



NEW RESIDENT WELCOME LETTER

We are so glad to have you as part of the A4Realty Family! As your Property Manager, we are dedicated to making your residency with us convenient, easy, less costly and an overall enjoyable experience in your new home.

Lease & Welcome Packet Contents

There is a lot that goes into moving and becoming a new resident, so we have created this letter as a guide to help you navigate through all the new adjustments during this transition. This letter is to give you an overall idea of the processes and expectations that we have in place .

Most of the information that you will need and the answers to our most common questions are covered in the following documents. Please use the following enclosed documents as a guide throughout the Tenant Onboarding Process:

- Residential Lease & Addendums
- New Resident Welcome Letter
- About Us
- Resident Benefits Package Information
- Cleaning Guidelines for Maintaining and Returning of Possession
- Tenant Move-Out Instructions
- Tenant's Return of Possession Form

A4Realty will be your point of contact for all your residency needs. If you have any questions that are not covered here, we will be happy to assist you.

Online Portal Set Up

As part of our commitment to following through on our promises, A4Realty offers you an easy-to-use Online Portal for all communication, rent payments and remittance of all maintenance requests. Now that you have signed a Residential Lease with us, we have created an Online Portal for you to access your online account. You can access this tenant portal online through our website a4realty.net. As a reminder, Rent is due on the 1st day of each month and is considered late if not received by the end of the 2nd day of each month. Late fees will begin accruing on the 3rd of the month if Rent is not yet received. The online portal can also be used to pay any late fees, or other charges that become due in your account.

Move-In & Move-Out Inspections

During the Move-In Inspection, we will be documenting the existing condition of the Home and any existing damage that is present. After the Inspection you will receive a copy of your Move-In Inspection Report in the online portal for your reference and review.

When the time comes for you to move out, we will perform a final Move-Out Inspection in the same manner. We will then compare your Move-In Inspection Report with your Move-Out Inspection Report to assess if there are any new damages, defects, etc. that were not present prior to your residency.

Upon Move-out if you do not wish to renew, you must give us at least 60-day notice prior to the Lease expiration. Please also ensure that your Utilities are left on throughout the duration of your Lease term, even if you vacate the premises early. This will ensure that the Utilities are left on for the final Inspection as well as for any additional repairs or cleaning if necessary.

Additional charges may apply when not enough notice is given prior to lease expiration and/or if Utilities are not left on for the final Inspection. Additional charges may also apply if the final inspection needs to be rescheduled. If we have found that any damage or changes beyond normal wear and tear have occurred, you will be charged for any necessary costs associated with making the corrections to return the home to its prior condition. Any costs incurred because of required corrections will be deducted from your security deposit. If the amount of necessary costs associated with making the corrections to return the home to its prior condition exceeds your security deposit amount, then we are required to pursue the funds due to cover the full costs of all repairs.



As your Property Manager, we want you to get your entire security deposit returned to you!!! Meaning, we want you to maintain the property in such a way that at the time of move out, we are getting the property back in the same condition that you receive it in, AND likewise you get back the security deposit money that you gave us when you first signed the lease with us.

In fact, your security deposit return is so important to us that we have taken time to create and provide you with 3 separate documents that will easily help you accomplish that goal. These documents are Cleaning Guidelines for Maintaining and Return of Possession, Tenant Move Out Instructions, and the Tenant's Return of Possession Form.

Since we have been providing these documents to our tenants, we have had a much higher success rate with our tenants getting their entire security deposit back. One of the best ways for you, our Resident, to receive your full security deposit back is to simply follow these guidelines and to report Maintenance requests immediately. Please take this request into consideration throughout your residency. Please keep in mind that the Security Deposit amount returned to you will reflect \$125.00 for the cost of the Final Move-Out Inspection and may include any applicable fees.

Lease Renewal

If you would like to renew with us for another year the process is very easy. Just let us know prior to your 60-day notice and we will have a new lease prepared and emailed to you.

Utilities

Please remember to start your Utilities on your actual move-in date and into your name. Once you have your utilities set up, we ask that you please send us an email confirming your Utility set up is complete. Please make sure that you leave your Utilities on through the end of the Lease for the final Move-Out Inspection. Additional charges may apply if the utilities are not on, and the final Move-Out Inspection needs to be rescheduled.

Keys

During your Welcome Walk-Through we will be providing you with a set of keys to your new home. Please keep in mind that you may make extra copies of the keys that we provide but anything that is provided at move-in will be expected to be returned at the time of the move-out Inspection. If any keys are missing at that time it will result in additional fees to cover replacement(s), rescheduling, management time and/or other associated fees. These charges will be withheld from your security deposit.

