



Dennis
Property Management
Your Key to Freedom!

RESIDENT HANDBOOK

(Main) 813-949-7444

(Fax) 813-949-0176

WWW.DENNISREALTYRENTALS.COM

1022 Land O Lakes Blvd
Lutz, Florida 33549

Version II

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Disclaimer: This Handbook is provided for informational purposes only and does not constitute a portion of your Rental Agreement (Lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you need. The intention of this Handbook is to help clarify the tenancy process and provide general information.



DENNIS PROPERTY MANAGEMENT WELCOMES YOU

Dennis Property Management welcomes you to your new home and we look forward to being of great service to you.

Our goal is to provide you with exceptional customer service and be available to you if you have any questions or concerns. To achieve a successful Resident/Management relationship, we have prepared the Dennis Property Management Resident 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. If this document becomes lost, it is available online at www.dennisrealtyrentals.com.

Please take a moment to look through this packet as it will give you the information you need to get settled into your new home. It will outline your responsibilities to the Landlord and Management Company as well as give you a guide for our responsibility to you. Inside you will find maintenance guidelines, rental payment instructions, general information, safety tips, emergency instructions, cleaning tips, and more.

Dennis Property Management wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

Your Landlord has retained Dennis Property Management as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact us when you need assistance. Clear communication is the key to a successful Landlord/Resident relationship. We are here to answer any questions you may have. We are looking forward to working with you.

To note, Dennis PM has no legal right to the property and therefore cannot make decisions on behalf of the landlord but rather can only work under their direction. We are your middleman.

Sincerely,

The Management Team at



Resident Benefits Package

Benefits so good, you may never want to leave.

At Dennis Property Management, all our residents get the #1, most awarded experience:



Filter Delivery Service

Now changing filters is as easy as opening the front door. This service helps you save up to \$250/year and reduces the hassles of repairs.



\$1M Identity Protection

1 in 4 Americans are victims of identity fraud. All adult leaseholders get \$1M coverage backed by AIG, monitoring through IBM's Watson, and a dedicated, US-based Identity Restoration Specialist.



24/7 Maintenance Coordination

It always seems like things happen after hours. This makes reporting those pesky maintenance issues easy and fast either online or by phone.



Home Buying Assistance

For those who want to move onto homeownership, we'll help you get there.



Online Portal

Access your documents and pay rent through our easy to use online portal.

"I'm getting way more out of renting than I ever did before"
- Helen S.

Featured In:



Forbes

Höuse

yahoo!

Inc.

Excellent



Based on 971 reviews

★ Trustpilot

Google

Over 2,300 5-star reviews.



Credit Building

We report every rent payment so you build credit. Average increases of 23 to 42 points in resident scores, so you can qualify for more and save hundreds. We can report up to the past 24 months for an immediate boost.



Resident Rewards Program

Rent day is now rewards day. You'll get cash, giftcards, and exclusive discounts you can use to save up to \$4500/year on everyday expenses.



Utility Connection Concierge

One call sets up utility, cable, and internet services – and helps you get the best promos and discount codes available.



Vetted Vendor Network

Everyone who services your home is screened to exceed our standards for insurance, licensing, and professionalism for the job.



More...

OFFICE LOCATION:

1022 LAND O LAKES BLVD
LUTZ, FLORIDA 33549
(813) 949-7444 (REGULAR BUSINESS HOURS)

OFFICE HOURS:

MONDAY – FRIDAY 9AM-5:30PM
-WITH THE EXCEPTIONS OF HOLIDAYS-
SATURDAY 9AM-3PM
SUNDAY-CLOSED

(813) 948-7996 (EMERGENCIES ONLY IF YOU ARE UNABLE
TO REACH YOUR PROPERTY MANAGER)

WWW.DENNISREALTYRENTALS.COM

**YOUR BEST FORM OF COMMUNICATION FOR GENERAL
INFORMATION OR NON-EMERGENCY IS TO CONTACT**

IMPORTANT POLICIES

Rental Agreement: All Rents are due and payable, in advance, on the 1st of each month and is considered late after the 3rd. Monthly invoices will **NOT** be sent. Regular Rent payments can be made using a personal check, certified check, money order, or online at www.dennisrealtyrentals.com. (Regular Rent payments DO NOT include move-in funds; move in funds are paid with certified funds only; cashier's check or money order). Please refer to your lease agreement for more detailed information.

