

PROPERTY MANAGEMENT

TENANT HANDBOOK[©]

HOW TO LIVE IN AND CARE FOR THE HOME YOU ARE RENTING



**KEEP IN A SAFE PLACE FOR REFERENCE
OUR PERSONAL MESSAGE TO YOU**

Congratulations on the selection of your new home, condo, or townhome. Welcome to the first coast of Florida and to your new association with **International Golf Realty hereafter referred to as IGR**. International Golf Realty manages properties in St. Augustine, Jacksonville, and the Ponte Vedra areas. Our Corporate office is located at:

**559 West Twincourt Trail, #603
St. Augustine, Fl. 32095
Office: 904-940-9990 / Fax: 904-940-9989
www.igolfrealty.com**

Tenant acknowledges receipt of this 36-page Tenant Handbook last revised on 11.2.15

Property Address: _____

Signature: _____ Date: _____

Name (print): _____



Dear New Tenant,

Thank you for choosing International Golf Realty (IGR) as your property management company. We want to make your association with our firm a pleasant experience and hope you will look to us for all your RENTAL and REAL ESTATE needs.

If you have a home in another part of the USA, we may be able to locate a REALTOR for you through our association with the National Association of Realtors (NAR). NAR is a large association of professional Real Estate agents and brokers who subscribe to a high standard of service. We are also associated with the National Association of Residential Property Managers (NARPM). If we can help you locate a Property Manager or Agent for your home, please let us know.

Should you decide to purchase a home, call the office and we will help locate a Realtor® who is familiar with the area and price range you desire. The home you are renting may also be available to purchase. Please contact this office for more information about the home you are renting.

As Professional Property Managers, we have obligations to you, the Resident, and to the Owner (Landlord) of the home. This Handbook outlines our responsibilities to you and your responsibilities to the Landlord and to the home. Please read each paragraph carefully. A good relationship is only possible when both parties understand and fulfill each of their responsibilities and obligations. IGR has been retained by the OWNER to act as "LANDLORD" to manage the property you will be living in, and has given certain rights to the property manager for the management of the property.

Clear communication is the key to a successful Landlord/Property Manager/Resident relationship. We are always ready to answer questions or to discuss problems. Below is a contact list so that we might serve you best. Please feel free to reach out to us should the need arise.

Accounting	Accounting@igolfrealty.com
Repairs	Repairs@igolfrealty.com
Repairs for Laterra & The Residences.....	Service@igolfrealty.com
Sales	Sales@igolfrealty.com
Reservations Furnished/Vacation Rentals...	Info@igolfrealty.com
Long Term Rentals (6+months).....	Rentals@igolfrealty.com

**The Staff and Management of
International Golf Realty welcome you!**

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GENERAL RULES & REGULATION

The Property - You have leased a house, condo or townhouse . . . think of it as your own. During the term of this lease, you are in possession of the house and yard whether it's a single family home, condo, or townhouse. Your obligations are similar to those of the Owner, and you are expected to care for and maintain the premises accordingly.

Put this Handbook Where You Can Find it - Before calling LANDLORD, see if the answer to your question is in this handbook. We love hearing from our Tenants but need to keep our time free for emergencies and urgent matters.

Rental Payments - All rents are due and payable, in advance, or on the first day of each month. Monthly bills will not be sent. Partial rent is not acceptable. Payment should be in a check, money order, or certified funds and made payable to **IGR**. Please **INCLUDE YOUR ADDRESS** on your payment and all additional correspondence to LANDLORD in order to ensure proper credit. All accounting is done by the property address.

Payments can be made in the following ways:

1. Mail your payment to: **International Golf Realty
559 West Twincourt Trail, #603
St. Augustine, Fl. 32095**
2. Deliver your payment in person to the address above (Monday through Friday 9:00-5:00 and Saturday 10:00-2:00). After hours, you can leave your payment in the drop box beside the office door.
3. Pay on line at www.igolfrealty.com either by e-check or credit card—a convenience fee will apply.
4. Set up automatic drafting from your bank account. **See Appendix A – Tenant ACH Debit Form.** Set up of auto pay is initiated from your bank. Payment must be received by the 4th.

We do not accept post-dated checks. Rents remaining unpaid beyond the 4th day of the month are delinquent and are subject to a late fee. **Your rent check must be posted by the close of business on the 4th. Rents remaining unpaid after the 4th day may be offered for collection and will be subject to all collection charges and fees incurred.** Any monies received will first be applied to any late payments due, then to rent. You will be given grace for 1 late payment. Thereafter, all late payments will incur a late charge as set forth in your lease.

Returned Checks - The amount of any bad checks, plus the returned check charge allowed by law, must be paid in either certified funds or in a money order within 24 hours of notification. Otherwise legal action may be taken. If the returned check makes your rent payment late, a late fee will also be due. All amounts due must be paid in full at time of notification.

Default of Rental Payment - If the rent is not paid by close of business on the 4th of the month and you receive a 3-DAY notice, your lease is in jeopardy and may be cancelled. A demand may be made for all monies due. You will be responsible for all magistrates' fees, court costs, legal fees, and collection fees incurred by efforts to collect the rent due. All charges unpaid by the end of the month in which they are charged may be added as additional rent. All remedies for collecting unpaid rent may also be used to collect other unpaid charges. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.

Contact Information - All residents are required to have telephone accessibility and to provide LANDLORD with their contact information. Please be sure to notify LANDLORD when you change any contact information. Even unlisted numbers must be provided to LANDLORD. **You should include your home number, work numbers, mobile numbers and e-mail addresses with your first rental payment after you move in if it changes from the numbers on your application. See Appendix B – Tenant Contact Update Form.**

Sixty Days Written Notice - a sixty-day (60) written notice must be given to LANDLORD before vacating the premises. **THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE.** The notice should state a definite moving date. The lease stipulates the forfeiture of the entire security deposit if a 60-day notice is not given. (This does not apply to active duty members of the military).

Keys And Locks - Alterations or replacements of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors require the written approval of LANDLORD. LANDLORD must have keys to all locks for the property. LANDLORD may gain access, should the tenant rekey and/or refuse access, after proper notice is given. Tenants are responsible for any charges incurred. Copies of new keys will be available at the office during posted office hours. All keys are to be returned to LANDLORD upon vacating the premises. If you are locked out of your home, you may borrow a key from us Monday through Friday, 9:00am to 5:00pm. There will be a charge of up to \$25 for any borrowed key that is not returned within 24 hours.

Trash, Garbage and Recycling - All garbage, trash and recyclable materials must be placed in appropriate containers (LANDLORD does not provide these). All containers are to be discreetly stored so they cannot be viewed from the street. If Tenant does not live within a county pick-up zone, the Tenant may be required to make arrangements to have garbage and trash picked up no less than weekly. Containers are not to be out of the storage area except on pick up days. A total of no more than two 50-gallon bags of trash or recyclable materials may be kept on the premises at one time. For more information on garbage and recycling, see **Appendix C – Residential Garbage and Recycling Guidelines**).

Disturbances, Noise and Nuisance - All Tenants, residents, and guests are expected to conduct themselves in a way that will not offend or disturb a neighbor or passersby. Any activity that causes extreme or excessive noise, traffic, or disturbance of any kind is cause for eviction. This includes loud or lewd music and vulgar or profane language. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud. If you have a problem with your neighbor, contact the code enforcement or the police.

Move-In Condition Report - Included in your handbook is a **Tenant Assessment of Property Form (Appendix D)**. LANDLORD provides this form so that you can list all defective items at move in. You are requested to sign your name, date it, and return it to LANDLORD prior to moving ANY item onto the premises. If you do not contact the LANDLORD within 5 days of move-in to add any defects to the report, the property will be assumed to be in acceptable condition, and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made.

Periodic Inspections- As part of our agreement with the Owner of the property, LANDLORD will conduct two routine inspections of the property's condition each year. You will be notified in advance prior to our entering your property. You will be notified of any problems and given 14 days to remedy them. Any breach not corrected will be addressed as per the Florida Landlord Tenant Act.

Parking/Vehicles - All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You are not allowed to park on lawns, sidewalks, or other areas not specifically designated for parking. **All vehicles must be registered, licensed, and operable at all times.** No vehicle repairs (except minor repairs like changing a tire) are allowed at anytime. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch the leaks. If the ground is stained due to your negligence to place protective coverings, you will be held responsible for all costs associated with cleanup/removal to make concrete acceptable to Landlord.

Guests - Any person or persons staying more than three weeks within a three-month period will be considered Tenants unless prior written permission is obtained from LANDLORD. Only those persons listed on your rental application have permission to occupy the premises. You will be responsible for the behavior of your guests. All portions of this agreement also apply to your guests.

Insurance - It is recommended that you have Tenant's insurance. A copy of your declarations page is to be given to management the first month you move in. Please notify your insurance company that IGR is your landlord and must be notified of any change.

Pets - No pets ***of any kind*** are allowed on the premises unless you have written permission and have paid a pet application fee. If permission is given, you will be required to pay an additional pet fee which will not be refunded. This is for the privilege of having a pet, not for damages. You will be charged for spraying for fleas, carpet cleaning, and/or repair of any damage caused by the pet(s). You are responsible for your animal at ALL times. Having a pet is a privilege, and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement. Pet sitting or pets that are not specifically approved by Landlord is strictly prohibited. If pets are determined by Landlord to be at the premises at any time, you will be served with a notice to correct. If unapproved pets are found at the premises a second time, you may be subject to eviction, as well as, a non-refundable pet fee charged against your security deposit.