Maintenance & Repairs Service Requests

When it comes to submitting general maintenance requests, it is to be done through our Online Portal on our website A4Realty.net. To do this please go to the Residents page on our website. Please be as detailed as possible in your description of the problem. We will receive a notification once you submit this 'Work Order' and will be in touch with you as quickly as we are able to begin resolving the issues that arise. We do not encourage text messages for maintenance requests and ask that you refrain from communicating with us by text. As your Property Manager, we value all maintenance repairs and service requests and will work hard for you to help with any issues that arise.

Once we understand your maintenance and service requests, we will coordinate with the Property Owner(s) and/or Investor(s) that we represent and manage for and reach out to one of our professional service vendors to set up an approved appointment with you. Once approved, we will have one of our approved vendors reach out to you directly for scheduling to better suit your individual availability.

When submitting these requests: Please keep in mind that we are not professional contractors, and we are not experts on every issue that we face. We do have decades of experience in Property Management and will know how to best handle your issues as they arise. We do have an excellent team of licensed and professional vendors, contractors, and handymen that we rely on and trust to be able to help deal with your maintenance repairs and service requests.

When submitting these requests: Please keep in mind that we are at times at the mercy of our Property Owner(s) and/or Investor(s) and Do Not have full control over the decision-making process when it comes to maintenance repairs and service requests. We will always do our best to provide you with timely professional services and will work hard to respond quickly to answer the maintenance and repair service requests that are submitted.

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When submitting these requests: Please keep in mind that we will reach out to our preferred vendors immediately, however, we do not control the schedules of our preferred vendors and their availability of the professional services that they provide. Please be patient with us as we work with you to help with your maintenance and repair service request needs.

Emergencies & Notices

In cases where an Emergency occurs, please call the appropriate Emergency service immediately (Ex: Fire Dept, Police, 911, etc....). They should be your first point of contact in those cases. If any of these Emergencies pertain the property, then next Please contact us by phone as soon as possible! This is so that we can best assist in protecting lives as well as protecting and maintaining the integrity of the home and premises. With emergency services and calls, we will act immediately to respond appropriately. Property

Management Emergencies are defined as any damage related to fire, running water and/or evidence of water, leaks, air conditioning, heat, refrigerator, range, and plumbing. In the case of a running water scenario, please turn off the water to the house/unit and/or shut off valves behind the fixtures immediately. Please log into the Online Portal or call us to report the issue. If you are not sure what to do, please feel free to reach out to us so that we may guide you through what to do.

Right of Entry

As your Property Manager, with a 24-hour notice by telephone, hand-delivery or posting to our residents, we have the right to entry of the premises for showings, repairs, appraisals, inspections, or any other reason. We also have immediate right of entry in cases of emergency, or to protect or preserve the premises. Residents are NEVER allowed to change the locks. We are allowed to place "For Sale" or "For Rent" signs on the premises at any time.

If you have any questions that are not covered in this letter, please let us know and we will be happy to assist you.

We look forward to working with you and are here to help you as your new Property Managers!

Sincerely,

Bill and Kristin Armel

A4Realty

Phone #: (904) 982-6500 or (904) 536-2216

Email: a4realty904@gmail.com

Website: a4realty.net

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OUR TEAM

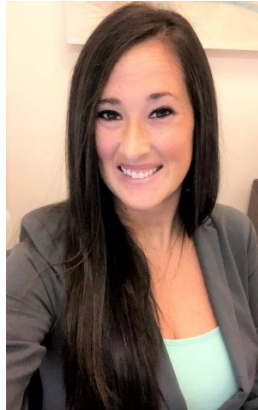


William “Bill” Armel, Lead Property Manager and a “Licensed Real Estate Broker”

William “Bill” Armel’s Realtor® and Property Management experience began after 7 years of Project Management in the Engineering Construction Design and Building Science Industry.

Like many Americans in 2009, the economy forced him to have to change industries and he has been in Property Management ever since. Over the years, he has successfully managed hundreds of different properties and tenants and has learned invaluable Property Management techniques that have developed into a successfully run Property Management Business throughout Jacksonville, St. Augustine, and most of Northeast Florida.

Bill’s experience as a Property Manager allows him to be able to truly understand the Tenant’s perspective that he hopes to represent as the Owner and Operator of A4Realty.