Security Deposits: Your Security Deposit **cannot** be used to pay last month's rent or any other month's rent.

Resident Processing Fee: A \$75 Resident Processing Fee will be due and payable along with move-in funds at the time of owner approval and when Lease has been ordered.

Renewal Resident Processing Fee: A \$75 Renewal Resident Processing Fee will be assessed to our account when the Renewal Lease has been ordered and will be due and payable along with the next month's Rent.

Associations (HOA/Condo): If your home is in a subdivision or complex where a community association exists, you will be expected to comply with all rules and regulations that the Homeowner's Association has created by virtue of law. Any noncompliance may result in the Association issuing a fine to the Landlord; which you ultimately will be responsible to pay. You are responsible for ANY noncompliance that you create and will be held accountable for all charges and legal fees due to your noncompliance.

Communication: It is important that you notify Dennis Property Management of any changes in telephone, fax, cell numbers, or email. Email is a great way to communicate and we request that you send/update your email address to us. Dennis Property Management 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. Also, it is important you create a user login on our website for our Resident portal to stay informed, make payments, see charges, and to view your past payment history.

Periodic Inspections: Dennis Property Management will conduct periodic inspections of the premises to note its condition and to identify and deferred property maintenance. You will be notified of deficiencies, if any, that are Resident responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Lease Agreement and grounds for termination.

RULES AND REGULATIONS

You have leased a home, so take pride in it as if it were your own. During the term of this Lease, you are responsible for the house and yard among other items. Your obligations are similar to those of the Landlord, and you are expected to care for and maintain the premises accordingly.

Pets: Animals are only allowed with prior written approval of the Landlord and the Management Company in or around the premises. A pet Addendum will need to be signed by all parties and fees paid associated with such.

Keys: If you lose your keys or lock yourself out of your home, there will be a fee of up to \$100 for either a key replacement or to regain access to the home. All keys and remotes are REQUIRED to be turned in to Dennis Property Management at 1022 Land O Lakes Blvd., Lutz, FL 33549 upon vacating the premises. In order for your Lease to be officially terminated and for you NOT to incur further rent obligations, you MUST return the keys to our office. This rule will be strictly enforced.

Parking/Vehicles: All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalk, drain fields or any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repair is allowed at any time. No oil//fluid stains are permitted on the garage floor, driveways, walkways or any other area on the property. If your vehicle leaks oil or fluids, place a protective covering or pan under the vehicle to catch leaks until vehicle repair is made.

Guests: A reasonable number of guests may occupy the Premises without prior written consent if stay is limited to 72 hours. Only those persons listed on the rental application have permission to occupy the premises. If your guest will be staying longer than the permitted time, you are to receive approval from your Managing Company. You are responsible for the behavior of any and all guests. All portions of the Lease Agreement also apply to your guests.

Disturbances, Noise & Nuisance: All Residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passerby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction. This includes loud, offensive music, vulgar or profane language, gathering in the driveway or front of the home drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Trash, Garbage & Recycling: All garbage, trash and recyclable material must be placed in appropriate containers. All containers are to be discreetly stored and not visible from the front of the premises. The Resident is required to make arrangements to have garbage and trash picked up. Containers are not to be out of the storage area except on pick up days. HOA's may require you to store your container inside the garage; be sure to read your association documents.

Fixtures & Alterations: It is important you receive prior written consent from the Managing Company before installing fixtures, making alterations, additions or improvements. Furthermore, do not paint without receiving prior written permission and receive approval for your colors. You may be required to return the paint color to its original color upon vacating. Your Landlord owns the Premises, you are simply the Resident.

Smoke Detectors: Disabling a smoke detector is a violation of your lease and the law. DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME. Check to be sure the smoke detectors are

operational upon move-in. Please check the battery regularly and replace the battery as soon as it begins to lose charge. **SMOKING IS PROHIBITED AND A VIOLATION OF THE AGREEMENT.**

WHEN YOU FIRST MOVE IN

Locate The Water Shut-Off For The Home: The water shut-off valve is usually located on the side of the house or in the front yard near the sidewalk or road and sometimes in a flowerbed around the perimeter of the home. Also, locate the water shut off for the hot water heater and for under all sinks. Locating these items now may prevent or minimize water damage later.