Satellite Dishes - No satellite dish may be attached to any roof or building. Authorization for satellite dish must be obtained from lessor prior to installation.

Trampolines - No trampolines, athletic equipment, recreational equipment, or any items or activities which can cause interference with or affect the Owner's insurance coverage on the premises will be permitted. Tenant agrees to cease any activity and/or remove any items which causes interference with or affects the insurance coverage on the premises immediately upon notice from Landlord or Landlord's agent.

Water Beds & Large Aquariums - No water beds or aquariums or other unusually heavy objects are permitted in the Property without Lessor's written permission. As a condition to permitting a water bed or large aquarium, Lessor may require resident to provide and pay for insurance to protect the Owners property. You must provide proof of flotation bed insurance at time of lease signing as required by the Florida Landlord Tenant Act. You will be fully responsible for ANY damage caused by a waterbed or other flotation device.

Minimum Cleaning Standards

We work hard to deliver to you a clean, well-maintained, and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment safe and usable for you. The key to proper cleaning is to do it often. Set up a weekly schedule. Monitor the work and ensure that cleaning is performed as often as needed. A properly maintained home is a team effort involving the Owner, who keeps structural and mechanical maintenance up-to-date, the Property Manager, who keeps a record of necessary maintenance and places responsible people in the property, and the Tenant, who keeps the property clean, performs cosmetic maintenance and other minor repairs at Tenant's expense, and promptly reports any structural or mechanical failure and any hazardous conditions that exists to Management.

1. Keep windows and all doors clean, inside and outside. Clean interiors once a month, exteriors every six months. Wash between windows and screens quarterly.
2. Wash interior doors, doorways, and walls in heavily traveled areas every 1- 2 months.
3. Clean dust, dirt, and debris from the upper and lower sliding glass door tracks monthly.
4. Clean stove, drip pans, under drip pans, oven racks and drawers, broiler pan, hood, filter, and vent bi-weekly.
5. Dust baseboards, windows sills and window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. **Clean AC/Heat air return grills, and change filter each month. (TIP: When you pay your electric bill, change your filter)**
7. Clean and sweep out fireplace. Clean fireplace grate, screen, and glass as needed.
8. Replace burned-out light bulbs and clean lighting fixtures as needed.
9. Curtains and blinds, if provided, should be cleaned or washed semiannually.
10. Bathrooms should be cleaned weekly. This includes toilet bowl and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinets, drawers and cabinets.
11. Caulk tub as necessary.
12. Sweep out trash as needed.
13. Vacuum carpet weekly.
14. Clean hardwood weekly using Bona or Murphy's Soap Oil.
15. Clean tile and laminate weekly.
16. Mop and wax vinyl floors biweekly.

General Maintenance

Get to Know Your Property - When you first move in, locate the breaker box and the ground fault circuit interrupters (GFCI). Some of these are located by a sink and not at the breaker box. Familiarize yourself with the location of the breakers for the stove, hot water heater, and air conditioner. Locate the water shut off valve for the house, the hot water heater, and under sinks. The water shut off for the house is usually in the front yard near the house, or near a front spigot, or near the street. If the shut off has been covered over, contact LANDLORD or the water company so it can be properly marked. Locating these items now may eliminate damage later.

Low Lying Homes - We live in a warm moist climate. It is important to keep the vents on the crawl space open, especially in wet weather. Closed vents may cause excessive damage to floor joists and other areas underneath a home. Watch for puddles of water that do not go away around the perimeter of the house. This is often a sign of a water problem underneath. For slab homes, be careful that grass, dirt, flowerbeds, or other coverings do not grow up over the level of the slab. Keep the perimeter of the house clear of all matter. Stack wood away from the exterior walls and off any wooden deck or flooring. Report to LANDLORD any suspected water problems.

Smoke Detectors - Batteries for smoke detectors should be changed at least twice a year. A good rule of thumb is to change the battery in your smoke detector in the Spring and Fall when the time changes.

Heat/AC Units - All AC filters **need to be changed once a month if they are disposable media filters; quarterly if they are pleated style filters.** A good rule of thumb is to change your filter when you pay your electric bill. Filters can often be purchased from a local grocery or hardware store, but most CARRIER units require a special size that must be purchased from an HVAC company, or online at filters.com. Filters may also be purchased from IGR by ordering online at Repairs@igolfrealty.com

Many homes have heat pumps for heating and air conditioning. The air coming from the vents will not be hot in the winter or cold in the summer. Heat pumps are designed for the temperature to be set and then to **leave the control alone.** The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. When the heat index is high, additional steps can be taken to lower the inside temperature. Close the window coverings, keep the doors closed, do not run hot appliances (oven, etc.), and take all other precautions given by public authorities. Do not set the thermostat temperature differential more than 20 degrees, especially when the outside temperature is over 95 degrees. Poor cooling may also be due to a clogged filter.

If water drips from the inside unit, it is usually due to a clogged condensation drain line. Some drains are easy to clean with a wet vacuum cleaner. If the line becomes clogged, turn off the unit and clear the drain line. If you do not know how, call an AC repair company to get instructions, or go to www.igolfrealty.com for a link to see how to clear the drain line. **To avoid this problem, just drop a capful of bleach down the drain line once a month to keep it clear. Tenants will be charged to clear the drain line if the AC stops working due to a clogged drain line, as this is considered normal maintenance.**

Circuit Breakers - Circuit breakers move slightly when triggered. It may appear to be ON when it has actually "tripped" off. To reset, turn the breaker to the OFF position, then back ON again. The ground fault circuit interrupter (GFCI) detects even slight voltage changes and cuts the power during fluctuations. They are usually used for bathrooms sinks, exterior plugs, garages, and some lights. If you lose power to a plug near a water source, it is usually the GFCI circuit. Most GFCIs located at the breaker box are marked with a red or yellow button. Many homes have the GFCI at the plug in outlet. When these "trip", simply reset the breaker as outlined above or per the instructions on the outlet cover. Tenant will be charged to reset the GFCI or other breakers if a repairman is dispatched to the property per the Tenant's request for service.

Pest Control- Please reports any pest problem within three days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, shall be your responsibility. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control. LANDLORD assumes no responsibility for

the control of roaches, mice, ants, fleas, or other pests. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and damaging the unit.)

Walls and Ceilings - Please keep the walls of the home clean and unmarred. Do not paint the walls without *prior approval* from LANDLORD. Wallpaper is never allowed. You are welcome to hang pictures on the walls as long as the walls are clean and there are no excessive holes when you move out. There are specific rules regarding what is considered excessive wear and tear of interior walls and ceilings. For more information, see the "Move-Out Instructions" following in this handbook.

Changing Paint, Wallpaper, Etc. - If you want to change the house in any way, please put your proposal in writing and submit it to LANDLORD along with a sample of the paint or drawing (e.g. adding a fence). If approved, you will receive a written confirmation. All tasks must be done in a professional manner and must be inspected and approved by LANDLORD after completion. LANDLORD will not reimburse Tenants for work performed by the Tenant or by any vendor. LANDLORD pays all vendors directly if LANDLORD agrees to pay for any expense.

Lawns and Grounds - You are expected to care for the lawn and grounds, keeping them in as good of condition as when you took possession. Unless specifically agreed to in writing otherwise, this care will include regularly cutting the grass, fertilizing the lawn, trimming shrubs, trimming around the base of trees and along the perimeter of the house, edging (all walkways, curbs, and driveways), treating fire ant beds, regularly watering the yard, removing all weeds/grass from all beds, removing all debris and pine needles, and keeping vines from growing onto the house. St. Augustine lawns benefit from lawn clippings, which reseed the lawn. For that reason, we encourage you to remove the bag catcher from your mower. Please keep shrub and tree growth away from the roof, eaves, and sides of the house. You are required to treat for lawn pests and to report any condition that can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of year for their species. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by the Tenant. Do not leave hoses connected to exterior faucets with the water turned on. Most lawns in this region are planted with St. Augustine grass, which is only available as sod or plugs, not seed, therefore, maintaining your lawn is critical as the cost to replace it is very expensive. You may want to hire a professional lawn care company to maintain it properly. St. Augustine lawn is susceptible to Chinch bugs which can destroy a lawn in a short period of time. One highly recommended resource for the care of lawns and plants in this region can be found at <http://stjohns.ifas.ufl.edu/lg-localnews.shtml>. Tenants can view monthly newsletters on line, or for a \$3.00 fee, have them delivered through a monthly mailing. **See Appendix E - St. Johns County Watering Restrictions.**

While a weed-free lawn is not practical, heavy weeds are a symptom of problems. Unless those conditions are changed, the weeds will return. Short mowing, scalped areas, bare spots, and dry areas top the list for chronic weed problems. Insect treatments do not control moles. The main food source for moles is earth worms. Insect treatments do not penetrate deep enough to control earth worms. Check your local hardware store for mole controls.

