE PMI of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

## Frequently asked questions

CAPE SHORE PMI has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the 6<sup>th</sup> of the month?*

- As outlined in this Handbook before, the rent is due on the **1<sup>st</sup>** and late if not received by the **3<sup>rd</sup>** of the month. Once the **6<sup>th</sup> day** of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received payment. CAPE SHORE PMI serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

*Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

*Can I install extra telephone lines?*

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify CAPE SHORE PMI and obtain written permission to install the lines.

*Can I have a satellite dish?*

- Yes, you can have a satellite dish. However, you must submit a request to CAPE SHORE PMI and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your CAPE SHORE PMI management team for details.

*I did not have a pet when I moved in; can I have a pet now?*

- Notify your CAPE SHORE PMI management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

*What happens if my pet dies or runs away, can I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

*What happens if I want another pet?*

- Notify your CAPE SHORE PMI management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

*My roommate wants to move, but I want to stay. What do I do now?*

- Your roommate needs to submit a partial notice to vacate. CAPE SHORE PMI will need documentation from you to show you can support the property by yourself. CAPE SHORE PMI will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the CAPE SHORE PMI Partial Notice to Vacate included in this handbook.

*I want to add a roommate, now what do I do?*

- The prospective roommate will have to submit an application and CAPE SHORE PMI must approve the person **PRIOR** to them moving into the property. You can obtain applications at the CAPE SHORE PMI office. If CAPE SHORE PMI denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

*Why do the owners want to see the property?*

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why CAPE SHORE PMI contacted you first to set a date and time.

### Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. CAPE SHORE PMI tenants are required to give a **30 day** notice prior to moving. Please give your notice to CAPE SHORE PMI through the tenant portal.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your CAPE SHORE PMI management team to discuss your options.
- Notices must be in writing. The day CAPE SHORE PMI receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- CAPE SHORE PMI does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to CAPE SHORE PMI to give out rental references.
- The CAPE SHORE PMI Notice to Vacate from Tenant contains the authorization for allowing CAPE SHORE PMI to give out rental references. This form is included with this information.

### Setting up your move out appointment

- After you submit your Notice to Vacate, CAPE SHORE PMI will send you a three-page letter. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- CAPE SHORE PMI only performs move out appointments during weekdays, **9 am to 5 pm**.
- It is the responsibility of the resident to deliver all keys and openers to CAPE SHORE PMI, either at the move out appointment or delivery to the CAPE SHORE PMI office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the CAPE SHORE PMI Moving Checklist so you remember important details.

## Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your CAPE SHORE PMI management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

### Cleaning

- Have the property clean throughout the interior and the exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles. There will be a 150.00 dollar fee deducted from your security deposit if unit is not left clean.

### Carpet Cleaning

- Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- Up to **one** year: carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. **One to two** years in the property, you will be charged 50% of the cleaning of normal wear and tear.
- After **two years**, there is no charge for normal wear and tear. However, there is a charge for carpet damage and stains.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.
- Call CAPE SHORE PMI for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.

- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of CAPE SHORE PMI, and a receipt is required during the walk through inspection.
- Tenants, please note: CAPE SHORE PMI will not reimburse for any carpet cleaning contracted by tenants. There will be a 150.00 dollar fee deducted from your security deposit if carpets are not cleaned.

### **Draperies/window coverings/windows**

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
  - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
  - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.
- 

### **Replacements**

- The following must be in working order to avoid charges when moving out:
  - Burned out light bulbs
  - Non-working smoke detector batteries
  - Missing doorstops
  - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

### **Pest control**

The home is treated prior to your move in. Please report any pest problem within 3 days of possession. Management will arrange for a one-time treatment. If you do not report infestation within the 3 days, it can be assumed you do not have a problem. If you will be moving into a new construction home, pest control was performed by the builder. Any infestation of any kind, with the exception of termites, will be the responsibility of tenant for the control of roaches, ants, mice, fleas or any other pests. You will be charged for any damage caused by uncontrolled pests (e.g. ants in pool equipment or AC equipment). Please notify Cape Shore PMI if you suspect any damage from termites or wood destroying insects around the house or grounds

### **Trash**

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

### **Painting**

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

### **Your security deposit refund**

When you follow the move out procedures leave the property in good condition, it simplifies the task of refunding your security deposit. CAPE SHORE PMI remits security deposit transmittals within **30 days** in accordance with the state landlord/tenant law. Remember, CAPE SHORE PMI wants your move out to be a pleasant and successful process.

## CAPE SHORE PMI Additional Tenant Forms

You can access the following forms through the tenant portal. If you cannot access them contact Cape Shore PMI and we will provide them for you.

- Moving checklist/utility numbers
- Emergency/disaster checklist
- Tenant ACH request
- Work order request
- Add roommate request
- Request to add pet
- Partial notice to vacate
- Notice to vacate

### Conclusion

We hope that you have found the *CAPE SHORE PMI Tenant Handbook* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your CAPE SHORE PMI team.

*We wish you a successful residency*



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