

Welcome!

It is a pleasure to welcome you as our tenant. We believe that a good Landlord-Tenant relationship is important to your enjoyment of the home you are renting. Positive Landlord-Tenant relationships are created by clear communication.

Your home is managed by a professional team dedicated to the satisfaction of our residents and owners.

As Property Manager for owners of rental properties we are bound to certain responsibilities by legal contracts with our owners and with our tenants. We can best serve both tenants and owners by offering prompt and professional services to you.

As a professional property management company, we are committed to the long-term preservation and enhancement of our residential properties.

We value your opinion and work hard to provide you with a pleasant home. If you should ever have any need regarding your home, please contact us.

We will do our very best to assist you.

As Tenants, you have certain responsibilities. Please familiarize yourself with our rules and regulations

**THIS ADDENDUM IS PART OF THE RESIDENTIAL LEASE AGREEMENT
BETWEEN OWNER AND TENANT.**

EVICTION NOTICES

If the rent payment is not received by the 3rd day of the month, Tenant will be served a Notice to Quit and Vacate (NTQ) on the 4th day.

Tenants will NOT receive a phone call if their rent is late.

If the rent and all late charges or the NTQ are not received in our office within 3 days after receiving the NTQ, we will order a Forcible Entry and Detainer (eviction suit).

In the case of an eviction suit, Tenant will receive a notice from a constable informing him or her of the court date to appear before a judge. If Landlord or Landlord's Agent must appear in court for an eviction suit or like suit, Tenant will incur additional charges.

Elliott & Eijo Real Estate Group rent collection policy conforms to industry standards.

FILTERS AND MAINTENANCE FOR A/C AND HEATING

As stated in the lease agreement, Tenant is responsible for changing the heating and air-conditioning filters at least once every other month and you will be enrolled into a filter delivery service upon signing your lease.



A clean filter prevents serious damage to the motor, compressor and other parts of the AC/Heating unit. Failure to perform this service affects the efficiency of the A/C and heating units, which requires the unit to work harder. This reduces the operating life and causing an increase in the electric bill.

The filter has to be replaced a minimum of once a month and must be installed in the correct position for the proper airflow. See arrows on filter for correct placement.

Any cleaning required or damage done to AC/Heating unit caused by failure to perform mandatory changes of the filter will be charged to the tenant.

We have had some instances in the past where we had to send our A/C repairmen out to repair a unit and the tenant had never changed the filter or had removed it. This is a very expensive repair, and the tenant is ALWAYS required to pay the entire billed due to tenant neglect.



If the property has an A/C system with a drain line that has an opening in it, pour a cup of bleach or vinegar down the drain tube every month. In most cases, this prevents the drain line from clogging up with algae and flooding the property.

Anytime you see the secondary drain line dripping water or water drips from inside the unit, it indicates that the primary drain is clogged and needs to be serviced. If this not corrected, it may cause serious water damage. DO NOT operate the unit until the clogged drain line is cleared as the unit will produce water and damage to the property may occur.

Please report any water drips to the office so we can have the A/C checked.

FIREPLACE SAFETY

If there is a fireplace on the property, it is there for the tenant's use.

However, if you intend to use it, call S&D Real Estate so we can have it inspected and, if needed, cleaned. You will then be responsible for having it inspected and, if necessary, cleaned by a certified chimney sweep when you move out.



When you use the fireplace:

- ***Before starting the fire, be sure to open the damper.***
- ***Close the damper securely only when the fire is completely out and ashes are cold.***
- If smoke is coming out of the fireplace into the room, put out the fire immediately and vent the house.
- Use hard woods, such as oak or mesquite rather than soft woods like pine, cedar, fir or redwood. Soft woods cause sparks and a build up of creosote.
- **Never use fire starters such as charcoal lighter or kerosene and definitely not gasoline.**
- **NEVER burn trash or Christmas trees in the fireplace.**
- **ALWAYS use a log grate.** It positions the fire properly and ensures a good flow of combustible air to and around the fire.
- BUILD moderate to small fires. Most prefab fireplaces are not designed for roaring fires. **DO NOT** overfill the fireplace. Overfilling can cause excessive heat in the chimney and possibly a house fire.
- USE a fireplace screen at all times to prevent damage to the carpet and to reduce the possibility of a fire in the room.
- NEVER leave the fire unattended or with unattended children.
- ALWAYS use a metal ash container for the removal of coals and ashes and be sure the coals are cold. NEVER put hot or warm coals in a garbage can, paper bag or any flammable container.

Tenant agrees not stack firewood next to the house, any building or the fence. Doing so promotes the infestation of wood destroying insects.