Follow these instructions to help prevent winter kill: Do not stop mowing. Mow as needed. When a frost warning is in effect, set the sprinklers to run between 6-7 am for ten minutes per station. This will stop the frost from forming on the grass and will lessen the cold damage. The water coming out of the sprinkler is warmer than the air. The ice that forms on the grass will not hurt the grass. Winter damage cannot always be prevented, but you can lessen the affects. Do not let lawn get dry during periods of cold weather. St. Augustine grass does NOT go dormant. If you see frost on the grass it WILL cause damage, so water it off as soon as possible. Remember: Water costs less than pallets of sod!

Light Bulbs - At move-in, all light fixtures will be equipped with the **proper** light bulbs. All burned out light bulbs are to be replaced during the Tenant's occupancy (including floodlights). If appliance bulbs are not properly replaced in appliances, expensive damage may occur to the appliance. Upon moving out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.

Plumbing/Septic Systems - You are responsible for keeping the drain pipes for all sinks and commodes open. Please do not allow anyone to throw anything into the plumbing system or to use it for any purpose

other than for what it is designed. You will be responsible for any damage or stoppage after five days of occupancy unless it was caused by mechanical failure of the plumbing system. Minor repairs, such as leaking toilets, are the Tenant's responsibility.

Floors - Tile and grout should be cleaned and sanitized regularly. With normal household use, vinyl and tile floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary at least three or four times a year. Do not use gas, benzene, naphtha, turpentine, or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer, or shellac to the floor. When waxing, use a water-emulsion, self-polishing type of wax such as Johnson's Vinyl Wax for vinyl, and use Johnson's Paste Wax, Bona, or Murphy's Soap Oil for hardwood floors. You will be responsible for damage done from using improper cleaning procedures/materials. You are also responsible for damage to flooring such as broken tiles and torn floor covering.

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 fiber. You must have a motor driven brush-and-beater type vacuum cleaner if the home you rent has carpet. **All carpet and tile flooring must be professionally cleaned by an LANDLORD approved vendor after each lease expiration even if a new lease is entered into or extended.** Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned and deodorized upon vacating. A copy of the cleaning company's bill is required at the time of checkout. Please check the LANDLORDS Authorized Cleaners List on page thirteen of this handbook.

Stoves - If the oven or broiler will not operate, check the timer on the stove. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. Instructions for other types are on the face of the stove. Be careful when cleaning the oven that oven cleaner does not drip onto the cabinets below or onto the floor. Do not use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance caused by improper use, cleaning, or maintenance. Do not place foil or plastic in the bottom of the oven during the cleaning cycle.

Dishwashers - Run dishwashers through a full cycle at least once a week. Seals may dry and the motor may be damaged after long periods of disuse. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter. Use "Dishwasher Magic" monthly to ensure your dishwasher stays clean, especially since hard water exists throughout St. Johns and Duval Counties.

Garbage Disposals - Garbage disposals are not for bones, greasy items, meat, banana peels, potato peels, or any other similar materials. If the motor buzzes, turn the switch off. Unjam the disposal by turning the blade backwards with the wrench that is provided. Reset the circuit breaker on the bottom or the side of the disposal (this is usually a small red or yellow button). If the unit turns easily by hand but not with power, call for service. Almost all disposal jams are from what is put into them or from misuse. Tenant is responsible for any charges to unjam a disposal.

Washer/Dryer - When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. Check the wall and floor monthly for evidence of a hidden leak. **Stainless braided hoses are required for all washing machine hook ups.** Clean the dryer vent every 6 months to reduce the risk of fire. Tenants are responsible for damage caused by Tenant's appliances or hoses.

Counter tops and Cabinets - Always use cutting boards and hot pads when chopping, cutting, or placing hot items on counter tops. Do not use abrasive cleaners on counter tops, as they will scratch. All unpainted cabinets need to be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.

Kitchen Appliances - Each kitchen appliance must be cleaned regularly. In particular, the stove hoods, the filter in the stove hood, the oven, under the burners on the stove, and the drip pans. Please clean

inside and under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which you will be responsible.

Fireplaces - If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned every two years.

Exteriors - Tenants are required to maintain the exterior of the home in good condition, which includes pressure washing driveways, porches, lanais, gutters, and eaves, regularly or at least once per year. Pressure washers can be rented or Tenants can hire a professional. See Appendix L for how to pressure wash a house. Email Repairs@igolfrealty.com for an estimate. Tenants with garages are encouraged to invest in a pressure washer if they intend to rent a home or townhome for several years.

Repairs

You are expected to maintain the home and keep it in as good of condition as when you took possession. Only repairs required because of normal wear will be made by LANDLORD. You will be charged for repairs caused by misuse or neglect, and for repair amounts under the repair limit stated in your lease

Emergency Maintenance/Repairs - An emergency exists when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls. To report an emergency please call, text, and email your Property Manager! If you are not able to reach your property manager, call the office at (904) 940-9990 during office hours. Be sure to report the specific emergency and include your telephone number and property address in any message you leave. You should also follow up with a written repair request by emailing repairs@igolfrealty.com or faxing a **Tenant Work Order & Repair Request (Appendix F)** to 904-940-9989. An emergency usually involves flowing water (e.g. hot water heater leaking, busted pipe), no AC when the temperature exceeds 90 degrees (or no heat when the temperature falls below 65 degrees), no refrigerator, or no hot water. If the emergency involves a fire or similar emergency, please notify the proper authorities at 911!! See Emergency/Disaster Procedures in this handbook for more information. If an urgent repair is needed, *YOU are responsible for stopping further damage from occurring*, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. (Further information on the Do's and Don'ts concerning what to do if you have water damage is located in this handbook under Non Disaster/Emergency Procedures.) LANDLORD will make any necessary repairs within a reasonable time. You will not be reimbursed for any unauthorized repairs you make.

Maintenance/Repair Requests - Maintenance/Repair requests must be made in writing. You must email the office at repairs@igolfrealty.com or fax a **Tenant Work Order & Repair Request (Appendix F)** to 904-940-9989 to report any maintenance issues. Be specific about the problem. If you are not contacted by your property manager or a repair person within 24 hours (not including weekends or holidays) after reporting a problem, please notify LANDLORD in writing. All breakdowns (e.g. appliances), system failures (e.g. A/C), and structural defects (e.g. cracks in walls) must be reported to LANDLORD immediately. Tenants will be responsible for failure to report a problem that results in additional damage.

Unauthorized Maintenance/Repairs - Please do not make any major repairs or authorize maintenance affecting the value of the property without written permission from LANDLORD. We must authorize all repairs. Except as provided in the Florida Tenant/Landlord Act, rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Who Does What

Some examples of maintenance that TENANTS are expected to do at their own expense:

- Replace light bulbs
- Replace or repair screens that become torn or damaged after move in
- Replace Heat/AC filters EVERY MONTH
- Replace water filters
- Keep drain lines clear – check out our link at www.igolfrealty.com
- Relight gas furnace or hot water heaters
- Treat for fire ants, spiders, roaches, chinch bugs, and other lawn pests
- Keep flower beds weeded and edged and add fresh bedding/mulch once a year
- Replace batteries in smoke detectors (notify LANDLORD if smoke detector doesn't work)
- Tighten loose screws on doors or cabinets
- Replace toilet fill valves and flappers when leaking
- Unjam disposals
- Pressure wash exterior of home
- Maintain proper salt levels in water softener
- Resetting GFCI outlets (push button), or circuit breakers at the electrical panel (On/Off switch)
- Unclogging drains and toilets
- Replacing toilet flappers or other parts due to leaking/running toilets

Examples of repairs that MANAGEMENT will make at no expense to Tenants if the expense is above the repair/maintenance limit set forth in your lease (unless caused by neglect or misuse):

- Repairs to Heat/AC systems from normal use
- Replace heating units for hot water tanks from normal use
- Repair leaks in roof
- Replace or repair any part of plumbing which fails from normal use
- Replace broken electrical components
- Repair/replace rotted wood (notify management if noted)
- Treat for termites
- Paint exterior

Examples of repairs for which YOU will be held responsible:

- Replace heating elements in hot water tanks if caused by empty tank
- Any unusual damage or extraordinary wear on any of the floors, walls, and ceilings (caused by pets, children, guests, smoking, or any unusual or unreasonable use)
- Damage to windows, doors, screens, fences, outside walls, shrubs, trees, or plantings
- Repairs for AC/Heat if filters are not replaced as required
- Damage to garbage disposals caused by items such as potato or banana peels, glass, or shells, etc.
- Broken irrigation lines due to driving on lawn
- Broken/missing sprinkler heads

MOVE OUT GUIDELINES

Put It In Writing - Before notice to vacate is accepted by LANDLORD, it MUST be put in writing. The notice must include the date you intend to vacate and where you are moving to. Notice must be received by LANDLORD sixty (60) days prior to the end of your lease or move out (if earlier).