Kristin Armel, Office Administrator

Kristin is bringing 15+ years of exceptional customer service experience in both the Medical and Financial Industries to PMI St Johns County. She thoroughly enjoyed caring for her patients and tending to her clients’ financial needs. She strives to bring to A4Realty the same level of professionalism, expertise, compassion, and care that she has enjoyed providing over the years.



PMiMenu *of* Tenant Services

SERVICES INCLUDED IN YOUR TENANT ONBOARDING

<u>Service</u>	<u>Description</u>	<u>Price</u>
Clean Home Assurance	Assurance that your new home is professionally cleaned and move-in ready.	Included
Web Portal Setup	Account creation for access to the tenant portal.	Included
Payment Ready	Initial processing of payment information to ensure ease of payments.	Included
Property Rekey	All exterior locks are rekeyed for your safety and peace of mind.	Included
Welcome Walkthrough	We will walk you through the property and provide important information.	Included

SERVICES INCLUDED IN MONTHLY RESIDENT BENEFIT PACKAGE CHARGE OF \$50 / MONTH

<u>Service</u>	<u>Description</u>	<u>Price</u>
Rent Payment Processing	Timely collection, deposit and processing of rent and all applicable fees.	Included
Accounting Services	Accurate, prompt recording and reporting of all financial activity.	Included
24/7 Web Portal Access	Convenient access to all property information at your fingertips.	Included
24/7 Emergency Hotline	Access Immediate access to management assistance in case of emergency.	Included
Vendor Relationships	Quality service provider relationships that we can put to work for you.	Included
HVAC air filter delivery	Delivered directly to your door approximately every 30 days.	Included
Utility concierge service	One call to set up your utility services, cable, and internet services.	Included
Resident rewards program	Helps you earn rewards for paying your rent on time.	Included
Credit building	Helps boost your credit score with timely rent payments.	Included
\$1M Identity Protection	For all adult leaseholders	Included
Home buying assistance	Assistance when the time is right to buy your “forever” home.	Included

SERVICES INCLUDED IN MONTHLY RESIDENT LIABILITY INSURANCE FEE OF \$12.95 / MONTH

<u>Service</u>	<u>Description</u>	<u>Price</u>
Coverage Amount	Policy Covers \$100,000 Legal liability for damage to <u>Landlord's</u> property.	Included
	We sign you up for this requirement automatically.	
	*Please know this Minimum required Insurance coverage does not cover your personal items or belongings. If you require this type	Additional



of coverage, please reach out to an Insurance Agent separately
for a Renters Insurance (HO-4) Policy.

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LEASE RENEWAL FEE

<u>Service</u>	<u>Description</u>	<u>Price</u>
Lease Renewal	For processing of approval and Documentation	\$150.00

PET FEES

<u>Service</u>	<u>Description</u>	<u>Price</u>
Pet Setup Fee	PMI Processes Approval and Documentation of Pet Onboarding	\$300.00 PER PET
Monthly Pet Rent	Monthly pet fee for PMI approved pets	\$30.00 -\$90.00 PER PET
Security Deposit Increase	An Increase in Security Deposit will be REQUIRED for any Tenant who is authorized to have a Pet on premises.	\$500 Minimum

ADDITIONAL SERVICES AND FEES

<u>Service</u>	<u>Description</u>	<u>Price</u>
Lock Out	In the event that you Lock yourself out and we help to get you back in a fee will be assessed.	\$35.00 + Vendor Expenses
Lock Change	In event that Locks need to be replaced during your Tenancy due to your negligence.	\$Market Rate Lock + \$50.00
Re-Key	In the Event we need to Re-Key your doors	\$50.00/ door

MOVE OUT INSTRUCTIONS

Dear Tenants,

Thank you for giving us advance notice that you are moving. Now that you are moving out, your lease/ rental agreement requires that you leave your unit in a clean and undamaged condition. We have every intention of returning all of your security deposit as long as you have fulfilled your agreement with us.

As you know, prior to your security deposit being returned, a move-out inspection will be conducted to determine the condition of the property. In order to assist you in the preparing for a successful move-out report and swift return of your security deposit review the following checklist.