GARBAGE DISPOSAL

A garbage disposal is a convenient appliance if used properly. Overloading will cause the safety button to kick in and turn off the disposal.

Before filing a maintenance request for the garbage disposal, please complete the following steps.

1. *Reset the safety overload, wait three or four minutes for the motor to cool then push the button on the bottom of the motor.*
2. *Use an Allen wrench to reset the disposal*
3. *If these two steps fail, call S&D Real Estate . If a representative from S&D can fix the garbage disposal by completing either of the two steps above, Tenant will be charged a \$50 trip charge.*



Keep your hands and other objects out of the disposal when it is running.

For best operation, follow these steps:

1. Turn cold water on to full flow.
2. Push food through the splash guard into the disposal. Do not stuff. A mixed load of hard and soft waste works best. Pieces larger than a mouthful in size should be discarded in the trash.
3. Flip starting switch to "on" and let the disposal operate until the grinding sound diminishes and becomes a humming sound.

4. Turn switch off.
5. Run cold water for a few moments longer. Do not discard the following items in your disposal: potato peels, potatoes, metal, glass, plastic, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, dish rags, celery, corn husks, carrots, carrot peels, etc.

Remember: If you can't chew it, your disposal can't chew it!

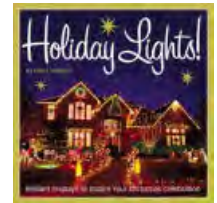
If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before attempting to retrieve the object. Do not stick your fingers in the disposal!

The disposal is self-cleaning; adding baking soda or a lemon or orange rind will help to reduce odors.

Do not use caustic drain cleaners at any time.

HOLIDAY DECORATIONS AND LIGHTS

Lights are to be hung properly and carefully checked. **They must be removed by February 1 of the following year.**



Remove and dispose of Christmas trees properly.

IMPROVEMENTS / ALTERATIONS

Written approval must be obtained from S&D Real Estate before any alterations to the premises and its grounds. This includes, but is not limited to: painting, wallpaper, light fixtures, security systems, flooring, lawn, gardens, bushes, trees, fences and utility buildings.

Contact the property manager to discuss your plans and obtain written permission.

Should alterations be made without management's consent, you will be responsible for returning the property to its original condition.

KITCHEN COUNTERTOPS

Promptly wipe up any spills to avoid stains.

Use hot pads to protect the surface.

Avoid damage when cutting items with a knife by using a cutting board, not the counter top.

LEASE EXPIRATION

During the sixty (60) to forty-five (45) day period prior to your lease expiring, you will receive a notice from us outlining the provisions of your lease renewal.

You must provide us with at least thirty (30) days written notice if you do not plan to renew your lease.

Your lease agreement allows us, during the last 30 days, to install a lock box and a sign on the property and to begin showing the property to prospective tenants.

Failure to allow reasonable showings to prospective tenants or buyers during this period constitutes a default of the lease and the security deposit, in its entirety, may be forfeited.

We will do our best to contact you prior to showing your home.

Please do not allow any prospective tenants to enter your home unless accompanied by a real estate agent or scheduled with your prior.

LEASE PAYMENTS

In accordance with the provisions of your lease, your rental payment is due on or before the 1st day of each month.

Payment may be made by Personal Check or Secured Funds, payable to S&D Real Estate Services .

Automatic ACH Deposit is our preferred method of payment.

We do not accept cash!

If your rent payment is not received in our office by 11:59 p.m. on the 3rd day of the month, a late charge will be assessed and due as rent.

Personal checks will not be accepted after the 5th day of the month. You must pay by certified funds: cashier's check or money order only.

Weekends and holidays do not delay or excuse tenant's obligation to pay rent on time.

Be sure your rental payments indicate the property address for which you are paying rent as identified on the lease agreement. If you do not do so, your rent payment could be applied late as we have no way of knowing which account to apply it towards.

If you make after hours payments, please call us the next business day to verify receipt.

We will not be responsible for lost payments.

If you require an additional copy of your lease, the fee is \$25 dollars. Remember, you were given a free copy of your lease when you moved into the property.

LIGHT BULBS



All light sockets should have working bulbs in them when you move in. If any lights do not work when you move-in, please notify us.

It is your responsibility to replace light bulbs as needed.

When replacing burned out light bulbs, use the correct size, type and wattage. If a light fixture is rated for a 60 watt bulb and you use a 100 watt bulb, you can create a short circuit and a possible fire hazard.

KEYLESS DEADBOLTS

The purpose of the keyless deadbolt is to protect you while you are inside the property. It is not intended to protect your possessions while you are away.

