



## MAINTENANCE INSTRUCTIONS / DEPARTURE GUIDELINES ADDENDUM

### RENTAL UNIT/

PROPERTY ADDRESS: \_\_\_\_\_

### OFFICE HOURS: Call 772- 873-0228

The office is open from 9: 00 a.m. to 6:00 p.m., Monday through Friday, Holidays excluded. A Better Homes of America Inc. representative will be available to assist between these hours.

### AFTER OFFICE HOURS: Call 24/7 Emergency Number 772-933-1475

Our General Mailbox will be available after hours on weekdays, weekends and holidays for non-emergency maintenance requests.

### PROCEDURE FOR CALLING FOR REPAIRS:

1. BEFORE CALLING, take a look at our quick tips list on page two and continuing on page three. Under Item 4, we have listed some common complaints along with suggestions to help you trouble shoot and potentially repair the problem with out a service technician coming to your home. Be sure to read these examples carefully.
2. DETERMINE WHETHER YOUR CLAIM IS AN EMERGENCY OR A NON-EMERGENCY ITEM.

EMERGENCIES: (There are few emergencies) Fire, flood, uncontrollable water, backed up sewer, electrical problem which is potentially life threatening, gas leak.

NON-EMERGENCY: Heat-Better Homes of America Inc. recognizes that heat is a priority item and we will convey to our vendors the need to have the problem repaired as soon as possible. Other non-emergency items include Air conditioning, sprinklers, dish washers, etc...

Emergencies causing immediate danger such as **fire or gas** call 911

Emergencies involving IMMEDIATE electrical danger, call FPL at 772-287-5400 or FPUA (Fort Pierce Utilities) at 772-466-1600

Emergencies such as backed up plumbing or flooding, call 772-933-1475

(Better Homes of America – Property Management Services if after hours.)

For problems related to sewer back-up call:

City of Port St. Lucie	- 772-871-5330
Martin County Utilities	- 772-221-1434
City of Stuart Utilities	- 772-288-5317

3. IF YOUR PROBLEM IS NOT AN EMERGENCY, PLEASE SEE INSTRUCTIONS

- A. After hours, call Better Homes of America at (772) 933-1475 and be sure to leave a complete message with return telephone numbers. Be sure to follow up during the office hours on the following business day to verify receipt of your message.
- B. During office hours, call Better Homes of America – Property Management Services and inform our representative of your problem. Note: Any of our representatives can assist you with a repair claim. Explain your problem clearly and calmly. Include information such as your name, telephone number and address. Our representative will open a claim for you immediately.
  - After a vendor has been assigned to the claim, they will contact you. Vendors are not given keys to the property and are required to make appointments with tenants. Better Homes of America Inc. will not release keys to vendors under any circumstance.
  - Please keep in mind that a repair technician will not be available immediately for non-emergency claims in most cases.
  - Please keep your appointment with the repair technician. Failure to be available for an appointment could result in a charge for the technician's time. We will pass that charge on to you.
  - If your non-emergency claim has not been addressed within 7-10 days, call us and inform our representative. We will contact the vendor and follow up as to the expected service date. We will contact you with that information.
  - If a problem continues after a repair has been made, be sure to contact us and inform us of the continuing problem. We define a recent repair as a repair made within the last 60 days. **IF YOU FAIL TO REPORT A CONTINUING PROBLEM AFTER A REPAIR IS MADE, YOU MAY BE RESPONSIBLE FOR THE COST OF DAMAGE.**

4. **QUICK TIPS:**

- A. The oven does not work.  
Check the time bake feature on the oven. If the oven is set on time bake it **WILL NOT HEAT.**
- B. Air Conditioning does not work.  
Check all circuit breakers. Often during hot or stormy weather, or if the circuit breaker overloads, the A/C breaker will flip causing your unit to be unusable.

- C. Garbage disposal does not work.  
Check underneath the disposal unit and press the reset button. If something has lodged inside the unit causing the blades not to turn, try putting a broom handle down the disposal & give it a twist. This might break loose a small object allowing the unit to operate correctly.
- D. Electrical outlets and lights do not work in sections of the home.  
Check the GFI plug, which is usually located in the garage, patio, kitchen or bathroom. Reset the GFI plug. Usually that will solve your problem. Sometimes there are more than one GFI, so check around the house so that you are aware when an electrical problem occurs.
- E. Circuit breakers keep going off.  
Check all appliances to see if the circuits to make sure you haven't overworked a particular outlet. If you have a microwave, a toaster and another appliance operating on the same plug, you may overload the circuit breaker when you use all three at once.
- F. Smoke alarm does not work.  
Check the batteries in the unit. Note: Tenants are responsible for replacing the batteries in your smoke alarm. If the alarm does not work after you have replaced the battery, contact us for repair.
- G. Fireplace  
Be sure to open vent before starting a fire. If smoke appears, extinguish the fire immediately. Do not use soft woods in fireplaces such as pine, fir & redwood or Duraflame logs etc... These types of woods and logs can cause a coating on the flue that can cause fires. Use woods such as oak, almond and walnut. When removing coals from the fireplace,  
  