Specifically, you should:

- Cooperate with the showing of the property for re-rental, keeping it in presentable condition.
- Set your electric and water shut off date for 24 hours after your actual move out date so that the inspection can be completed quickly and efficiently. All final utility bills (including cable, gas, etc.) should be forwarded to your new address for payment.
- All food items must be removed from the refrigerator and pantry before your move out day.
- All personal belongings must be out of the property prior to move out inspection.
- Begin to get rid of all unwanted items for trash or special pick up. This will avoid piles of debris in the front yard on moving day.
- Replace burnt lightbulbs, replace fire alarm batteries and/or ensure they are all individually working properly.
- Air Conditioner filters changed.
- Carpets must be **professionally** cleaned, and receipt must be left with property manager.
- Home must be **professionally** cleaned, and receipt must be left with property manager. This should include cleaning Windows, windowsills, blinds, or window coverings, ceiling fan blades, base boards, floors outside porch area swept and gutters cleaned out. Appliances must be thoroughly cleaned: Stove top, oven, refrigerator, dishwasher filter cleaned, washer and dryer wiped out and lint trap cleaned. Review and follow all guidelines on the 'Cleaning Guidelines for return of Possession' form.
- Holes in walls need to be patched and sanded. DO NOT SPOT PAINT, if there is excessive damage to the walls that is not considered wear and tear, we advise you to contact our office and get a quote from our preferred painting company. DO NOT attempt to touch up paint yourself unless you are certain that you are using the exact match in color and level of gloss. If you touch up the paint and any additional painting is required, these charges will be deducted from your security deposit.
- Yard mowed, edged, and bushes trimmed.
- **All trash removed.**
- Pool and Jacuzzi vacuumed, and filters cleaned (if applicable.)
- Report any and all damages in writing BEFORE move out.
- Upon Vacating, remember to fully secure rental by locking all windows and doors. Remember to turn off all lights and set the air conditioner to 78 degrees.
- Please leave all keys for the property, mailbox, gate, and/or association keys for amenities, garage door remotes, and pool passes in the closest kitchen drawer to the sink. Remember to also include your original receipt for carpet cleaning and original receipt for home cleaning in the kitchen drawer with the keys.

IMPORTANT: Make sure you have emailed bill@pmistjohnscounty.com with your forwarding address and phone number to reach you before you move out. This email should also include a picture of all keys in the drawer as well as a picture of the carpet cleaning receipt and the home cleaning receipt. *If you fail to provide this information, we will be unable to reach you about returning your security deposit.

*Please see next page for recommended and preferred cleaning companies.

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Recommended Move-Out HOME Cleaners:

Molly Maid:

310 Commerce Lake Drive, STE 104

St. Augustine, FL 32095

Phone: 904-516-9652

M-F 8:00 AM - 4:00 PM

Tina Maids of North Florida:

4475 US 1 STE 604

St. Augustine, FL 32086

Phone: 904-671-8398

M-F & Sat 9:00 AM - 6:00 PM

Gracious Property Services:

Phone: 904-855-6677

Email - contactus@graciousps.com

M-F 8:00 AM – 5:00 PM SAT/SUN 8:00 AM – 5:00 PM

Two Maids and a Mop:

6320 St Augustine Rd Unit 4b

Jacksonville, FL 32217

Phone: (904) 739-9476

Recommended Move-Out CARPET Cleaners:

Citrus Carpet Solutions:

St. Augustine FL 32092

Phone: (904) 599-5012

Zerorez

225 Sampson Way

St. Augustine, FL 32092

Phone: 904-822-8668

M-F 8:00 AM - 5:30 PM SAT 9:00 AM - 4:30 PM

Oxi Fresh Carpet Cleaning:

St. Augustine, FL

Phone: 904-770-5588

M-F 8:00 AM – 9:00 PM SAT: 9:00 AM - 8:00PM

CLEANING GUIDELINES FOR MAINTAINING AND RETURN OF POSSESSION

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This is the standard for cleaning required when you vacate a rental. Please note that your rental agreement requires Professional Carpet Cleaning **AND** Professional Home Cleaning at the end of your tenancy. On the last day of your tenancy, we will require that all keys, Security Deposit Instructions and a copy of the carpet cleaning receipt and home cleaning receipt be submitted to our office via email or the tenant portal before 4:00pm. If we do not receive the carpet cleaning receipt and the home cleaning receipt, we will assume that the carpets and home have not been cleaned and a professional carpet

cleaning service as well as a professional home cleaning service will be hired, and any charge will be deducted from your security deposit. Rent will be accrued until the day that all keys to the property have been returned.

The following guidelines were established to help ensure our available properties are clean and properly maintained. Upon vacating the premises, tenants are asked to use these guidelines to return the property in good and clean condition, ready for immediate occupancy. Using these guidelines will help ensure the maximum return of your security deposit; however, no guarantee or promises shall be made as the return of the security deposit is also subject to damage, rent and late fees, if applicable.