Marketing During the Notice Period - After you have given notice that you intend to move, or you receive notice of a non-renewal, the property may be listed for sale or rent. The most probable showing hours are between 9:00am and 6:00pm. The property must be available and in good condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule. You will be contacted prior to showing by phone, text, or email to your home, cell, or business. Emails and texts will come from our automated system, allowing you to respond directly to showing requests. If you have a preference, please let your agent know, otherwise all Tenants will be contacted by text AND email. If there is no answer or no answering system, the message is still considered notice. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Minimum showing conditions:

1. All beds made and rooms neat
2. Floors are recently vacuumed, clutter free, with no piles of dirty clothes
3. Kitchen and baths are clean, sinks are clean and empty, and trash is not overflowing
4. Walls are clean and unmarred
5. Dogs are out of the way, and caged, if appropriate....litter boxes are clean and odor free
6. TV is off or volume turned low so as not to be intrusive
7. Yard is mowed, trimmed, and in good condition
8. Blinds/curtains are open and home is well lit (when possible)

The better a home shows, the more likely it will rent or sell quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

The Move-Out Condition Inspection and Security Deposit - The Move-Out Inspection will typically be done by your Property Manager within three days after you have completely vacated the home. Inspections will **NOT** be completed with Tenants present. The Property Manager's report is final. Tenants are encouraged to document the property condition through photographs (before moving in and after vacating) in the event there is a concern.

1. Inspections are made from 9:00am-5:00pm Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays. The inspection takes from 1 – 2 hours, depending on the size of the house.
2. Inspections are made only after you have completely vacated the premises and returned possession. The premises should be cleaned according to our Move-Out Instructions and Move Out Cleaning Guidelines found in this handbook. These guidelines are in this handbook and will also be emailed to you upon receipt of your written notice to vacate.
3. A comprehensive inspection will be conducted on the interior and exterior of the property, including grounds. If any additional cleaning, repairs, or replacements are recommended, work will be scheduled and charged to you. Tenants are never allowed access to the property after possession is returned.
4. Please arrange for your utility turn off to allow for electric and water to be on for **three working days after you vacate the property**. If this is not done, you will be charged the turn on /off fee from your security deposit.
5. Most Tenants who use the provided guidelines have their security deposit returned without deduction for cleaning.
6. **Please Note: You must complete a Return of Possession form (Appendix G) with your forwarding address, all keys, remotes, and access cards. We prefer you return these items during normal business hours (M-F 9-5). However, we do have a secure drop box by our front door for any after-hours return of possession. Please mark all items with the property address.**
7. Security deposit checks, less any claims, will be sent to you by certified mail within 30 days, per Florida Statutes. The security deposit cannot be picked up! **THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!**

In review, to receive your security deposit you must:

1. Have given written notice (typically 60 days) prior to vacating
2. Have left the premises clean and undamaged and followed the Move-Out Guidelines
3. Have paid all charges and rents due
4. Have removed all debris, rubbish, and discarded all items from the premises
5. Have properly completed a return of possession form with all keys, remotes, and access cards
6. Have an acceptable move out condition inspection report by the Property Manager or Inspector

Breaking The Lease - If you find you need to break your lease, you should contact your Landlord immediately to minimize your financial exposure. You are responsible for rent, maintenance, utilities as well as the cost to secure a new tenant until you receive written notice otherwise. We work diligently to help you reduce your costs should you break your lease, but you must notify us as soon as possible. You must follow all procedures for marketing, cleaning, and checkout. The following is a list of the most common charges you are responsible for when breaking a lease. Other restrictions and limitations may apply. Please notify Landlord in writing of your desire to break your lease for more detailed information.

1. A re-leasing fee (not to exceed one month's rent)
2. Rent until the new lease takes effect
3. Lawn maintenance, if required by lease (you need to arrange for that before leaving)
4. Utilities must be kept in your name until notified of a new Tenant. There will be a reconnect fee if the utilities are turned off.
5. Advertising if, in the opinion of the manager, it is necessary to secure a new tenant within a reasonable period of time
6. Rekeying of all locks
7. Any repairs or damages
8. Installation of signs and lockbox

MOVE OUT CLEANING GUIDELINES

To prepare your property for move out and obtain the highest possible return of your security deposit, please follow these move-out instructions carefully.

Cleaning:

- ♦ Have property **professionally** cleaned throughout the interior and exterior. This includes front door, porches, garage floor and walls, all inside flooring, windows inside and out, windowsills, doors, door casings, baseboards, blinds, wiping out drawers and shelves, cabinet doors, all appliances (inside, outside, underneath), stove, oven, microwave, refrigerator, freezer, sinks, faucets, toilets, bathtubs, showers, vanities, light fixtures, ceiling fans, switch plates, fireplaces, removal of cobwebs inside and out. Please remove any calcium deposits from the faucets and aerators. **A dirty property is not normal wear and tear.**
- ♦ You are advised to provide ANY cleaning company with these move-out instructions, and to provide a receipt to LANDLORD. Regardless of which cleaning company you use, or if you do it yourself, the property must meet the standards outlined, or you will be charged for additional cleaning, if required in the opinion of the Property Manager.

Floor Cleaning:

- ♦ **All carpets and tile must be professionally cleaned.** You must produce a receipt to LANDLORD. Areas where pets were kept must be treated for odors and stains. This may require multiple applications. A portable carpet cleaning machine causes damage to carpets and is **NEVER** an acceptable cleaning method. You must use only authorized carpet cleaners listed in your lease or below.
- ♦ **LANDLORD Authorized Carpet Cleaners:**
 - (1) **Dennis Fedor, Denco Cleaning and Restoration:** 904-608-9209
 - (2) **Todd King, Industrial Steam Cleaning:** 904-716-6843
 - (3) **Jack's Cleaning Service:** 904-824-2530

Draperies: Do not wash draperies.

- ◆ You are not expected to dry clean draperies unless:
 - (a) You have caused excessive soil or allowed water damage from open windows.
 - (b) They are wrinkled or have an odor, and/or they have not been kept in good condition.

Replace:

- ◆ Replace missing or broken items, including burnt light bulbs, dirty AC filters, refrigerator/water filters, smoke detector batteries, salt for water softener, and door stops.
- ◆ If the above items are missing or not working, there will be a charge to replace them.

Return:

- ◆ Return all keys (doors, mailbox, etc.), fobs, amenities passes, and remotes (garage and gate) to LANDLORD. Leave all ceiling fan remotes inside the property.
- ◆ If the above items are not returned, the replacement cost of these items will be charged to you.

Landscape:

- ◆ All outside areas are to be mowed, trimmed, pruned, fertilized, and watered ***through the last day of the lease.***
- ◆ Remove all trash, debris, grease, and chemicals from the premises.
- ◆ Pick up and remove any animal droppings, whether you have an animal or not.

Trash:

- ◆ All trash should be removed from the property ***by the last day of the lease.***
- ◆ Trash receptacles should not be left at the curb, so if necessary, please make arrangements with a friend or neighbor to return them to the house, or remove them from the property entirely.
- ◆ If you have trash that exceeds the normal pick up, please make arrangements to have the trash hauled away by the last day of the lease.

Painting:

- ◆ We request that you do NOT patch or paint unless you can guarantee the patch and paint will blend to match. If you patch and/or paint and it does not match the existing surface or color, any necessary painting charges to fix it will be your responsibility.
- ◆ Painting charges depend on the length of time you occupied the property and if the painting exceeds normal wear and tear. You will be charged to re-paint or touch up any area required because you did not get permission to paint, or the patching or painting was poorly done.

Damage to Interior Walls & Ceilings:

The following items are considered ***excessive*** wear and tear, and the repair of said items will be charged to the tenant upon vacating the property:

- ◆ Any more than 10 nail holes PER STANDARD SIZE ROOM
- ◆ Damage from heavy pictures or mirrors that require anchors
- ◆ Holes or gouges in the wall
- ◆ Crayon or marker stains on walls
- ◆ Sticker removal from walls, ceilings, doors, OR TRIM

Additional Cleaning Tips and Helpful Suggestions

Before following any of the cleaning information, methods, advice or suggestions below, always test a small area that is less visible first. Also, you should consult the manufacturer's care instructions and warnings before trying any of the below. Due to the general nature of the advice in this material, neither LANDLORD, nor its broker or individual agents, assumes any responsibility or accepts liability for any loss, damage or injury, which may be incurred as a result of any action inspired by information, advice, or suggestions through this material.

Wood floors

Vacuum and dust mop regularly to prevent dirt from building up and damaging the surface. Any wood floor can be cleaned with a quarter-cup of apple cider vinegar mixed with a gallon of warm water or dilute Murphy Oil Soap Original Formula in a bucket according to the directions. Use a clean well-rung-out mop. Wipe up any excess water with a soft dry cloth. For added convenience, use Murphy Oil Soap Squirt & Mop, no mixing or diluting necessary. Wood floors are best cleaned on your hands and knees because you should only clean a small area at a time and then dry it and move on. **Never get wood floors too wet or allow them to dry naturally.** Finished wood floors often can be cleaned just with Bona.

Pergo floors

The manufacturers of Pergo recommend damp mopping at least once a week and sweeping or vacuuming with an attachment more often if you are concerned about scratches. Do not use soaps or detergents because they may leave a film, dulling the floor. Difficult spots like nail polish, markers, tar, and cigarette burns can be removed with acetone or nail polish remover. Pergo floors must never be waxed, polished, sanded, or refinished.

Ceramic tile floors

Sweep and mop to keep floors clean and shiny. Mop floors with clear water or just a dash of liquid dish soap, changing the water when it gets cloudy. Too much soap or dirty water will make floors dull or sticky. Don't use scrub pads on ceramic tile floors or you might scratch them. For best results, clean by hand, cleaning and drying a small area at a time.