**ALWAYS BE SURE THE COALS ARE COLD. NEVER** put hot or warm coals in the container such as a garbage can. Store any warm or hot coals away from combustibles and the house for at least two days before disposing of them.
- H. Invasion of ants, spiders, fleas, etc...  
Indoors – (Fleas, ants, spiders, silver fish, etc.) Insect foggers are the most reliable. Foggers can be purchased at a grocery store or the local garden center. To use: follow the instructions on the can, cover all food and dishes. Remove all adults, children and animals from the inside. Most foggers require a 4 hour time period before it is safe to return.  
Outdoors-(Ants, fleas, grasshoppers, etc.) Diazanone granules can be purchased at any garden supply store. Follow the instructions on the package, sprinkle around the perimeter of the house and fence. Diazanone comes in small shaker cans or in ten pound bags. They are inexpensive and very effective.  
Outdoors- (spiders) Use liquid Diazanone or a premixed insecticide. Follow the instructions on the package.  
Outdoors (Snails, sow bugs, slugs, etc.) Bait may be purchased at any garden supply store. Follow the instructions on the package.

**AT ALL TIMES, WHEN STORING PESTICIDES, KEEP OUT OF REACH OF SMALL CHILDREN AND ANIMALS.**

BE SURE TO TRY THESE PEST CONTROL METHODS. If problems persist, contact Better Homes of America – Property Management Services.

Rodent Control:

For ordinary mice, there are several common controls which can be purchased at a grocery store or a garden supply store such as Decon. If the problem persists contact Better Homes of America – Property Management Services.

**5. TENANTS ARE RESPONSIBLE FOR THE FOLLOWING MAINTENANCE:**

- A. Replacement of light bulbs.
- B. Replacement of furnace & air-conditioning filters at a minimum of every three months.
- C. Replacement of smoke alarm batteries. Normally the alarm will emit a beeping sound.
- D. Test smoke alarms every thirty days and report to Better Homes of America – Property Management Services if not working. Remember smoke alarms are for you and your loved ones safety.
- E. Keep the dwelling clean, inside and out, free of grease, mold, mildew, cobwebs, etc...
- F. Normal insect and rodent control. Rodent control does not include rats.
- G. Proper disposal of toxic waste such as oil, antifreeze, batteries or solvents.
- H. Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing and watering. If there are sprinklers, be sure to monitor the level of water needed.
- I. If there is a pool, it is necessary to maintain the water level.
- J. Pick up all pet droppings on property. Keep pets, if applicable, from causing damage.
- K. In kitchens, keep all food stored adequately. Do not leave out for extended periods and clean up after yourself. This will keep away ants and other pests.
- L. Clean hood vents in kitchen regularly.
- M. Clean oven regularly.
  - If the oven is a CONTINUOUS CLEAN oven, DO NOT USE OVEN CLEANER.
  - This will alter the performance of the continuous clean feature.
  - On continuous clean ovens, turn oven on to 450 degrees and leave on for several hours. High heat helps the cleaning process. Please refer to manufactures manual (if provided).
  - Then wipe out.
  - Do not leave oven on and unattended when leaving the house.
  - On regular ovens use an oven cleaner.
  - On self cleaning ovens, follow instructions for cleaning.
- N. In bathrooms, prevent mildew and mold from accumulating. If mildew and mold appear, use a product such as X-14 or Tilex to remove. Remove immediately. Keep bathrooms properly ventilated to prevent mold and mildew from forming. If there is an exhaust fan, USE IT, while taking showers and for an extended reasonable time afterward. If there is a window, open it.

- O. Proper placement and removal of holiday, Christmas lights are as follows. Lights are to be hung properly and carefully checked. They are only to be up during the season. Christmas trees are to be properly removed.