One of the most important items not associated with repairs and cleaning is the requirement that you provide us with a forwarding address. We cannot return your deposit without this. It is imperative that you provide this address to us in writing. The best way to do this is through your tenant portal. Using the tenant portal assures you that it won't be lost in paperwork shuffle, emails being lost etc. If it is not possible to use the portal, then you should send this information to PMI St Johns County through the mail. Please don't assume you can hand this information to anyone who may inspect the property.

If special problems such as holes in the walls, damaged doors, carpet rips, etc. exist, they should be corrected. If a landlord has to pay a cleaning person to do cleaning to return the unit to the condition you received it in (excepting normal wear and tear) you can reasonably expect to have the cleaning cost deducted from your deposit.

OUTSIDE

Unless you were provided a gardener you should weed, mow and edge the lawn, weed beds and trim the bushes. Remove dead plant material and replace dead plants with live ones if applicable. Rake lawn and bed areas. Sweep sidewalks, paths, decks, patios, etc. Bag and dispose of the debris and cuttings, sweepings, etc. The lawn should be freshly mowed and edged, shrubs trimmed, weeds pulled and all sprinklers should be operational, if equipped. The lawn should not have dead spots or be infected with pests or disease. All trash should be removed from the premises.

DEBRIS

Remove all debris from inside and grounds, including garage. Bag properly and put out for trash collection if applicable. If there is too much, or if trash is not collected regularly, take the debris to the dump. If you leave trash that the garbage company will not take away there will be charges for removal.

GENERAL

Any clogged drains (from hair or grease) or toilets (too much paper or feminine products) should be cleared. A professional plumber should be called if necessary. Replace any broken glass or mirrors. Replace any burned out bulbs and check batteries in smoke detectors.

INSIDE – ALL AREAS

Dust and clean all ceiling fans, lighting fixtures, woodwork, shelves and baseboards. Remove cobwebs. Vacuum all carpets. Clean all floors. Wipe clean light switches, window sills, blinds and shutters. Clean front door and entrance area.

DUSTING

Dust every surface including doorframes, moldings, tops of light fixtures & light bulbs, corners, inside closets, garages, patios, fireplaces, etc. Spider webs are hard to see if cleaning is done at night or in poor light, they often hide behind doors and have dirt and hair caught in them.

CLEANING GUIDELINES FOR MAINTAINING AND RETURN OF POSSESSION

WIPE CLEAN

Wipe clean (damp rag or sponge may be necessary) all counters, all shelves (both exposed and inside cupboards and closets), the interiors of all drawers. Wax outside of wood cabinets and drawers after grease and food, etc. are washed off. If you wax over food spills or handprints it will take a cleaning person more time to remove and result in more charges for cleaning.

SPOT CLEAN

Spot clean marks off washable painted surfaces such as walls, door frames, window frames. A product such as Fantastic or 409 is recommended for washable walls. Do not wash flat paint in rooms. Typically, bathrooms and kitchens have washable paint. **DO NOT TOUCH UP UNLESS YOU ARE SURE THE PAINT IS THE CORRECT COLOR AND TYPE!!!** If you fill any holes with spackle, use only a tiny fingertip amount not a spatula as this will require extra labor to sand down.

MOP

Mop ceramic or vinyl floors. A product such as Pine-sol or Lysol may be used. Do not overlook insides of closets, behind and around appliances, corners.

VACUUM

Vacuum all carpeted surfaces including inside closets. Give special care to edges where hair and dirt collect. This should be done with special small attachment. Dust or wipe down baseboards in all rooms.

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. **Our approved vendor is: Citrus solutions 904-599-5012, they have an excellent reputation and provide superior service.**

WINDOWS AND MIRRORS

Windows and mirrors should be washed inside and out. A product such as Windex may be used. Look at the window in good sunlight to be sure they are not streaked. If you cannot get the windows streak free you might want to consider having them done by a professional.

WINDOW COVERINGS & MINI-BLINDS

Window coverings. Venetian blinds or mini blinds should be dusted carefully by hand or by using a special device available for this purpose. If there is soil that does not come off they should be washed clean. If they are really dirty consider having them professional cleaned. Plain curtains should be washed, dried and re- hung. Clean rods and hooks while curtains are down. If drapes are not washable or have sewn pleats, they should be professionally dry cleaned. If not soiled, they may be vacuumed with upholstery attachment. Wiping mini-blinds with a damp fabric softener sheet helps eliminate static that causes dust to stick.