Breakers: Locate the breaker box and note the location of the Ground Fault Interrupt (GFI) breaker and the breakers for the stove/oven, water heater and air conditioner-heating system.

Sprinkler System: If your home has one, be sure to familiarize yourself with the sprinkler system and the county specific watering schedules. It is important to keep the lawn well hydrated to help prevent costly damage to the yard.

Condition: When you sign a lease with Dennis Property Management, we make every effort to see that all items are in good working order. Although you will fill out and sign a walk-through form with your Property Manager on the day of move-in, we know a maintenance or conditional issue may have been missed. Therefore, Dennis Property Management offers you an additional 72-hours upon possession to notify us of any matter that needs attention.

Utilities: You need to transfer the utilities to your name for the property you are leasing. Dennis Property Management reserves the right not to allow you initial access to the home until proof of utility has been provided. Please see **Attachment A** at the end of this handbook for service providers in your area with telephone numbers. For more information refer to your Lease Agreement.

Submitting Maintenance Requests: When it comes to maintenance requests, please remember that Dennis Property Management CANNOT authorize repairs. The home you are leasing is the exclusive possession of the Landlord, not Dennis Property Management. All repairs must be approved by the Landlord before work can be done. Once approval has been given, Dennis Property Management will arrange for the repairs to take place. It is critical you **DO NOT** hire your own vendor to perform any repair. Only licensed and insured vendors are permitted to provide a service to the Landlord. Dennis Property Management will shoulder the responsibility of obtaining a qualified vendor for your needs.

Should an issue arise, please submit a maintenance request via email directly to your property manager. If it is an **emergency and you cannot reach your property manager, call the 24-hour repair line/emergency number at (813) 948-7996.** Remember that non-emergencies can be taken care of efficiently by contacting your Property Manager directly.

Resident will be responsible for REPAIRS under \$150.00; should an item need repair due to Resident negligence, Resident is responsible for 100% of the repair cost.

Insurance: You are strongly urged to have "Renter's Insurance". The Owner's insurance does not cover your personal property. Hurricane, fire, or broken water pipes are examples of situations that might cause damage or loss to you. If your home is located in low-lying areas or near any body of water, there may be a risk of flooding. Please discuss appropriate coverage's with your insurance agent. Do not wait until a hurricane is in the Gulf of Mexico. Insurance companies will not write policies until after the storm has passed.

RESIDENT RESPONSIBILITIES

The following items are the Residents' full financial responsibility to maintain and repair:

Do NOT flush wipes down the toilet; even if the wipes label states "Flushable".

Heat and A/C Filters: All heat/AC filters need to be changed once a month. **OUR RESIDENT BENEFITS PACKAGE HAS A GREAT A/C FILTER PROGRAM.** A good rule of thumb is to replace your filters each time you pay your rent. The vents should be kept clear of obstruction, such as furniture and clothing. Keep the "condensation drain line" clean and clear of obstructions. 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.

Lawn and Grounds: Unless your Lease specifically stipulates that the Landlord will provide all lawn maintenance, YOU are expected to care for the lawn and grounds, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass, fertilizing the lawn, treating for Chinch bugs, trimming shrubs, edging all walkways, curbs and driveways, treating fire ant beds, regularly watering the yard, removing all debris and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves, and sides of the house. You are required to report any condition that can cause damage to the home or grounds. Flowering trees must be pruned at the proper time of the year for their species and all flowerbeds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, bark, etc.) must be maintained by the Resident. Do not leave hoses connected to exterior faucets with the water turned on when not in use.

Extermination: Unless the Landlord has agreed in writing to provide extermination services, pest control is the Resident's responsibility. Be sure to treat both the interior and exterior of your home. You are to control roaches, mice, ants, fleas and other pests. In the state of Florida, it is CRITICAL you treat the outside lawn for Chinch bugs. If left untreated, they will ruin the lawn quickly, even if you are fertilizing it. The Resident will be responsible for re-sodding the lawn if it dies due to negligence. You are responsible for reporting any suspected or known termite infestation. You are NOT responsible for eradicating termites, but Resident will be responsible for any damage made by uncontrolled pests and will incur the cost of repair.