Marble, Granite and Cultured Marble

If polished marble or granite is protected with a floor finish, the finish must be buffed or burnished to keep the surface protected and looking good. Because marble and granite are sensitive and porous, they need to be cleaned with a neutral cleaner solution and then polished dry. Scratched and dull surfaces can be revived with a marble restorer (available from janitorial supply stores).

Cultured marble and certain types of granite are stronger than real marble and stone. Clean with a spray bottle filled with all-purpose or disinfectant cleaner and a soft cloth. Always keep the area wet while working. Never use powdered cleansers, steel wool, metal scrapers, or colored scrub pads on cultured marble or granite. If the surface is worn and looks dull after cleaning, a polishing compound may bring back the glow. A little appliance wax, car wax, or silicone sealer will help fill fine scratches and restore shine. Granite can be cleaned with granite cleaners available from most grocery or hardware stores.

No-wax/linoleum floors

Vacuum or sweep regularly to maintain the finish. Then damp mop with plain water or add just a drop of liquid dish soap. If the floor has some tough spots to clean, use a white nylon-backed scrub sponge. This will keep soil from wearing away the surface.

Carpet

To remove pet hair from carpet, use a vacuum with a good beater brush or brush roll. Plain vacuums don't generate enough lift to remove all the pet hair from the floor. Another option - especially at the edges where pet hair tends to collect and vacuums have a hard time reaching - is a "pet sponge." These sponges, which are used dry, are available at pet supply stores. All carpets should be professionally cleaned by a licensed professional, and an odor neutralizer or bacteria/enzyme digester should be used in areas where pets were kept. A pre-treatment should be used on all stains. Portable carpet cleaning machines do not clean the carpet sufficiently or extract the water thoroughly which is why we require "professional" carpet cleaning. On page thirteen we have a list of authorized service providers who have an excellent reputation while providing superior service and prices.

Candle wax removal from carpet or upholstery

To remove the wax from carpet or upholstery, you will need a plain brown paper bag and a steam iron. Paper grocery bags work well. 1. Cut open a brown paper bag so it lays flat. 2. Lay the brown paper bag on the affected carpet with any printing away from the carpet. 3. Set the steam iron on a moderate setting and allow it to warm up. 4. Once warmed up, place the steam iron on top of the brown paper bag over the wax spot. Move the iron back and forth over the wax spot. The iron should never come in direct contact with the carpet, only the paper bag. As the wax warms up it will begin to absorb into the paper bag. 5. When a dark spot appears on the bag, move a dry area of the bag over the wax spot and continue to move the steam iron over the area. 6. When no further wax absorbs into the bag, you have removed the wax.

Pet stain and liquid spill removal from carpets

First, blot up any liquid by putting clean towels or absorbent rags over the spot and stepping on them. Start with gentle pressure and increase it to putting your full weight down. Change to fresh rags or towels until no more liquid comes up. Do not rub harshly or apply heat to carpet.

For fresh stains, apply a bacteria/enzyme digester, which can be purchased from a pet store (or from IGR for \$10/bottle), and follow the directions - it's the only way to deal effectively with both the stain and the odor. Bacteria/enzyme digesters work slowly, so leave the solution on as long as the directions say. Urine has probably penetrated into the carpet and pad, so use enough solution to reach as far down as the stain. Apply the solution, put plastic over it, and step on the spot several times until the area is well saturated. Then, leave the plastic on the whole time the digester is working to make sure the spot doesn't dry out.

Old or dry stains are hard - sometimes even impossible - to remove, but try the bacteria/enzyme digester. If it's a popular accident site, the bacteria may produce enough ammonia in the course of breaking down the stain to create a super-alkaline situation that interferes with its own action. In this case, you may need to neutralize the spot after the digester has been working for about four hours. To neutralize the stain, mix a solution of one cup of vinegar to a gallon of warm water. Rinse the area with this solution and apply a fresh batch of bacteria/enzyme solution.

If the stain or odor remains, call a professional deodorizing specialist. A complete cure will probably involve cleaning the entire carpet by extraction and replacing the pad underneath, if not replacing the carpet.

Soap scum in tubs and showers

Since preventing soap scum build-up is a lot easier than cleaning it, squeegee water off shower walls and doors after every use or wipe them down with a towel. For tile walls or frosted shower doors, apply a light coating of lemon oil periodically to help prevent build-up. For porcelain tubs, apply a light coat of boat or car wax to the sides (never the bottom) of the tub.

If it's too late for prevention, use a degreasing agent and lots of elbow grease. Get a good alkaline soap scum remover at a janitorial supply store or dissolve a handful of automatic dishwasher detergent in a bucket of warm water. Cover the affected area completely and let your cleaning solution soak for at least fifteen minutes. Do it right after a shower when the walls are still wet. After soaking, use a stiff scrub brush or a white nylon-backed scrub sponge to clean the walls. You may need to soak and scrub a couple of times to get rid of all the build-up. Rinse well with clear water.

Hard water spots

Hard-water deposits are alkaline, so an acid-based cleaner is the best way to clean them. Phosphoric acid works well and is safe for most surfaces. Grocery store cleansers with phosphoric acid contain four to six percent acid. You can purchase lime scale removers at janitorial supply stores that contain eight to twelve percent acid to get the job done faster. A higher concentration of acid is safe on most household surfaces as long as you rinse the surface to remove all traces of the acid after the cleaning is complete. Let the acid sit for a few minutes after you apply it. Tough hard-water deposits may take more than one application. Scrub the applied areas with a white nylon-backed scrub sponge. Make sure you read any manufacturer's warnings before applying phosphoric acid solutions to surfaces in your home. It is often less time consuming to replace aerators than to try to clean them if there is build up. You will be charged to replace aerators if there is excessive buildup, so regular cleaning is advised.

Toilet bowl ring removal

The sooner you attack this problem, the easier it will be to remove the ring. A thorough cleaning with a commercial acid-based bowl cleaner may do the trick. If the bowl cleaner doesn't work, try using a green nylon-backed scrub sponge along with the acid. For an old ring, use a pumice stone. Wet the stone with the water in the bowl and rub it on the ring. Keep the stone wet the entire time you're scrubbing. Pumice stones should only be used on vitreous china toilets - never on colored, enameled, or plastic fixtures. Never use pumice stones designed for pools, as they may scratch the toilet.

Window blinds

Wiping blinds with a damp fabric softener sheet helps eliminate static that causes dust to stick. Blinds must be clean after vacating a property. It is recommended to clean regularly to avoid excessive build up.

Painted wall cleaning

The type and quality of paint greatly affects how you clean a wall and how easily dirt comes off. Generally, there are two types of interior paint finishes:

1. General-purpose enamels

Most often found on interior walls, especially kitchen and bathroom walls, this surface is stain-resistant and can handle moderate scrubbing. Do not use abrasive substances or colored scrub pads, which can scratch the finish. Use a neutral cleaning solution and a white nylon-backed scrub sponge, or magic eraser, to clean most walls. Only use heavy-duty cleaners or abrasive cleansers when you're willing to take your chances on ruining the paint. If you have latex enamel paints, avoid leaving them wet for more than a minute or so. Oil-based enamels are more water-resistant. Keep in mind that gloss enamels are the most durable and washable, followed by semi-glosses and then satin and egg shell finishes.

2. Latex flat

The most common household paint, flat latex, is not as washable as enamels. Heavy-duty cleaners or hard scrubbing can remove the paint along with any dirt. Use mild detergents and gentle scrubbing, or a magic eraser, and don't let any solution sit on the surface for more than a minute. Light colored flat latex paints touch up and blend easier than satin and egg shell finishes. For best results, use a damp sponge brush, squeeze out all the excess water, and lightly touch up the repaired areas brushing out the edges to blend.

To clean crayon marks off most painted wall surfaces, spray WD-40 on the crayon marks. Wipe with a soft cloth in a circular motion. Repeat if necessary. Test the wall in an inconspicuous area first.

Spot removal from dishwasher

Brown, red, or black deposits may be caused by iron or manganese in the water. To remove, start the empty dishwasher on the rinse and hold cycle. While the machine is filling, open the door and add 1/2 cup rust remover to the water; then allow the cycle to finish. Rust removers, such as Rid-O-Rust, are available from a janitorial or irrigation supply store.

Kitchen Cabinets

Most cabinets are factory manufactured and finished, and even wood cabinets have enough varnish or other protective coating so that you can use a cleaning solution. The oil slick that builds up on cabinets - especially around the handles - is a combination of kitchen grease, food smears, skin oil, and hand lotion transferred to the cabinet. All-purpose cleaners aren't equal to the challenge.

If your cabinets are plastic laminate (Formica or other plastic), metal, painted metal or glass, you can wash them all over with a strong alkaline cleaner, which is available at a janitorial supply store. Or use a heavy-duty cleaner from the supermarket. Mix according to directions and apply the solution with a sponge. Let it sit a minute or two, then take a white nylon-backed sponge and scrub wherever necessary. Remove the grimy suds from the sponge by squeezing it into the sink or a slop bucket, never back into your cleaning solution. Then rinse with a damp cloth and wipe dry with a terry cleaning cloth to remove any last traces of scum in order to leave the cupboards clean and glowing. Never use acids or powdered cleansers on cabinets.

