



# **TENANT REFERENCE GUIDE**

# Salefish Properties

1375 Gateway Boulevard, Boynton Beach, FL 33426  
Business: 561-738-0922 Fax: 561-533-5458

## SALEFISH PROPERTIES TENANT REFERENCE GUIDE TABLE OF CONTENTS

Salefish Properties Welcomes You.....	4
Salefish Properties Personnel.....	5
General Office Information.....	5
Address information .....	5
Internet .....	5
Office Hours .....	5
Emergency information .....	5
Tenant Communication.....	6
Telephone calls during office hours.....	6
Voicemail.....	6
After hours calls.....	6
Emergency calls.....	6
Maintenance requests.....	6
Change of information.....	6
Email.....	7
Protect Your Rental and Credit History.....	7
Rental/lease agreement.....	7
Moving Checklist.....	7
Utility/Cable Companies.....	7
Rental payments.....	8
Fees/charges.....	8
Maintenance reimbursement.....	9
Pet Policy.....	9
Care of the Property.....	10
Getting to know your residence.....	10
Maintenance.....	10
Tenant Renovations/Alterations.....	10
Tenant Maintenance responsibilities.....	10
Procedures for requesting maintenance.....	11
If there is an emergency:.....	12
Non-emergencies:.....	12
Preventative cleaning tips.....	12
Additional cleaning tips.....	13
Energy saving tips.....	14
Renters insurance.....	15
Safety Tips.....	15
Vacation checklist.....	16
Holiday tips.....	17
Emergency/Disasters.....	18
Drug-free housing.....	18

Frequently asked questions .....	19
When it is time to move.....	20
Giving your notice.....	20
Setting up your move out appointment.....	21
Preparing the Property.....	21
Cleaning .....	21
Carpet Cleaning .....	21
Draperies/window coverings/windows.....	22
Replacements .....	22
Pest control .....	22
Landscape clean up .....	22
Trash .....	23
Painting .....	23
Your security deposit refund.....	23
Salefish properties Additional Tenant Forms .....	23
o Moving checklist/utility numbers.....	23
o Emergency/disaster checklist.....	23
o Work order request .....	23
o Add roommate request.....	23
o Cable/satellite/TV request .....	23
o Request to add pet.....	23
Conclusion .....	24

Forms:

Moving Checklist	25
Emergency/Disaster Checklist	26
Tenant Work Order	27
Request to Add a Roommate	28
Satellite Dish Request	29
Request to Add a Pet	30
Partial Notice to Vacate	31

# Salefish Properties



1375 Gateway Boulevard, Boynton Beach, FL 33426  
Business: 561-738-0922 Fax: 561-533-5458

## **SALEFISH PROPERTIES WELCOMES YOU**

Salefish Property Management LLC, doing business as Salefish Properties, welcomes *you* as a new resident.

To achieve a successful resident/management relationship, we prepared the Salefish Properties Tenant Reference Guide to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

We have also included forms for you to use when necessary. Salefish Properties wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

The owner of the property you now reside in has retained Salefish Properties as their Property Management Company and a Salefish Properties representative to manage the property you are renting. Therefore, you need to contact Salefish Properties when you need assistance.

Please note that the prices quoted in this handbook are subject to change.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. Salefish Properties is here to help you!

**We wish you a successful and enjoyable tenancy in your new residence.**

## SALEFISH PROPERTIES PERSONNEL

We have an experienced staff to assist you. Salefish Properties has found “Management Teams” effective for assisting tenants during their residency. You should know your team at this time, but if you need more information, contact us for more information.

- **Management Team:** Salefish Properties has assigned a manager to your account. They concentrate on assisting you with all the details of your tenancy. Contact them to answer your questions.
- **Office Team:** Salefish Properties requests that you contact the Management Team regarding questions concerning Tenant issues. However, the Salefish Properties office team is available to assist you in verifying receipt of rent, any necessary forms, and basic information if your Management Team is not available.
- **Sales Team:** Salefish Properties also has a sales team that can assist you with Real Estate sales, buying or selling. The sales team is experienced and licensed Real Estate agents. Should you wish to purchase a home, contact your manager for more information.