Pool/Spa Maintenance: Unless the Landlord has agreed to provide the Resident with ongoing pool maintenance, the Resident is fully responsible. This would include making sure the chemical balance is correct, cleaning the pool regularly with a pool brush, cleaning out the filter, and making sure all of the equipment is running properly to maintain a healthy pool/spa. Many local pool companies are willing to test the pH balance of the water for little to no cost if a sample is brought to their store location.

Water Softener: If your rental property has a water softener, the Resident is required to keep it filled with salt for proper function.

Septic Systems: If your home has a septic tank underground, be sure not to park on the tank or drain field or allow children to dig in this area. Do not flush feminine hygiene products into the septic system.

Garbage Disposals: Garbage disposals are not intended for items such as bones, potato peelings, and greasy items. A good rule of thumb is – if you won't eat it, then don't put it in the garbage disposal. If the motor buzzes, turn the switch off. If you can locate the reset button on the disposal, you can try that. Otherwise, call Dennis Property Management's 24-hour repair line for troubleshooting tips for your garbage disposal; but please, **make sure your disposal is turned off first.**

Smoke Alarm Batteries: Your smoke alarm batteries should be changed twice a year. An easy way to remember is to do it at each "daylight savings time".

Light Bulbs: All burned out light bulbs are to be replaced during the Resident's occupancy and left in working condition upon moving out.

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 to eliminate the coarse particles that can act as an abrasive on the fibers. Residents are responsible to have ALL the carpets **professionally cleaned** and deodorized upon vacating. Just as you were provided a home with ALL carpets clean prior to your arrival, it must be left that way for the next Resident. **A copy of the cleaning invoice and receipt will be required at the time of checkout.**

Pets: If you have a Lease Agreement that allows for a pet, extra cleaning is required. In addition to the professional cleaning job, all carpets **MUST** be treated for fleas with a special enzyme solution for deodorization. Even if you think your pet does not have fleas, this service **MUST** be completed and a copy of the receipt will be required at the time of checkout.

Vinyl /Hardwood Flooring: With normal household use, be sure to clean the floors on a regular basis. Use cleaning supplies that are specifically made to be used on the flooring surface you have. Resident will be responsible for any damage done to the floor due to improper care.

Plumbing stoppages: With the exception of root intrusion, plumbing stoppages are the Resident's responsibility. You are to prevent personal hygiene items, paper towels, excessive toilet paper, or any other item not intended for the toilet, to be put into the toilet which can clog it. Use drain cleaners on other drains in the home to prevent any stoppages.

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 and other build up as this can cause a fire.

IMPORTANT: Not everything on this list will be present in every home. Also, you may have things present that are not on this list. If you are unsure of your responsibility, please contact your Property Manager.

PLEASE SEE ATTACHMENT B FOR ADDITIONAL CLEANING TIPS TO KEEP YOUR HOME IN TIP-TOP SHAPE.

EMERGENCY DISASTER PROCEDURES

In the case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you always call your local emergency number or 911.

Environmental Emergencies

Plan Ahead: The Key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Advanced planning allows for fewer mistakes and greater safety for you, you 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 to minimize potential risk and damage. If you hear the term hurricane or tornado WATCH, it means it is expected in the area within 36 hours. If the terms is hurricane or tornado WARNING, it is expected within 24 hours.

What Is Expected of You: 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.

Disaster Procedure Checklist:

- Turn off the main breaker to the house
- Turn off main gas line to the house
- Turn off main water supply to the house
- Take all recommended precautions by the local news media and storm bulletin publications. Do not put tape on the windows
- Secure allowed 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
- Secure all outside items. Bring in the swing sets, play houses, small planters, and anything that could turn into a flying object during high winds
- Secure house against damage. Follow all recommendation by the local news and the emergency preparedness teams for your area.

Maintenance Emergencies

Definition of an Emergency and Non-Emergency

Emergency: A maintenance emergency situation is one that is dangerous, hazardous, or if not addressed immediately could cause damage to the property or your personal well-being (e.g., flooding, no heat in the winter, gas leak, plumbing leaks, sewer back-up, and water intrusion.)