On wooden cabinets, take a gentler approach. To get off stubborn dirt, wash around all handles and any other grease zones first with hand dishwashing detergent. Then wash the entire cabinet, including the handle areas, with an oil soap solution. Just wipe lightly with the solution and buff dry immediately with a terry cleaning cloth. Always wipe dry with any grain or pattern.

Stainless Steel

WD-40 is an excellent cleaner and polish for all stainless steel appliances. WD-40 is an excellent lubricant, cleaner, and protector. It can be used to clean and protect the bottom of shower doors, remove crayon marks from walls and wall paper, and remove stubborn body oils and shampoo residue from bath mats. Spray WD-40 down drain throats to remove scum and use on grout to remove grime.

Exteriors: Porches, lanais, driveways, and siding may be cleaned with bleach water (1 part bleach to 2 parts water) in a sprayer. Depending on soil level and material, you may want to use more or less bleach.

DISASTER/EMERGENCY PROCEDURES

Following are the procedures, plans, and responsibilities for emergency/disaster related situations. Please read each of them carefully and regularly review them, especially during the summer months. Since a hurricane is the natural disaster most likely to happen in our area, special emphasis has been placed on hurricane preparedness. Hurricane season in Florida typically lasts between July and October. Please be aware, tornadoes are also a possibility.

Tenant Responsibilities: Make Your Plan Now - The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely only on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for. It is easy to forget even little things in the anxiety that often comes with an emergency. Your first concern should be for your family's safety. If damage occurs to the property, try to minimize or stop additional damage. We have many thunder and lightning storms, power outages, and high winds. An emergency could happen at any time. Be prepared.

NON DISASTER EMERGENCY PROCEDURES

(E.g. Kitchen fire, hot water heater burst, burst water pipe, tree on house, etc.)

Upon first occurrence or discovery of a problem, protect from further damage immediately.

The following is a summary of what to expect. If any emergency does occur, notify the LANDLORD office immediately. ***You are responsible for any loss to the Owner due to Tenant negligence. If the damage was caused by a current tenant or a guest, please be aware all charges not covered by insurance will be billed to you.***

Water damage from Clean Water: water from sink, dishwasher, and pipes

DO:

- Shut off the source of water if possible or contact a qualified party to stop the water source
- Turn off circuit breakers for wet areas of the structure when access to the power distribution panel is safe from electrical shock
- Remove and prop up wet upholstery cushions for even drying
- Place aluminum foil or wood blocks between furniture legs and wet carpet
- Use wooden clothespins to keep furniture skirting off damp floors
- Hang draperies with coated hangers to avoid contact
- Contact your Property Manager to report the problem

DON'T:

- Enter rooms with standing water where electrical shock hazards may exist
- Leave area rugs on wet carpets to cause staining
- Use your household vacuum cleaner to remove water
- Use TVs or other appliances while standing on wet floors especially concrete

Water damage from Contaminated Water: sewage

DO:

- Avoid all contact with sewage and items contaminated
- Wash your hands after contact with contaminated items

DON'T:

- Spread contaminated water by walking on damaged areas
- Turn on the HVAC system if there is a possibility of spreading
- Use fans to dry the structure and spread contaminants
- Use products for personal hygiene if products were exposed to the contaminated areas

Tenant's Responsibilities:

- It is highly recommended that every property is equipped with a fire extinguisher and that you know where it is located. If you live in a multi-family dwelling, it might be located in a common area, if not in your unit. Please see **Portable Fire Extinguishers - Appendix H** for inspection procedures.
- Make sure everyone is safe.
- Take steps to prevent additional damage immediately.
- Turn off the source of water, electricity, or gas as the situation demands.
- Notify LANDLORD. If it is after hours, leave a message.
- Make claim on Tenant's insurance.
- Notify LANDLORD of Tenant's insurance coverage
- Provide emergency (police, fire, etc.) report to LANDLORD within 5 days of the incident.
- Provide access for insurance, repair people, etc. to assess and repair damage.
- Notify management of delays, "no show" appointments, and problems with repairs.

International Golf Realty's Responsibilities:

- Notify the Owner, Insurance Company, and Repair Company.
- Take pictures of damage for Owner report.
- Inspect and take pictures of finished work.
- Handle complaints/conflicts between Tenant and Repair Company.

You will be contacted by the insurance company. They will assess the damage. Typically, within 3-10 days, depending on the severity of the damage, the repairs will begin. Please remember that work is performed during normal daytime business hours, Monday through Friday, and may require several days to complete. The repair company will set a time with you to work on the property. If you desire, they can check out a key from the office. You will need to coordinate with the office for key checkouts. After the repairs are complete, management should call you to set up a time to re-inspect. If there is a delay, please contact the office. Sometimes the repair company is not prompt in scheduling the inspection. Your help is vital to this process. Email: Repairs@igolfrealty.com

DISASTER EMERGENCY PROCEDURES

(E.g. Hurricane)

1. Have an emergency preparedness plan, a checklist, and a storm kit. Each year The Florida Times Union or St. Augustine Record publishes a pull out section on emergency preparedness.
2. Upon first notification that a disaster emergency may occur, complete the **Disaster Plan-Tenant Form (Appendix I)**.
3. Fax (904-940-9989) or deliver the Tenant Form to LANDLORD. Or you can email your property manager the information requested.
4. If you cannot get through, call the office and read the information from the completed form to the voice mail system. Then mail the form immediately.
5. Stay tuned to the local news media and follow all recommended precautions and instructions. The North East Florida Area local governments have a thorough Disaster Plan, and the news media will keep us all informed.
6. During the storm or before leaving, please be sure to:
 - a. Turn off main breaker to house.
 - b. Turn off main gas line to house (Call Gas Company for instructions).
 - c. Turn off main water supply to house.
 - d. Take all recommended precautions by the local news media and Storm Bulletin Publications.
 - e. Secure your pets inside. If it is not safe for you outside, it is not safe for your pets either!

- f. Secure all outside items:
Bring in swings sets, play houses, small planters, lawn and patio furniture, and anything that could turn into a flying object during high winds.
- g. Secure house against damage:
Install storm shutters, if provided. Follow all recommendations by the local news and the Emergency Preparedness Teams for the North East Florida area.
- h. Make sure management has a key for your house (have you changed locks lately?).
- i. Empty all ice and freezer items, as they will melt and make a big mess in the event of loss of electricity.

7. After the storm, an **Incident Report (Appendix J)** must be completed and returned to LANDLORD in the event of personal, and or, property damage due to the emergency situation.

YOU ARE RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE BUT NOT FOR INSTALLING PLYWOOD WINDOW COVERING UNLESS THE SHUTTERS ARE PRE CUT AND PROVIDED WITH THE PROPERTY.

Welcome to IGR

This Handbook Is For You. In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Place it where you can easily find it. Before calling the office, look to see if the answer you seek is here. If you find something you think would be helpful to others, but is not included, please notify your Property Manager. We are always looking for additional ways to serve you.

Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly North East Florida area. Should you decide to make this your permanent home, call our office, and we would be happy to help you find that special place just for you. We look forward to a pleasant relationship and a happy renting or buying experience.

IGR -- Staff and Management

Appendix A TENANT ACH DEBIT FORM

To be used by IGR to automatically draft Tenant's RENT payments from their bank accounts.



559 W. Twincourt Trail #603
St. Augustine, FL 32095
PH (904) 940-9990 Fax (904) 940-9989

AUTHORIZATION AGREEMENT FOR DIRECT DEPOSITS (ACH CREDITS)

Company Name: International Golf Realty

I (we) hereby authorize International Golf Realty, hereinafter called COMPANY, to initiate debit or credit entries to my (our) Checking Account / Savings Account (select one) indicated below at the depository financial institution named below, hereafter called DEPOSITORY, and to debit or credit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of U.S. law.

Depository Bank: _____ Branch: _____

City: _____ State: _____

Routing #: _____ Account #: _____

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s): _____
(Please Print)

Rental Property Address: _____

Date: _____ Signature: _____

NOTE: WRITTEN CREDIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.



Appendix B TENANT CONTACT & UPDATE FORM

559 W. Twincourt Trail #603
Saint Augustine, FL 32095
Phone (904) 940-9990
Fax (904) 940-9989

Date: _____

Property Address: _____

Please update ALL requested information, and make any corrections necessary. Place a check mark in the box indicating your preferred method(s) of contact. You may select more than 1 option.

Primary Contact Name: _____

Preferred method
(Check all that apply)

Home Telephone: (____) _____

Work Telephone: (____) _____

Cell Phone: (____) _____

Email Address: _____

Alternate Contact: _____

Home Phone: (____) _____

Work Phone: (____) _____

Cell Phone: (____) _____

Email Address: _____

Vehicle Information

Year	Make	Model	State	Color	Tag #

**RETURN THIS FORM IF ANY INFORMATION CHANGES
AND WITH ANY LEASE EXTENTION**



Appendix C RESIDENTIAL GARBAGE & RECYCLING GUIDE

559 W. Twincourt Trail #603
Saint Augustine, FL 32095
Phone (904) 940-9990
Fax (904) 940-9989

PLEASE NOTE: All household garbage, recycling, and yard debris must be segregated by the residents for pickup.

HOUSEHOLD GARBAGE: Place all household garbage into trash cans or plastic trash bags secured properly to prevent the scattering of waste due to animals or wind. All residential waste must be placed curbside within 3-5 feet of the edge of the traveled portion of the roadway. Place cans or bags curbside by 6 am on your scheduled collection day. Non-containerized garbage, excluding bulky waste, will not be collected. No can or bag may exceed 50 lbs.