BATHROOMS

1. Clean, scrub and sanitize showers, bathtubs, sinks and faucets.
2. Clean and sanitize vanities, backsplashes.
3. Clean mirrors.
4. Clean shower enclosures and glass partitions, including hard water deposits.
5. Polish fixtures.
6. Clean cabinets, drawers, and medicine cabinets inside and out.

CLEANING GUIDELINES FOR MAINTAINING AND RETURN OF POSSESSION

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7. Clean toilet inside and outside, using a disinfectant. The outside of the bowl, including the seat, rim, tank, and base must be clean and disinfected. An old toothbrush works well along the bolts and base of the toilet fixture. Use a pumice stone to clean under the toilet rim.
8. Bath tub must be scoured to remove any rings. Sides of the tub enclosure must be clean and free of any soap build-up. (Spray foam bathroom cleaner works well here) Remember to wipe down and disinfect the tile walls removing all soap build up.
9. Sweep and Mop floors.
10. Deodorize room.
11. Common courtesy would be to leave a roll of toilet paper.

Bathrooms need all surfaces thoroughly cleaned with bathroom cleaner. Use mildew cleaner or undiluted bleach if mildew is present. Use pumice stone for stubborn stains or hard water marks in toilet, clean under the toilet ring. Remove water spots and soap film from sink, shower (and walls of shower), tub, and glass doors. Use your hand to feel the wall after you clean to be sure the soap film is gone. Shine plumbing fixtures to get water marks off. Wash walls and door and cabinets to remove soil and hair if dirty.

KITCHEN

1. Clean all appliances, counters, cabinets, drawers, cabinet doors, hardware, inside and out. Clean the range/stove top, dishwasher, and refrigerator, including top, inside, outside, including sides, behind and underneath.
2. Clean refrigerator, shelves, and freezer. Leave the refrigerator plugged in and turned to the lowest cooling setting (NOT OFF!). Clean underneath and behind refrigerator. After cleaning, re-plug the refrigerator and leave it running. Turn ice maker to OFF position.
3. Wash down the inside and outside of all cabinet doors.
4. Clean and Sanitize countertops and backsplashes.
5. Clean under sink, and baseboards.
6. Clean under burners, controls, rings, drip pans and stove top. Wipe down front and sides of range. Exhaust fan must be clean and grease free.
7. Clean oven--be sure to have all traces of oven cleaner wiped free. If equipped, set oven to self-clean mode, then wipe clean once cycle is completed. For ovens without a self-cleaning mode, use a professional oven cleaning product following the directions carefully.
8. Clean microwave oven inside and out.
9. Clean, scrub and sanitize sinks and faucet. Scour sinks and remove all stains. Disposal should be clean and in working order.
10. Sweep and mop kitchen floor.
11. Exterior faces of cupboards should be wiped down and grease free.
12. Dishwasher must be clean and in good working order.
13. Sweep and Mop the Floor, paying close attention to the grout.

APPLIANCES

Appliances. Thoroughly clean range and oven. Use oven cleaner if oven is not self-cleaning or continuous cleaning (continuous clean stoves have a rough interior, do not use oven cleaner on these as it will ruin the finish). Remove grease and spill residue from range top and hood. Lift the lip on the stove top to allow access to clean around burners and underneath the stove top (most stove tops lift all the way up so that you can clean underneath). Put a new filter in hood over the stove top or wash in very hot soapy water if necessary (or in a dishwasher). Refrigerator should be wiped totally cleaned inside and out (top also) and all food removed. Do not leave door closed if power is to be turned off. Clean broiler, microwave, or catch-pan for crumbs under the burners of some range tops

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 and 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 and can also 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.

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 from a janitorial supply store to the water; then allow the cycle to finish.

LIGHTS, CEILING FANS AND LIGHTING FIXTURES

Lights Ceiling Fans and Lighting Fixtures are to be dusted, cleaned and cobwebs removed. All Lights Ceiling Fans and Lighting Fixtures to be fully operable as intended with the fixtures manufacturer's recommendations, as well as all the light bulbs to be work and of the same type as was provided at time of move in.

LIVING ROOM

1. Carpets **MUST BE** professionally cleaned and receipt of this to be provided when keys are turned in at the office. If no Carpet, Sweep and Mop Floors, Cleaning wood floors appropriately with pine sol or specific wood floor cleaner.
2. Baseboards cleaned, and finger marks or other marks cleaned of switches and walls.
3. Windows must be washed, inside and out, sills dusted and cleaned with damp cloth and window runners and tracks clean.

GARAGES AND CARPORTS

Garage and Carports are to be dusted as needed (including shelves) swept and remove cobwebs from ceilings and walls. If oil has spilled on garage floor or driveway, use oil remover product. Hose down upon completion. Both garages and carports need to be cleared of all personal items and all trash.