Non-Emergency: An annoying sound, air conditioning failure, appliance malfunction, drain stoppage or any other non-emergency. While inconvenient, these are not considered emergencies and will be handled by our office on the following business day.



OFFICE HOURS: MONDAY – FRIDAY

9AM – 5:30PM

SATURDAY: 9AM-3PM

813-949-7444

AFTER HOURS

EMERGENCIES:

813-948-7996

Prior to contacting
Management, go through these emergency failure check steps

Dennis Property

Electric Heat:

- Check the thermostat to see that the controls are set properly and that the battery is not dead
- Check all the fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure it has been replaced appropriately

Gas Heat:

- Check the thermostat to see that the controls are set properly
- Check all the fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Test any other gas appliances to determine if service has been interrupted

Oil Heat:

- Make sure the emergency shut off switch is in the “on” position
- Check oil level in the fuel tank
- Check thermostat, fuses, circuit breakers and blower compartment panel to ensure normal operation

Water Issues: If water is running onto floors from any appliance, fixture or pipe, close the shut-off valve for the appliance/fixture or shut-off the main valve for the property.

System Failures: All "breakdowns", system failures and structural defects must be reported to Dennis 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. When dealing with water, be sure to shut-off the main water valve. If there is a leak, stop the water source immediately. If the problem is electrical, turnoff the breaker serving that appliance or area until the repairman arrives. Dennis Property Management will arrange with vendors to make necessary repairs within a reasonable time. **Resident will not be reimbursed for any unauthorized repairs made.**

MOVING OUT-VACATING EXPECTATIONS

60-Day Written Notice to Vacate: 60 days prior to the expiration of your lease, arrangements need to be made between you and Dennis Property Management as to whether you will be vacating or renewing. **An additional Month Rent will be owed** if Resident does not give Landlord a written notice of intention to vacate 60-days prior to the last day of the Lease, even if Resident vacates on Lease end date.

Residents, who do not provide sufficient notice to vacate or deliberately break their lease, are responsible for the remaining rental period and/or any releasing fees. Please consult you Lease Agreement for additional information.

Cleaning Up & Clearing Out: We understand that moving can be a stressful and a busy time. However, there are some important items to consider when moving, which if done properly, will save you time and money in the long run. There is a level of cleaning that is required to return the home or unit in the condition you received it in. We highly suggest you hire a one-time professional to clean your home after you vacate. **If your home isn't cleaned to our, professional standards, you will be charged a mandatory \$200 professional cleaning fee.** If you have any questions, please contact your Property Manager and be sure to use the **MOVE OUT CHECKLIST** labeled **Attachment C**, which is provided at the back of this packet.

In addition, if you did not get ALL of your carpets professionally cleaned, and show proof of receipt, **you will be charged a mandatory carpet cleaning fee.**

Any work not completed by the Resident will be completed by Dennis Property Management and will be deducted from the Security Deposit. Once you have removed all personal property and have completed the cleaning of the home, your keys are to be turned in to the office. Dennis Property Management will then perform our final inspection of the property.

Security Deposit Refund: Once you have vacated and returned the keys to Dennis Property Management, we will perform the walk-through inspection. **PLEASE BE AWARE THAT NO SECURITY DEPOSIT CAN BE REFUNDED TO YOU ON THE DAY OF TURNOVER- THIS INSPECTION MUST BE COMPLETED FIRST. ALSO, IT CANNOT BE USED AS YOUR LAST MONTH'S RENT.** Dennis Property Management follows Florida law in regards to Security Deposit returns. This law states we have up to 30 days to return your deposit.

Florida Statute 83.49 (3a):

Upon the vacating of the premises for termination of the lease, if the landlord does not intend to impose a claim on the security deposit, the landlord shall have 15 days to return the security deposit together with interest if otherwise required, or the landlord shall have 30 days to give the Resident written notice by certified mail to the Resident's last known mailing address of his or her intention to impose a claim on the deposit and the reason for imposing the claim.

Utilities: Do NOT have utilities disconnected until midnight at the end of your Lease Agreement.