When you leave the house, be sure that the keyless deadbolts are disengaged.

This will prevent you from being accidentally locked out of the property.

If a garage door opener should malfunction or one of the door locks not work while a keyless deadbolt is engaged, it would be impossible to enter the property with a key.



If you are locked out of the property because the keyless bolting devices are engaged, you are responsible for all costs to gain entry into the property.

LOST OR MISPLACED KEYS

In some cases we have duplicate set of keys available in the office. These keys are available should you lose your keys or lock yourself out.

Only those on the lease can pick up keys, and identification is required. The keys must be returned within 24 hours or you will be charged for key replacement. You are responsible for transportation to pick up keys, and keys will only be available during normal business hours.

If we bring key out to you, you will be charged a \$75.00 trip charge.

If you lock yourself out after hours you will need to contact a locksmith at your expense.

MAILBOX KEYS

You can pick up your mailbox key by registering at the Post Office in your area. Call the US Postal Service at (800) 275-8777 to find out which Post Office to go to.

MAINTENANCE AND REPAIRS



Tenant is required to promptly notify S&D Real Estate Services, LLC of all needed repairs.

Failure to inform S&D Real Estate of water leaks or any condition that may result in damage to the property will cause tenant to be held liable for the cost of repairs! Telephone notification is acceptable only in cases of danger to person or property. Written notification is required by the lease agreement.

According to the Florida Property Code, a repair is considered timely if it is completed within seven (7) days of being reported.

MAINTENANCE PERSONNEL

Maintenance personnel are not employees of our company; consequently, we do not control their work hours.

Please advise us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner.

If you require a special appointment time with a repairman and it results in the repairman billing us an extra fee, you will be charged the amount that exceeds the regular service fee.

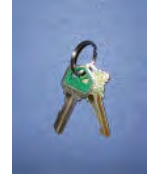
A problem may be an inconvenience or cause you discomfort but it may be something that can wait until the next normal working day. **Routine repairs will normally be accomplished within 2 - 4 working days.**

MOVE-IN INSPECTION REPORT

At the time you sign your lease, you will be provided with a property inspection report provided from a 3rd party. This document is designed to protect your security deposit and is for your protection for consideration in both maintenance deductibles and security deposit charges to ensure that you are not charged for any damage or stains that exist when you take possession of the house.

MOVE-IN / PICKING UP KEYS

Your first month's, if paid online, must be paid 3 days prior to your move-in date to allow for the funds to clear our account or you may deliver certified funds at the time the keys are picked up. If your lease begins after the first of the month you will still pay the full months rent at time of move-in and your prorated rent will be due at the beginning of the following month. **Pet deposits/fees must be paid prior to move-in.**



MOVE-IN PICTURES

S&D Real Estate hires a 3rd party inspection company to take move-in pictures of the property's condition as well as providing us with a full report of all issues known about the home. This report will act as your move-in walk-through and items on that list may be repaired if deemed necessary by the Landlord. The report is not to be used as a checklist to provide repairs but to act as a unbiased report of the condition. This report will be provided to you for your records and will also be attached to your tenant portal for download 24/7.

MOVE-OUT INSPECTION

In accordance with the lease agreement, a move-out inspection of your home must be completed before any security deposit can be refunded. The move-in inspection will be used as a reference at move-out. Tenants are not permitted to be present during the move-out inspection. **The person doing the move-out is only there to document the condition of the property and cannot tell you if there are any charges.**

The inspection will only be performed after the home has been completely vacated and all keys, garage door openers, gate openers and any other necessary items have been turned in to our office.

If the property is not ready for inspection at the appointed time and the inspector is required to make another trip or appointment, you will be charged \$75.00.

For assistance with what to expect for your move out we have created a procedure document located on our website to assist you in preparing for move-out.

This inspection and the inspection performed by the maintenance department after your move-out will determine any charges against your security deposit.

Utilities must be on at time of move-out inspection and until the end of the lease. If the utilities are not on we will have to have the utilities turned on to do your move-out inspection and those charges will be passed on to you and deducted from your deposit. This will delay the return of your Security Deposit. Tenants are not permitted back on the property after vacating.

OCCUPANTS

Everyone living at the property must be named on the lease agreement.

If you wish to add an additional occupant who is 18 years or older, he/she must complete a rental application along with submitting a \$65 application fee. The applicant must meet our requirements and if approved they must be added to your lease.

A person staying at the property 14 days or longer is no longer considered a guest and will need to follow the procedures above.