CLEANING GUIDELINES FOR MAINTAINING AND RETURN OF POSSESSION

PORCHES AND PATIOS

Porches and Patios are to be dusted, swept and mopped and remove cobwebs from ceilings and walls. If oil has spilled on garage floor or driveway, use oil remover product. Hose down upon completion.

CANDLE WAX REMOVAL FROM CARPET AND UPHOLSTREY

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 up 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 from a pet store, following 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 stains 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.

KEYS

All keys for the property, mailbox, gate, and/or association keys for amenities, garage door remotes, and pool passes must be returned to landlord. There will be a charge for a missing key. In the event TENANT is missing keys, TENANT will be charged at market rate for the replacement and a \$35.00 fee due to LANDLORD, in addition to any vendor expenses incurred. Important: All cleaning (including carpets) must be completed before keys are turned in. Once keys are turned in, an inspection is performed by **PMI ST JOHNS COUNTY** and any additional cleaning deemed necessary will be professionally done and deducted from the security deposit refund. Rent will continue to be due for days prior to turning in all keys. We are here to assist you with any questions you have regarding your move out.

PLUS

- Lawns (including bushes, trees, and flower beds) are to be cut trimmed, edged, and any debris is to be removed from the property and street.
- Garage
- Properly fill nail/screw holes, repair any wall damage. Do not use toothpaste or paint over un-sanded surfaces.
- Trashcans and Recycle bins are to be sprayed and cleaned out.

CLEANING GUIDELINES FOR MAINTAINING AND RETURN OF POSSESSION

- A/C filters should be clean. Disposable filters are designed to be replaced every 30 days.
- Clean dryer vent every six months to a reduce risk of fire.
- Remove all debris from house and garage. Sweep or blow out the garage.
- Per the terms of your lease, carpets should be professionally cleaned by Citrus Carpet & Tile Cleaning
(904) 599-5012

• 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.

- Clean sliding door windows, inside and out, as well as door tracks.
- Return all keys, remotes, passes, etc. to and sign Return of Possession form.

WHAT IS ORDINARY WEAR AND TEAR?

Typical definition of ordinary wear and tear is "That deterioration which occurs based upon the use of which the rental unit is intended and without negligence, carelessness, accident, or misuse, or abuse of the premises or contents by the tenant or members of his household, or their invitees or guests." In other words, ordinary wear and tear is the natural and gradual deterioration of the apartment over time, which results from a tenant's *normal* use of the apartment. For example, the carpeting in an apartment, or even the paint on the walls, wears out in the normal course of living. Carpets become threadbare, and paint peels and cracks. Even the most responsible tenant can't prevent the aging process, and a court won't make the tenant pay for damages resulting from that process.

Also, a court won't hold a tenant responsible for damage arising from *using* the apartment in a normal way. For instance, an Illinois owner held back part of a security deposit to pay for repair of nail holes left behind by a tenant who had hung some pictures. The tenant sued to get back his full security deposit. The Illinois court said the nail holes were the result of ordinary wear and tear. After all, hanging pictures is a normal incident of apartment living; it can reasonably be expected.

WHAT'S NOT ORDINARY WEAR AND TEAR?

A landlord can make a tenant pay for damages if the tenant helped the aging process along or didn't use the apartment in a normal way. A carpet worn from people walking on it is something you have to expect. But a tenant who cuts a hole in the carpet or spills paint on it may be held responsible for the damage.

How can you tell what is and isn't ordinary wear and tear? There are three basic types of damages caused by a tenant that aren't considered ordinary wear and tear. They are:

1. **Negligence.** If a tenant does something carelessly that the tenant should have known would cause damage, or if the tenant failed to do something that the tenant reasonably should have done to prevent damage, that's negligence. In short, did the tenant act prudently to preserve the property?
2. **Failure to warn.** Another form of negligence is where the tenant fails to take steps that could prevent damage to the apartment. Even the reasonable wear and tear exception shouldn't insulate a tenant from responsibility if the tenant fails to let the management know when something goes wrong in the apartment that might later result in worse damage.

For example, if a windowpane is cracked because of a faulty foundation, that's not the tenant's fault. But if the tenant doesn't tell the management that the crack is letting in water and the carpet below the window gets water damaged, the management may be able to argue that this extra damage was caused by the tenant's failure to inform the management of the problem.

3. **Abuse/misuse.** If the tenant knowingly or deliberately mistreats the property, or uses it for the wrong purposes, the damage the tenant causes isn't ordinary wear and tear - it's abuse or misuse.