Home Showings: After you have given notice that you intend to move, the property may be listed for sale or rent. At this time we will begin to market the home. We will contact you and set an appointment for times that will be convenient for showings. Please make sure the following items are checked before each showing:

- All beds made and rooms neat
- Floors have been recently vacuumed and cleaned
- Kitchen and baths are clean, sinks are clean and empty
- Wall are clean and unmarred
- Dogs are out of the way, litter boxes are clean and odor free
- TV is off or volume turned low so as not to be intrusive
- Yard is mowed, trimmed and in good condition
- Blinds/curtains are open and home is well lit.

REMEMBER: THE FASTER THE HOME IS RE-RENTED OR SOLD, THE LESS SHOWINGS YOU WILL BE BOTHERED WITH.

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. Important things to consider are to avoid late rent payments, care for the property, and move out properly. Give Dennis Property Management the pleasure of being able to provide a good reference for you when you vacate the property.





Dennis Property Management

Your Key to Freedom!

OUR CLOSING MESSAGE TO YOU

Thank you for taking the time to read this Resident Handbook. We are looking forward to having you as a Resident and want to make your experience a pleasant one.

Our goal, on behalf of the owner of the property, is to provide you with superior Property Management Service. In return, we look forward to your being a responsible Resident who pays the rent on time, takes special care of the property, and enjoys the home you have rented.

We look forward to having you as a part of the Dennis Property Management Resident family and hope your rental time with us will be a long and pleasant one.

Sincerely,

The Staff at Dennis Property Management

Be sure to review Attachments A, B, and C

UTILITY CONTACT LIST

Attachment A

Hillsborough County		
Electric Company	Tampa Electric Co.	813-223-0800
Water/Sewer	Hillsborough Utility	813-272-6680
Gas	TECO	877-832-6747
Trash Pick-Up	Progressive Waste Solutions	727-572-6800
County Offices	General Information	813-272-5900
Motor Vehicle/Tag Office	License	813-635-5200
Pasco County		
Electric Company	Duke Energy	877-372-8477
Water	Pasco Utility	727-847-8131
	Mad Hatter Utility	813-949-2167
Gas	FGUA	727-372-0115
Trash Pick-Up	Waste Services of Pasco	727-847-9100
	Waste Management	855-292-6719
Motor Vehicle/Tag Office	License	813-235-6020
County Offices	General Information	727-847-2411
Pinellas County		
Electric Company	Duke Energy	877-372-8477
	Withlacoochee	727-868-9465
Water Company	Pinellas Utility	727-464-4000
Motor Vehicle/Tag Office	License	727-464-7777
Hernando County		
Electric Company	Duke Energy	877-372-8477
	Withlacoochee	727-868-9465
Water Company	Hernando Utility	352-754-4037
Trash Pick-Up	Waste Management	800-255-7172
County Offices	General Information	727-453-4123
Motor Vehicle/Tag Office	License	352-754-4201
Miscellaneous		
Telephone/Cable	Verizon/Frontier	800-837-4966
	Spectrum Cable/Mobile	888-692-7444
Post Office	General Information	800-275-8777

ADDITIONAL CLEANING TIPS

Attachment B

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. Before cleaning, be sure to read the manufacturer's directions to protect the surfaces of any item.

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors or use air fresheners.
- Drains
 - Be sure to keep drains free of excess hair. Do not pour grease down the drain. Keep a "grease jar" handy to pour grease into and then throw away once it is full. Follow directions carefully before applying any product to clear clogged drains.
- Tile:
 - To clean ceramic tile, where mold and mildew accumulate, use a gentle cleaning product and scrub with a toothbrush.
 - Alternatively, regularly clean kitchen surfaces with the appropriate product.
- Granite & Marble:
 - NEVER use acidic or abrasive cleaning products including vinegar on marble or granite. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.
 - Marble is very porous. Be careful that water run-off is not left standing on the surface because this will permanently stain the marble.
- Stoves:
 - It is best to stay proactive with your stove-top. Do not let spills accumulate. Wipe them down immediately.
 - If you have a ceramic cook-top it must be cleaned with Cerma Brite or other approved smooth top cleaner.
 - Smooth top stoves can be ruined using a cast iron pan.
 - Do not use oven cleaners on self-cleaning ovens.
 - Resident will be charged for damage to an appliance caused by improper use or cleaning, or lack of maintenance.
- Glass cleaner:
 - Be sure to use appropriate glass cleaner on all mirrors and windows.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - 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 an open box of baking soda on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Toilets:
 - Remove waterline marks in the toilet with toilet bowl cleaner. 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.
- You can try products that are made for carpet spot removal but be sure to read the manufacturer's label so not to make it worse.
- 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.
- Wood flooring:
 - If you have wood floors in your home, DO NOT USE ANY HARSH CHEMICALS. Be sure to apply only products that are made for wood floor cleaning.
 - Be sure to mop up any spills IMMEDIATELY.