MOVE-OUT PROCEDURES

We want to return the full security deposit when you move out. To ensure that you understand what your responsibilities are for cleaning and preparing the property for move-out, you can request a copy of our Move-Out Guidelines. A copy can be obtained at www.MyLakelandHome.com located under the tenant documents tab on our website or at our office.

Painting and Nails:

- Please remove all nails in walls.
- If Tenant paints and it does not match, Tenant will be charged for all necessary repainting.
- If Tenant attempts to fill holes and it does not meet our standards, Tenant will be charged for all necessary re-patching and painting.



NO SMOKING

Smoking is not allowed inside the property due to possible cigarette burns in carpet, on counter tops etc. and the need for extra preparation for painting.

OCCUPANTS

Everyone who lives in the property must be named on the lease agreement.

If you wish to add an additional occupant who is 18 years or older, he/she must complete an application and pay an application fee of \$55. If they are approved by our office, they must be added to the lease.

It is our policy that a guest staying with you longer than 14 days is no longer considered to be a guest, but a roommate.

Tenant(s) must abide by the decision of S&D Real Estate whether another person or persons can be added to the Rental Lease Agreement.

Failure to fulfill the above mentioned requirements may result in termination of your lease.

OFFICE HOURS

Monday – Friday 9:00 AM to 5:00 PM

Our property management department is closed on weekends and some holidays, but our sales department is open Monday through Saturday. *Sales agents cannot resolve repairs or administrative problems. They may only contact a repairman to handle emergency repairs.*

We have emergency maintenance service. Should a serious maintenance problem arise when the office is closed, we have provided an answering service to take your messages and direct them to the proper staff member.



PARKING OF VEHICLES

- Please DO NOT park or clean vehicles on grass areas around the home.
- Major vehicle repair is not allowed in the garage, driveway or on the street in front of the home.
- No inoperative vehicles will be kept on the premises without permission of Landlord.

PERIODIC SURVEYS

Periodic property surveys of the interior/exterior are conducted during the lease to ensure that the property is being properly maintained and/or to report to the owner regarding necessary repairs.

Pictures will be taken in order to document the condition of the premises.

We provide this service to our owners to keep them up-to-date concerning the condition of their properties.

If Tenant is notified of an inspection by the landlord and fails to leave keyless deadbolt unlocked, fails to control pets, or otherwise prohibits Landlord or Landlord's Agent access for said inspection, Tenant will be charged \$75.00 per occurrence AND will also be in violation of the lease. Landlord can exercise remedies set forth in the lease agreement.

If Landlord or Landlord's Agent must re-inspect for Tenant's lease violation, Tenant will be charged \$50 inspection fee per occurrence.



PEST CONTROL

Any pests, including insects and rodents, not reported in writing within the first 30 days of the lease, will be assumed to have entered the property after the start of the lease.

You are responsible for keeping the property free of all pests (ants, roaches, fleas, ticks, silverfish, scorpions, rodents etc.)



Pesticides and other chemicals are to be stored safely, out of the reach of children and pets.

PETS

Some owners do not allow pets; contact our office *before* acquiring any pet.

Failure to do so is a violation of your lease.

We have restrictions on number, size and type of pets. **Akita, American Bulldog, Bullmastiff, Chow, Doberman, German Shepherd, Husky, Presa Canario, Pit Bull, Siberian Husky, Staffordshire Terrier,**

“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 S&D Real Estate, 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 S&D Real Estate.

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.

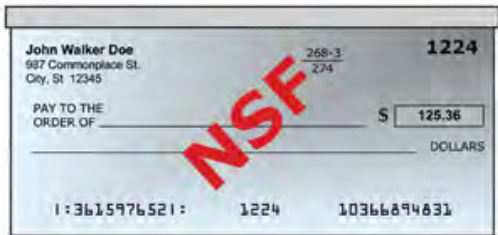
RE-SCHEDULING APPOINTMENTS

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. S&D Real Estate 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 S&D Real Estate 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, www.MyLakelandHome.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 or via the Appfolio Portal App for IOS and Android.

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 (863) 272-7272.

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.mylakelandhome.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 (863) 272-7272 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 S&D Real Estate, 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 MHN Properties 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.MyLakelandHome.com.**
- 2) Submit your request via the "Online Portal by Appfolio App on your smartphone or tablet.**
- 3) Call the maintenance hot-line at (863) 272-7272.**

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 S&D Real Estate. 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 S&D Real Estate 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 MHN Properties.
- 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 S&D Real Estate.
- 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

S&D Real Estate Services, 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.

S&D Real Estate Services, 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 S&D Real Estate Services, 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!