Team	Position	Name	Phone	Email
Mgmt Team	Property Manager	<a href="#">Nancy Jackson</a>	<a href="#">561-738-0922</a>	<a href="mailto:NJackson@salefishpm.com">NJackson@salefishpm.com</a>
Office Team	Admin. Assistant	<a href="#">Liz Isham</a>	<a href="#">561-738-0922</a>	<a href="mailto:Liz.salefish@gmail.com">Liz.salefish@gmail.com</a>
Office Team	Bookkeeper	<a href="#">Nancy Winfree</a>	<a href="#">561-738-0922</a>	<a href="mailto:Nancy.salefish@gmail.com">Nancy.salefish@gmail.com</a>

## GENERAL OFFICE INFORMATION

<b>Address information</b>		
Mailing Address	1375 Gateway Boulevard Boynton Beach, FL 33426	
Business #	561-738-0922	
FAX #	561-533-5458	
<b>Internet</b>		
Email	<a href="mailto:info@salefishpm.com">info@salefishpm.com</a>	
Website	<a href="http://www.salefishpm.com">www.salefishpm.com</a>	
<b>Office Hours</b>		
	Monday – Friday	8:30 am – 5:30 pm
	Saturday	By appointment only
	Sunday	Closed
	Holidays	Closed
<b>Emergency information</b>		
	<b>Call the office and leave a message for your manager or contact their cell phone which was provided in your Welcome Letter.</b>	

## **TENANT COMMUNICATION**

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting Salefish Properties know what you need.

Use the telephone, email, or written correspondence to contact us. What is important is that you DO contact us when you need assistance.

### **Telephone calls during office hours**

During regular office hours, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your manager may not be available or in the office, and one of the office team members may be able to help you with your request. Our regular office hours are 8:30 am to 5:30 pm Monday through Friday.

### **Voicemail**

If, during the day you reach our voice mail system, leave a message for the party you are trying to reach, complete with your name, property address and the telephone numbers where Salefish Properties can reach you, both day and evening. Someone will return your call. The benefit of a voice mail system is the ability to leave a message twenty-four hours a day, seven days a week.

### **After hours calls**

The voice mail system will take all messages after hours.

### **Emergency calls**

During normal office hours, immediately state if you have an emergency. If you reach the Salefish Properties voice mail system during office hours, or after the office is closed, contact your property manager on their cellular phone which was provided with your Welcome Letter.

### **Maintenance requests**

Please remember that all Maintenance Requests must be in writing, unless it is an emergency. The written notification requirement is in your rental agreement. You can access a work order at the Salefish Properties office, or in this tenant Reference Guide. It is best not to write directly on the form provided in this Reference Guide, you should copy the original. You may also email a maintenance request to your property manager.

### **Change of information**

It is important that you notify Salefish Properties of any changes in your telephone, fax, mobile numbers, or email. An Information Change form is located in this Reference Guide as well.

## Email

Email is a great way to communicate and we request that you provide your email address to your manager. Salefish Properties will put your email address in our database. This enables your manager to contact you quickly and efficiently, and when needed, send you important information.

Please note that although communication by email is encouraged, Salefish Properties does not accept notices to vacate by email. Salefish Properties requires the Notice to Vacate in writing, and this form is included in the back of the *Salefish Properties Tenant Reference Guide*.

## PROTECT YOUR RENTAL AND CREDIT HISTORY

Eventually, you will move out of this property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give Salefish Properties the pleasure of being able to provide a good reference for you when you vacate the property.

## Rental/lease agreement

You received a copy of your rental/lease agreement documents, including maintenance instructions, move in checklist, Property Condition survey, and any other necessary documentation. We recommend that you keep this paperwork with this Reference Guide for easy reference. Please remember a rental/lease agreement is a legally binding agreement. If you have any questions regarding your lease, please call your Salefish Properties manager.

## Moving Checklist

There is a great checklist in this package for when you are moving. You will find the Moving Checklist in the back of this Reference Guide.

## Utility/Cable Companies

Unless specifically stated in your rental/lease agreement, you are responsible for the utilities as specified in your lease. Your property manager will provide you with the names and phone numbers of the utility companies. Your approval letter provided the contact information for the utility company(s). You are expected to have all utilities in your name by your move-in date. If the utilities are not in your name, you will be served with a notice and fees will apply.