**6. TENANTS WILL BE RESPONSIBLE FOR THE FOLLOWING CHARGES:**

- A. If our vendor's technician makes a service call and learns that the breaker was tripped.
- B. When oven is on time bake and is not defective.
- C. When sewer stoppage is caused by tenant(s) placement of debris in line such as toys, tools, diapers, rags, sanitary napkins, extensive toilet paper, hair etc...
- D. Failure to report necessary repairs.
- E. Failure to meet a vendor at an assigned appointment.
- F. Any damage caused by tenant(s)
- G. Damage cause by tenant(s) pet(s)
- H. Repair reported which does not require service.
- I. Battery for smoke detector or battery for remote control opener.

**7. IT IS THE TENANTS RESPONSIBILITY TO REPORT ALL REPAIRS OR MAINTENANCE PROBLEMS. FAILURE TO DO SO COULD RESULT IN DAMAGES CHARGED TO THE TENANT. PLEASE BE SURE TO REPORT THE FOLLOWING:**

- A. All toilet and faucet leaks
- B. Plumbing backup
- C. Electrical problems
- D. Inoperative smoke detectors
- E. Roof leaks
- F. Heating and air-conditioning problems
- G. Broken windows and doors
  
- H. Faulty appliances supplied in property
- I. Mal-functioning sprinklers
- J. Any other necessary repairs or unsafe condition
- K. Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- L. Fence repair

**8. TENANTS ARE NOT TO DO THE FOLLOWING:**

- A. Do NOT wash draperies. Call Better Homes of America – Property Management Services during regular business hours and ask our representative for instructions regarding such items.
- B. Do NOT perform electrical work.
- C. Do NOT perform repairs unless authorized by Better Homes of America Inc.

- D. Do NOT deduct any unauthorized or pre-authorized maintenance expense from your rent. If Better Homes of America Inc. authorizes you to perform any maintenance; you must submit all receipts for reimbursement.
- E. DO NOT PAINT without prior approval.

**WHEN MOVING PLEASE READ THE FOLLOWING PROCEDURES:**

**KEYS:** All keys, (house, mailbox, pool, garage, etc.) pool cards and tags must be returned to Better Homes of America Inc., Property Management Services on or before the lease expiration date or tenant will be charged **\$75.00** per key or card (to be withheld from **Security Deposit**).

**SECURITY DEPOSIT:**

Upon vacating the premises at the end of the lease term and return of the keys, the unit will be inspected. If the landlord does not intend to impose a claim on the security deposit the landlord shall have fifteen (15) days (per Section 83.49 (3) of the Florida Statutes) to return the deposit if otherwise required, or landlord shall have thirty (30) days to give the tenant written notice by certified mail of his intent to impose a claim on the Security Deposit and the reason for imposing the claim. (Ref. your lease agreement)

Should you dispute any claim imposed, you have fifteen (15) days to respond to the Landlord **“IN WRITING”** from the time you receive this notice.

The rental property must be maintained in the same state and condition as they were on the first day of possession to the property. **(Exceptions apply to normal wear and tear only).**

Damages, missing items, tear or missing window/door screens and dirt are not considered normal wear and tear. If there should be any defects in the unit when you first take occupancy, they **should be noted** on the **“Property Inspection Report”** provided to you at move-in.

1. **CLEANING:** Have the property clean throughout the interior and the exterior. This also includes windows inside and out, window sills and door casings, mini-blinds, vertical blinds, wiping out drawers and shelves, cleaning all appliances, sinks, toilets, bath tubs, showers, vanities, fans, light fixtures, fireplaces, removal of cobwebs inside and out, vinyl or tile floor etc., grout lines, garage floor and walls, driveway etc...  
**LEAVING A PROPERTY DIRTY IS NOT CONSIDERED NORMAL WEAR AND TEAR.**

**Please use the following as a guideline for damages and cleaning that would be charged to you:**

- **CLEAN STOVE:** If rings, pans and broiler pan cannot be cleaned they must be replaced.
- **APPLIANCES:** All appliances must be cleaned and free of food residue and lint-free. All components to the appliances must be cleaned and in place without damage.
- **REFRIGERATOR:** Egg trays, butter trays, ice cube trays and all other components that are included with the appliance must be clean and in place without damage.

- **KITCHEN COUNTER TOPS:** You will be charged for knife cuts, burns, gouges, stains or damages.
- **VINYL FLOORS:** Tears, cuts, burn marks or dirt are not considered normal wear and tear.
- **TILE FLOORS & WALLS:** Must be cleaned by a professional cleaning company. Restoring grout lines to the condition as received on the first day of occupancy. Chipped, cracked or stained tiles are not considered normal wear and tear.
- **BATHROOM FIXTURES:** Must be clean and firmly attached. (Including shower rods, towel bars, etc.).
- **PORCELAIN:** Chips in sinks and tubs will be charged to you.
- **SHOWER DOORS & TILE:** Must be clean and free of soap scum and no cracks, stains and/or other damages.
- **CEILING & WALLS:** Remove any hooks and nails you have installed.
- **VERTICAL AND HORIZONTAL BLINDS:** Must be clean, firmly attached and in working order. (No stains, damages or missing rods)
- **FIRE EXTINGUISHER:** Must be present after unit is vacated.
- **FANS:** Must be clean and in working condition. All components must be in place, including all remotes, bulbs etc.