For example, did the tenant slide furniture over an unprotected floor, causing gouges? Or did the tenant discolor the bathtub by using it to dye fabrics? Was the tenant an artist who failed to cover the floor as the tenant painted, leaving permanent stains on the carpet? Did the tenant paint the walls of the apartment black?

CLEANING GUIDELINES FOR MAINTAINING AND RETURN OF POSSESSION

One court decision said a tenant had to pay for leaving an apartment carpet mutilated in an area around a wet bar, damaged by rust and mildew stains from plant containers and covered with cigarette burns - some clear through the pad.

4. **Accident.** Sometimes damage occurs by mistake. The tenant party guest drops a drink on the new carpet, staining it. The tenant drops a heavy planter and cracks the tile floor, or the tenant's cleaning the light and the fixture falls and breaks, or the tenant accidentally leaves the bathtub faucet on, flooding

part of the apartment

and staining wood floors and carpeting. Even though the tenant didn't purposely damage your property, the management will be able to withhold the cost of repair from the security deposit.

OTHER FACTORS

In evaluating whether apartment damage exceeds ordinary wear and tear, there are some other factors to keep in mind. They include:

Extent of damage- The exact type of damage may be as important as the extent of the damage when evaluating whether it's ordinary wear and tear or not. For example, two or three nail holes in a wall may be considered ordinary wear and tear. But dozens of nail holes may be considered abuse. A few scratches on a wood floor are unavoidable. But a missing wood plank is negligence or abuse.

Length of residence- Certain things wear out over time, But over how long? The ordinary wear and tear on an apartment from a tenant who's lived there only a short time should be considerably less than that of a tenant who's lived there for a long time. Say you installed new carpet before renting an apartment. It may be reasonable to expect that if a tenant lives there 10 years before moving out, everyday usage would leave it somewhat damaged. But if a tenant moves out after only three months and the carpet is ripped and stained, that's unreasonable, and the management can probably charge the tenant for the damage.

Character and construction of building-An older building may be expected to undergo greater and more rapid deterioration than a newer building. For example, wooden windowsills in an older building may dry out, rot, or crack over time through no fault of the tenant. But if the building is new, it unlikely that the windowsills would crack with-out some carelessness on the tenant's part (e.g., standing on the windowsill to put up drapes).

EXAMPLES OF:	WEAR AND TEAR	VS.	DAMAGES
	Peeling or cracked paint		Drawings on the walls (e.g., murals) Unapproved paint changes
	Worn enamel in old bathtub		Chipped and broken enamel in bathtub
	Worn/cracked linoleum in place where appliances had been		Large scratch, new holes or discolorations, torn, stained or burned flooring
	Cracked windowpane due to faulty foundation and settling of building		Broken window caused by resident slamming window shut
	Carpet worn thin by people walking on it		Holes in carpet from cigarette burns or carpet damaged by rust and mildew stains from tenant's plant containers
	Small piece of wall plaster chipped		Large chunk of plaster ripped out of wall
	Faded Tile		Painted-over kitchen or bathroom tile
	Worn Out Keys		Lost Keys/Remote
	Loose Hinges/Doorknobs		Damage to Door Frame
	Dirty Window Screens		Missing or Torn Window Screens
	Sink Drains slow because of old pipe system		Backed up Toilet because Tenant flushed cardboard or wipes down it
	Shower Rod Somewhat Rusted		Shower Rod Missing
	Sliding closet door sticks		Sliding closet door off the track because the track is bent

A4REALTY

HONESTY, INTEGRITY, EXPERIENCE

TENANT RETURN OF POSSESSION FORM

The undersigned Tenant(s) hereby agrees the He/She/They have completely vacated the premises known as _____.

I/We further acknowledge that we are responsible for daily rent until the possessions, are delivered to **A4Realty** on _____.

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:

ITEM(S)	PROVIDED (Y/N)	QUANTITY
1. Keys	_____	_____
2. Garage Door Openers	_____	_____
3. Mail Box Keys	_____	_____
4. Gate Openers	_____	_____
5. Amenities Keys/Passes	_____	_____

There will be a charge for failure to return all possessions.

Tenants forwarding address and telephone numbers are crucial in processing your security deposit claim/return.

Forwarding address: _____

Telephone: _____

Date of Return of Possession: ____/____/____

MANAGER

DATE

(Tenant #1)

DATE

WITNESS

DATE

(Tenant #2)

DATE

(Tenant #3)

DATE