## Rental payments

Rent is due on the first of each month. If you know that you will have a delay or problem paying by the due date, contact your manager immediately. Lack of communication can affect your payment record.

Salefish Properties receives rental payments by:

- US mail
- In the Salefish Properties office
- Options available on-line through Salefish Properties website and Paylease
  - Credit card
  - Bank debit

Salefish Properties accepts the following forms of payment:

- Money order
- Personal check
- Bank check
- Credit card
- Cash (see Note 1 below)

Salefish Properties does NOT accept rental payments in:

- Rolled coin
- Debit cards
- Post-dated checks
- More than one personal check for monthly rental payment
- Personal checks from individuals that are not on the lease (see Note 2 below)

Multiple Tenants must submit only one personal check for the entire rental amount. Multiple money orders are acceptable. If you submit multiple personal checks for the rent, they will be returned. If the issue is not resolved immediately, a 3-Day Notice to pay rent will be served.

Rent is credited on the day it is received in the Salefish Properties office. Postmarks are not used when determining rent payment. If rent payments are lost in the mail, a Tenant will not receive rent credit. On-line payments through Paylease are credited on the day the transaction was initiated; Salefish Properties receives an email when a Paylease transaction is submitted.

**NOTE 1:** Salefish Properties prefers not to receive the rent in cash. Cash must never be mailed and for your protection it must be delivered during regular office hours to the Property Manager only. You must arrange an appointment with your Property Manager if you plan to pay in cash. You must also request and be provided with a written receipt.

**NOTE 2:** Salefish Properties will allow Tenants to pay with only one 3<sup>rd</sup> party check per year. Future 3<sup>rd</sup> party checks during the same lease term will be refused and late fees will apply if not paid on-time. Rent paid by Section 8, housing assistance organizations or charitable associations are exempt from this policy.

**NEVER DEDUCT ANY AMOUNT FROM YOUR RENTAL PAYMENT WITHOUT PRIOR WRITTEN AUTHORIZATION. If your rent is not paid in full each month, late fees will apply.**

## Fees/charges

If you fail to pay rent on time and in full or if you do not follow the terms of your lease, you could incur the following charges:

- Late fee – the Salefish Properties late fee is \$50 if rent is not received in our office by 10 a.m. on the 2<sup>nd</sup> business day of the month. There is an additional \$10 charge for each subsequent day the rent is late. If your check is returned for insufficient funds, you will also be responsible for late fees.
- Service fee – the Salefish Properties service fee for preparing and posting notices is \$35.
- If a Notice to Pay or Quit is served because your rent is not received in a timely manner.
- If a Notice to Cure is served because you have not abided by the lease and you are considered in default. (noise disturbances, unauthorized residents, unauthorized pets, etc.)

- Maintenance charge – Salefish Properties will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If Salefish Properties receives a bill for a service call, you are responsible for reimbursement.
- Damages – you are responsible for paying for any damage you or your guests cause to the premises.
- Minor Repairs and Maintenance – you are responsible for paying for minor repair and/or maintenance if \$75 or less.
- All credits will be applied to future rent or refunded after move-out, if any money is due to you.

These charges are due immediately and must be paid no later than with the next month's rent. They are considered additional rent and if not paid in full, your rent may not be accepted or you will incur the cost of another 3-Day Notice charge. Any money paid will be applied to the earliest charges first.

No personal emergency will constitute a reason to waive the late fee. If rent is not paid on time, always assume a late fee is due per your lease. We have many ways to allow you to make timely rent payments in a flexible and convenient manner. Call the office to discuss the methods available to determine which one best suits your needs.

## Maintenance reimbursement

Generally, Salefish Properties assigns a vendor to perform any work you request in your residence. However, if you have contacted Salefish Properties and requested to perform a minor maintenance item and Salefish Properties has agreed in writing to reimburse you:

- Make sure you get the approval from Salefish Properties **in writing**.
- Pay the bill and send the receipt to Salefish Properties. Salefish Properties will reimburse the amount due to you.
- NEVER deduct any amount from your rent without written authorization.