YARD WASTE: Yard waste includes the following:

- Grass clippings & leaves (placed in cans no larger than 32-gallons or in sealed plastic bags holding a maximum of 50 lbs.)
- Shrubs & tree limbs not to exceed 6 feet in length or 50 lbs. in weight stacked parallel to the curb
- Palm fronds

*Items that are not yard waste include fencing, landscape timbers, garden hoses, planters, flower pots, & yard decorations.

RECYCLING: Place recyclable items in the recycling bins provided by your service provider by 6 am on the scheduled collection day. Recyclables include the following:

- Newspapers, magazines, catalogs, & telephone books, junk mail & inserts, office and copy paper, shredded paper (shredded paper must be bagged), file folders, brown paper bags
- File or packing boxes
- Corrugated cardboard (flattened & cut into 2 ft. by 3 ft. sections)
- Brown or gray fiber packages (soda cartons, cereal boxes, etc.)
- Aluminum & metal cans
- Plastic food, beverage, detergent bottles & jugs labeled #1 - #7
- Glass bottles & jars (clear, green, & brown), empty pill bottles

*Plastic grocery bags can be recycled at the grocery store.

WHITE GOODS: Residents may recycle these appliances curbside by scheduling a collection with their service provider: Refrigerators & Freezers, Washers & Dryers, Window Air Conditioners, Trash Compactors, Furnaces, Garbage Disposals, Stoves & Ranges, Water Heaters, and Microwaves

DROP OFF LOCATIONS

All household garbage, hazardous waste, and white good may be brought to either of the St. Johns County Transfer Stations for disposal during operating hours. Recyclables are only accepted at Tillman Ridge.

Tillman Ridge Transfer Station

3005 Allen Nease Rd.
Elkton, Florida 32033

Stratton Rd Transfer Station

250 North Stratton Rd
St. Augustine, Florida 32095

Hours of Operation

Monday – Friday

7 am – 6 pm & Saturday 7 am – 1 pm

For more information: 904-827-6980

MATERIALS NOT PICKED UP CURBSIDE

-Household Hazardous Waste can be dropped off (free of charge) at Tillman Ridge or Stratton Rd Transfer Stations.

-Waste Tires must be brought to Tillman Ridge or Stratton Rd Transfer Stations for disposal (fee charged).

-Construction & Demolition Debris must be taken to Nine Mile C&D Landfill on International Golf Pkwy (904-825-2105) or Waste Pro Transfer Station off SR 207 (904-819-1738)

-Batteries & Light bulbs

SJC BIODIESEL PROGRAM

Help our environment and the economy by bringing your waste cooking oils to recycle into biodiesel fuel. Biodiesel is biodegradable, safer for the environment, and costs much less, saving taxpayer money on county fleet fuel costs. **For more information: 904-209-0291**

DROP OFF LOCATIONS

Biodiesel Fuel Department

2730 Industry Center Rd, St. Augustine, FL

Tillman Ridge Transfer Station

3005 Allen Nease Rd, Elkton, FL

Anastasia Island Wastewater Treatment Plant

860 West 16th St., St. Augustine, FL

Stratton Rd Transfer Station

250 N. Stratton Rd, St. Augustine, FL

SERVICE PROVIDERS

Seaboard Waste Systems services residents in the northern half of St. Johns County (north of the St. Johns River following CR 208 and north of SR 16 to the ocean).

445A International Golf Pkwy, St. Augustine, FL 32095
904-825-0991

Advanced Disposal services residents in the southern half of St. Johns County (south of the St. Johns River following CR 208 and south of SR 16 to the ocean).

3530 Agricultural Caner Drive, St. Augustine, FL 32092
904-827-1005

For recycling bins and collection of white goods, please call your service provider.



Appendix D Tenant ASSESSMENT OF PROPERTY CONDITION

559 W. Twincourt Trail #603
Saint Augustine, FL 32095
Phone (904) 940-9990
Fax (904) 940-9989

Please document any damages to the property discovered upon move in and return this form within 5 days of taking occupancy. If the form is not returned, we will assume there are no concerns or documented damage. Thank you!

Property Address: _____ Move in Date: _____

Tenant Name: _____

Light fixtures: _____

Windows, window treatments, screens, coverings: _____

Appliances: _____

Flooring: _____

Walls: _____

Kitchen and Baths: _____

Exterior: _____

Other: _____

Tenant Signature _____ Date _____

LANDLORD Signature _____ Date _____

Appendix E

New Landscaping Water Restrictions in Effect for St. Johns County

Water is a natural resource shared by all. As Florida’s population increases, so does the need for all of Florida’s residents to conserve. Water conservation may seem unnecessary in a state surrounded by water, but not all of that water is readily available for drinking or irrigation. Conserving water is not only good for the environment, but can help you save money on utility bills and spend less time on home maintenance.

A recent water conservation ordinance was passed by the St. Augustine City Commission. The watering days are dependent upon the time of year and your numbered (odd or even) address for both private and nonresidential properties. However, one exception is a hand held hose and sprinkler which is allowed anytime. The following table can be used to determine when you can water.

Time of Year	Home with ODD Number Or no address	Home with EVEN numbered addresses	Nonresidential properties
Daylight Savings Time	Wed/Sat	Thurs/Sun	Tues/Fri
Eastern Standard Time	Sat	Sun	Tues

- Water only when needed and not between 10 a.m. and 4 p.m.
- Water for no more than one hour per zone.
- Restrictions apply to private wells and pumps, ground or surface water and water from public and private utilities.
- Some exceptions apply.

Other notes of interest from the SJRWMD:

- Irrigation is limited to no more than ¾ inch of water per zone per irrigation day.
- Irrigation is limited to no more than one hour per irrigation zone per irrigation day.
- Irrigation is limited to only that amount necessary to meet landscape needs.
- When reclaimed water is available for irrigation use, the use of private irrigation wells is not authorized.
- Irrigation limitations apply to water withdrawn from ground or surface water, from a private well or pump, or from a public or private utility.
- Persons irrigating with an automatic lawn irrigation system installed after May 1991 shall install, maintain, and operate a rain sensor device or switch that overrides the system when adequate rainfall has occurred.

Exceptions to the restrictions:

Irrigation using a micro-spray, micro-jet, drip, or bubbler irrigation system is allowed anytime.

Irrigation using a hand-held hose equipped with a spray nozzle that can be adjusted so water flows only as needed is allowed anytime.

Irrigation of new landscape is allowed at any time of day on any day for the initial 30 days and every other day for the next 30 days for a total of one 60-day period, provided that the irrigation is limited to the minimum amount necessary for establishment. Irrigation systems may be operated anytime for maintenance and repair purposes, not to exceed 20 minutes per hour per zone.



Appendix G RETURN OF POSSESSION FORM

559 W. Twincourt Trail #603
Saint Augustine, FL 32095
Phone (904) 940-9990
Fax (904) 940-9989

The undersigned Tenant(s) hereby agrees that He/She/They have completely vacated the premises known as (ADDRESS):

I/We further acknowledge that we are responsible for **daily rent** until the possessions are **delivered to the office of IGR.**

I/We further acknowledge that I/We are hereby **returning**, from our possession of the rental dwelling listed above, **this form** plus the following which we received upon move-in:

_____ # door keys _____ # garage door openers _____ # mail box keys
_____ # gate openers _____ # amenities keys/passes _____ # _____

Failure to return all possessions will result in a minimum charge of \$20.00 for each item.

Tenant's **forwarding address** and **telephone numbers** are **crucial** in processing the **security deposit** claim/return, which will be mailed via CERTIFIED MAIL within 30 days.

Names: _____

Forwarding Address: _____

Telephone: _____

Email: _____

Date of Return of Possession: ____/____/____

Tenant name(s) printed

Tenant Signature

Rec'd by:

LANDLORD Representative Printed Name

LANDLORD Representative Signature / Date



Appendix H PORTABLE FIRE EXTINGUISHERS

559 W. Twincourt Trail #603
Saint Augustine, FL 32095
Phone (904) 940-9990
Fax (904) 940-9989

Monthly Inspection Procedures

Who can do monthly fire extinguisher inspections? Anyone can perform the required monthly inspections using the guidelines below for a typical fire extinguisher. If you have an unusual fire extinguisher, contact your dealer for specific items to check.

NOTE: All fire extinguishers in places of business or multi-family occupancies must be inspected, serviced, and tagged at least once each year by a licensed fire extinguisher contractor, in addition to the monthly check described below.

An inspection is a "quick check" that visually determines that a fire extinguisher is available and will operate. The purpose of the monthly inspection is to give reasonable assurance that the fire extinguisher is fully charged and will operate effectively, if needed. The monthly inspection should include a check of the following items:

1. Extinguisher is located in its designated place. It cannot be placed on the floor. It must be wall-hung on a bracket/hanger or mounted in a cabinet.
2. Extinguisher is located in an easy-to-reach, readily visible location. Obstructions, such as equipment, cannot be allowed to block the extinguisher.
3. Operating instructions on the name plate are legible and visible when the extinguisher is mounted.
4. Tamper indicators and seals are in place and not broken.
5. Annual maintenance tag, with date punched and name of Maintenance Company, is securely attached to the extinguisher. Maintenance date must not be over one year old.
6. Extinguisher appears full when hefted.
7. Extinguisher shows no visible evidence of physical damage, corrosion, rust, leakage, or clogged nozzle.
8. Pressure gauge is in the operable (green) range or position (if the extinguisher is equipped with a gauge.)