2. **CARPET CLEANING:** Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets and also if the carpet cleaning exceeds normal wear and tear.

- **IF YOU HAVE A PET,** you are responsible for Flea exterminating, deodorizing and professional carpet cleaning after vacating the premises.
- **UP TO ONE YEAR:** Carpet cleaning will be required. You must use a professional carpet cleaning service.
- **UP TO TWO YEARS:** You will be charged for ½ of the carpet cleaning or normal wear and tear.
- **OVER TWO YEARS:** You will not be charged for normal wear and tear.
- **YOU WILL BE CHARGED IF YOU HAVE PETS AND/ OR HAVE SOILED THE CARPETS EXCEEDING NORMAL WEAR AND TEAR.**
- **DO NOT** rent machines from a store, use home cleaning machines, or employ chemical cleaning. **Only professional steam cleaning is acceptable.** If you hire a carpet cleaner, **BE SURE** the carpet cleaner will guarantee their work to Better Homes of America Inc. satisfaction. You must produce a receipt before we do our inspection.

- TENANTS PLEASE NOTE: BETTER HOMES OF AMERICA INC. WILL NOT REIMBURSE FOR ANY CARPET CLEANING CONTRACTED BY TENANT.
3. DRAPERIES: DO NOT WASH DRAPERIES. Draperies must be dry cleaned. You are not expected to dry clean draperies. If you have not kept the draperies in good condition, you may be charged for cleaning.
  4. LIGHT BULBS, A/C FILTERS, SMOKE DETECTOR BATTERIES, WALL PLATES AND COVER, DOORSTOPS, TELEVISION CABLE JUMPER, WINDOW SCREENS: These items must be in place or working (clean, no cracks, no holes) or you will be charged. Be sure to replace any of these missing items.
  5. PEST CONTROL: If you have a pet, you must supply ADEQUATE INSECT FOGGERS. The minimum required is four (4) foggers. If you have a 3 bedroom, 2 bath, 2 car garage home or larger, you must supply a minimum of six (6) foggers.
  6. IF YOU DO NOT HAVE A PET, you do not need to supply foggers UNLESS YOU HAVE BEEN EXERCISING MINIMUM INSECT CONTROL. If a property is found to have an excess of ants, spiders, cobwebs, etc... you will be responsible for insect control.
  7. ALL FOGGERS MUST BE LEFT UNOPENED AND GIVEN TO AGENT BEFORE OUR WALK THROUGH INSPECTION.
  8. LANDSCAPE: Any outside areas which apply in your contract, the outside area is to be neatly mowed, trimmed, pruned and watered, and all trash debris and grease to be removed. Any animal droppings are to be picked up and removed WHETHER YOU HAVE AN ANIMAL OR NOT.
  9. TRASH: If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away. All other trash is to be placed within the trash receptacles for normal trash removal. You will be charged for the removal of trash and any personal possessions left in the unit or on the property after vacating.
  10. PATIO AND DRIVEWAY: Must be pressure washed and free of stains cracks and mildew.
  11. PAINTING: WE REQUEST THAT YOU DO NOT SPACKLE, PUTTY, OR TOUCH UP PAINT UNLESS YOU ARE SURE THE PAINT WILL MATCH. IF YOU PAINT AND IT DOES NOT MATCH, YOU WILL BE CHARGED FOR UNNECESSARY PAINTING. Charges for painting depend on length of time in the property and whether it exceeds normal wear and tear.
  12. HURRICANE SHUTTERS: All panels and hardware must be accounted for and neatly stored in the area were it was original found.



I (We) the under signed understand and acknowledge the receipt of the Better Homes of America Inc....maintenance instructions and departure guidelines and these instructions and guidelines are attachment A to our rental agreement.

Tenant Signature \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Tenant Signature \_\_\_\_\_ Tenant

Tenant Signature \_\_\_\_\_ Tenant

Tenant Signature \_\_\_\_\_ Tenant

Tenant Signature \_\_\_\_\_ Tenant

Tenant Signature \_\_\_\_\_ Tenant

Interpreter name \_\_\_\_\_ Interpreter

Better Homes of America Inc. \_\_\_\_\_ Agent Signature