Preventative Cleaning/Maintenance Tips

Cleaning tips have been included throughout this packet; however here are a few more that have proven to be successful. Remember, cleaning is easier when you use a "preventative approach."

- **Do NOT flush wipes down the toilet.**
- 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 mold & mildew by venting rooms and bathrooms properly, particularly after baths and showers. **You must use your exhaust fan when bathing/showering.**
- 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 wood flooring.
- Dust the baseboards, window sills, and doors frequently.
- Gutters should be inspected for debris. Keeping them clear will offer free drainage away from the foundation. **Notify management when gutter need to be cleared.**
- Regularly pick up debris and pet feces in outside areas.

MOVE OUT CHECKLIST

Attachment C

Cleaning must be done to Dennis Property Management's PROFESSIONAL Standard otherwise a cleaning fee WILL be charged. Should you need contact information for professional cleaners, please ask and we would be happy to provide such information.

- Gently sweep ceilings for cobwebs and dust. Clean all ceiling fan blades, light fixtures, replace missing or burned out light bulbs.
- Clean all interior and exterior doors, walls, trim, baseboards, windowsills and the window sashes. Some paint is difficult to wash, but try to get off the smudges, fingerprints and marks.
- Clean Blinds, storm windows, doors and storm doors inside and out. Clean both sides of all doors (interior and exterior). Sliding glass door tracks must be clear of any dust, dirt, or sand and be moving freely. Check for any torn screens or broken windows that need repair.
- Change the heat/AC filters, clean the grate, vacuum all vents and bathroom vent fans. Clean and sweep out the fireplace, if you have one.
- Clean the stove, replace the burner drip pans, and clean the oven: racks, oven door, broiler parts, hood, under the hood, filter and vent. Leave the broiler pan in the oven. If there is woodwork under the oven, be careful oven cleaner does not drip on woodwork.
- Clean all cabinets, drawer and shelves, inside and out. Use a product such as Murphy's Oil Soap, then finish with a product that is intended for wood cabinets to polish. Please follow manufacturer and label's directions.
- Clean refrigerator with mild soap. Leave it turned on but TURN OFF ICE MAKER. An open box of baking soda is great to absorb moisture and odors. Clean the underneath, behind, grillwork, inside all door gaskets, and the drip pan.
- Clean all exterior stainless steel appliances with stainless steel cleanser. Be sure to wipe with the grain and not against it in order to avoid scratches.
- Bathrooms should be thoroughly scrubbed to include toilet bowls and base, sink, mirror, vanity, floor, bathtub/showers and walls. Make sure all soap scum is off the tubs, shower, and doors. Finish with a mildew resistant cleaner. Wipe out medicine cabinets and drawers; remove all soap and detergents (toilet paper may be left). Caulk tub and tile if necessary.
- Mop and wax all floors, where appropriate, and clean ceramic tile with a mildew resistant cleaner. All carpets must be professionally steam cleaned after the house is vacant. Save your receipt for proof of cleaning. Any stains must be treated and removed.
- Sweep out the garage, clear out the attic. Leave any garbage cans inside the garage. Windows in garage must be cleaned.
- Mow the yard, trim the shrubbery, prune small trees, edge and sweep all walkways and driveways. Rake the leaves and pick up all the trash. Clean out the flowerbeds and replace with fresh bedding. Garbage bags may not be left out more than one day. Please arrange with friends or neighbors to put garbage out on collection day.