If all of the above are ok, **initial and date the back side of the maintenance tag** (this will satisfy fire code requirements for written records of the monthly inspections).

Contact your fire extinguisher dealer or LANDLORD if items 3 through 8 are not correct.

Tenant(s) agree to perform all monthly fire extinguisher inspections. Tenant(s) agree to promptly report any problems to LANDLORD. Tenant(s) understand the fire extinguisher is provided at no cost. If fire extinguisher is discharged, Tenant will immediately report the event to LANDLORD to have the fire extinguisher refilled.

Appendix I DISASTER PLAN TENANT FORM



559 W. Twincourt Trail #603
Saint Augustine, FL 32095
Phone (904) 940-9990
Fax (904) 940-9989

Tenant Name: _____

Property Address: _____

Home Phone #: _____ Work Phone #: _____

Emergency phone #: _____

Who is your Insurance Carrier? _____

Policy number: _____

Who is your Insurance Agent? _____

Insurance Agent's contact number: _____

Are you leaving town? Yes No

If so, how can we reach you? _____

Who is your Property Manager? _____

HAVE YOU:

1. **Turned off electricity at main breaker box?** Yes No
2. **Shut off gas?** Yes No
3. **Shut off main water supply to house?** Yes No
4. **Taken your pets with you or to a pet shelter?** Yes No
5. **Secured all outside items?** Yes No
6. **Notified management you are leaving and how to contact you?** Yes No
7. **Emptied freezer – ice maker, and turned Off?** Yes No

For more information on how to prepare for a natural disaster, call North East Florida
County Emergency Preparedness Division.



Appendix J Incident Report (To be filled out by Tenant)

559 W. Twincourt Trail #603
Saint Augustine, FL 32095
Phone (904) 940-9990
Fax (904) 940-9989

Resident Name _____

Property Address: _____

Date of incident ____/____/____

_____ PERSONAL PROPERTY DAMAGE OR LOSS

_____ PROPERTY DAMAGE TO HOME, CONDO, OR TOWNHOUSE

_____ VEHICLE DAMAGE

_____ INJURY TO PERSON(S)

Detailed description of event, loss etc:

Cost estimate of damage/loss \$ _____

Witnesses to damage/loss:

Name _____

Phone _____

Name _____

Phone _____

I hereby swear that the statement I have made regarding the aforementioned incident is true.

TENANT NAME(S) Printed:

DATE

TENANT SIGNATURE(S)

DATE



Appendix K UTILITIES PROVIDERS

LEASEE is responsible for the transfer of all utilities into their own name no later than the beginning date of the Lease Agreement, and to keep the utilities on through the end of the Lease term, plus 3 business days.

SERVICE PROVIDER	AREA SERVED	PHONE	WEB ADDRESS
<u>ELECTRIC</u>			
Florida Power and Light (FPL)	(WGV/Palencia/St. Aug.)	(800) 226-3545	www.fpl.com
JEA	(Jacksonville)	(904) 665-6000 (800) 683-5542	www.jea.com
Beaches Energy Services	(Ponte Vedra)	(904) 247-6241	www.beachesenergy.com
<u>GAS</u>			
TECO Peoples Gas (Natural)	(WGV/K&B, Palencia)	(904) 739-1211 (877) 832-6747	www.peoplesgas.com
Sawyer Gas (Propane)	(WGV/Cascades)	(904) 269-2118 (800) 683-0248	www.sawyergas.com
Surburban (Propane)		(904) 829-5623	
<u>WATER & SEWER</u>			
Beaches Energy Services	(Jax Beach)	(904) 247-6241	www.beachesenergy.com
City of St. Augustine Utilities	(City of St. Augustine)	(904) 825-1037	www.ci.st-augustine.fl.us
JEA	(St. Aug/ JAX, PVB)	(904) 665-6000	www.jea.com
North Beach Utilities	(Vilano Beach)	(904) 824-1806	
Saint Johns County Utilities Dept. (St Johns Co, WGV, PVB)		(904) 209-2700 (877) 837-2311	www.co.st-johns.fl.us
Garbage Collection Seaboard Waste Systems		(904) 825-0991	
<u>PHONE/CABLE/HIGH SPEED INTERNET</u>			
Bell South	(Phone & Internet)	(888) 757-6500	www.bellsouth.com
Clear Wire	(H.S. Internet)	(888) 253-2794	www.clearwire.com
Comcast	(Phone, Internet & Cable)	(904) 813-0209	www.comcast.com
DirecTV	(Satellite TV)	(800) 494-4388	www.directv.com
Dish Network	(Satellite TV)	(888)581-9799	www.dishnetwork.com
HughesNet	(Satellite Internet)		http://go.gethughesnet.com/
Litestream (Palencia)	(Phone, Cable & Internet)	(904) 940-9525 (877) 212-4744	www.litestream.net
AT&T		(888) 757-6500	
<u>SECURITY SYSTEMS MONITORING</u>			
ADT	(Alarm Monitoring)	(800) 238-2727	www.adt.com
Atlantic Company	(Alarm Monitoring)	(904) 743-8444	www.atlanticcompanies.net
Certified Security	(Alarm Monitoring)	(904) 268-9454 (888)580-2727	www.certifiedsecuritysystems.com
Safe Touch Security	(Alarm Monitoring)	(904) 824-8004	www.safetouch.com
<u>SCHOOLS</u>			
St. Johns County		(904) 547-7500	www.stjohns.k12.fl.us
Duval County		(904) 390-2144	www.duvalschools.org

Appendix L

HOW TO PRESSURE WASH YOUR HOUSE



Pressure washing, also known as power washing, involves using a high-velocity water spray to clean dirt and residue from the exterior of a house. This type of cleaning is particularly important in areas of high humidity and should be done annually or before painting your house. You can use pressure-washing equipment on most types of housing material once you learn some basics.

1. **Choose a pressure washer that is best for the job.** Different housing materials can withstand various water pressures. The size, or spray power, ranges from 1,200 to 3,000 pounds per square inch (psi).

Softer housing materials, such as painted soft-grain wood and aluminum, require a 1,200 to 1,500 psi model to prevent pressure damage. You may need a wide spray nozzle to disperse water pressure for even more vulnerable materials, like stucco. Stronger non-painted surfaces, such as vinyl, clean better with a more powerful 2,500 to 3,000 psi model. These models work the fastest.

Select a pressure washer that has a detergent dispenser if you plan to use a cleaning solution.

2. **Protect your house's exterior fixtures and landscaping shrubs/plants from harmful water pressure.** Cover with drop cloths or plastic covering, and secure with duct tape.
3. **Manually scrub with a brush all visible mildew from the surface you are power washing.**
4. **Mix the cleaning solution and fill the pressure washer's detergent dispenser.** Combine approximately 1 pound (.455 kilograms) of a non-phosphate concentrated cleaner for every 4 gallons (15.4 liters) of washing water.
5. **Connect a garden hose, hooked to your water supply, to the pressure washer.** When you are ready, turn on the water.
6. **Test how to pressure wash the house by holding the pressure washer nozzle with both hands about 3 feet (121.92 centimeters) from the wall.** Move it in closer until you feel the spray is strong enough to remove dirt but not strong enough to cause damage.
7. **Start at the top of the house and move down.** Spray roof overhangs, under-hangs and gutters at an approximate 45-degree angle. Move the spray steadily from side to side.
8. **Rinse from the top down with plain water from a garden hose.**

Clean is Good, Injury is Bad!
Take steps to avoid injury and damage while pressure washing!

Water and Electricity Don't Mix: You're going to get wet when pressure washing, and that puts you at risk of receiving an electrical shock from wires and exterior outlets. Look overhead to check for power lines before starting, and avoid blasting the house's electrical service-entrance cable, the electrical meter, exterior outlets, and exterior lights.

Stand Firm: Position yourself on a firm footing and avoid working from a ladder. Obviously, it could be dangerous operating a pressure washer with two hands while standing on a ladder. If you're contemplating working from a ladder, hire a professional. Your landlord isn't willing to assume the responsibility for you falling off a ladder.

Do No Harm: Try a pressure nozzle with a wider fan pattern before resorting to one with a narrower pattern. Yellow nozzles spray at a fan pattern of 15 degrees, green at 25 degrees, and white at 40 degrees. Reserve the red nozzle (0 degrees) for unusual applications like stripping off hardened mud. Keep the nozzle moving, and hold it the recommended distance from the surface. Finally, avoid blasting water upward at a steep angle under siding. Also, don't blast directly into corners, under the edge of windows and doors, or into dryer or attic vents. While having a high powered machine can be effective and fast, one must be careful to avoid causing damage to the house.

Part of your responsibility in owning or renting a single family home includes maintaining the property in a clean and sanitary manner, while protecting the property at the same time. If you don't feel you can perform this work safely and effectively, there are many licensed contractors who can complete this work for a reasonable fee. Before hiring a contractor, always check to make sure they are properly licensed and insured and ask them about their equipment.