## Pet Policy

- Some Landlords and communities allow pets. All Landlords and communities that accept pets will usually have restrictions on the size, breed and quantity of pets allowed. If you move-in without a pet and later decide you may want to have a pet, ALWAYS make a written request and send to Salefish Properties to get written approval from the Landlord and community first.
- Due to insurance restrictions, the following pets are never allowed to reside on the Premises: Pit Bull, Rottweiler, Chow, Doberman Pincher, German Shepherd, American Staffordshire Terrier, Mastiff, Akita, Bullmastiff, Husky, Pres Canario or any pet that has any of the above breeds in their lineage. A recent veterinary record indicating the pet is up-to-date on all shots must be provided; the veterinary record must contain the name, age, weight, type and breed of the pet.
- There is a Pet Application and Pet Application fee required. Go to the Salefish Properties website to get the most current Pet Application. Once the pet has been accepted, you will be required to sign a Pet Addendum and pay a non-refundable Pet Fee to Salefish Properties. In many cases, the Landlord might also increase the security/pet deposit or charge pet rent.
- Companion and support animals are exempt from these fees but applicants must have proper documentation.

**NEVER bring a pet inside the home, even for a short time, without written permission from Salefish Properties. This is a violation of your lease and you are subject to a \$500 fine for any unauthorized animal in the residence.**

## CARE OF THE PROPERTY

### Getting to know your residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out;
- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work;
- Electric and/or gas meters to check your utility bills;
- The main water shutoff valve in case of major flooding;
- Water shutoff valves below the sinks and behind toilets in case of water leaks;
- Method of cleaning for the oven so you use the right products;
- Time bake knobs on the oven – in the event the oven will not work, these may be on;
- Gas shut off valve-turn off during emergencies/disaster for safety.

If you are uncertain about any of the above items, contact your Salefish Properties manager for help.

## MAINTENANCE

When you rented the property, your lease contained maintenance responsibilities. Please review them before requesting a work order. Salefish Properties has more tips in this Reference Guide.

## Tenant Renovations/Alterations

It is the Salefish Properties policy that tenants do not perform repairs or make alterations. You agreed to this in the Salefish Properties rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes;
- Do not proceed with any work until you are notified in writing by Salefish Properties;
- Salefish Properties will consult the owners to see if the request is acceptable to them.
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations, if this is part of the owner's condition to accept the alteration/repair;
  - Return the property to its original state, if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
  - Sign a Salefish Properties agreement regarding the alteration/repair.

## Tenant Maintenance responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, Salefish Properties has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

There are also items that are the Tenant's responsibility and we have listed them below:

- Replacing smoke alarm batteries if you are residing in the home on January 1<sup>st</sup> of any year;
- Non-functioning smoke alarms;
- Replacing light bulbs with the correct size;

- Reporting all necessary repairs;
- Minor repair and maintenance up to \$75;
- Professional steam cleaning and spot cleaning of carpets while residing in the property;
- Normal insect control;
- Normal rodent control, such as mice;
- Landscape cleanup – if you see dead branches or other trash in your yard, pick it up;
- If you live in a single family home, you must keep the exterior building and yard looking presentable, this includes removing sprinkler rust stains from exterior walls, trimming bushes, weeding, edging, lawn cutting, picking up garbage or trash, etc. Even if the home owner provides lawn care, you will still be responsible for landscape clean-up and the overall appearance of the lawn and landscape (which includes, but is not limited to, weeding) of the exterior;
- It can be a community violation to have weeds, etc. visible from the street. Please refer to the Community Rules & Regulations you received during the initial approval process;
- Reporting lack of landscape maintenance if this service IS provided in your rental agreement. It can be a community violation to have weeds, etc. visible from the street;
- Maintenance and repair of sprinkler heads around the perimeter of the driveway and walkways.
- Landscape watering unless there is a homeowner's association that provides this service;
- Keeping the driveway free from oil spots, weeds, mildew and other stains. It can be a community violation to have weeds, etc. visible from the street. Please refer to the Community Rules & Regulations you received during the lease-signing process.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association. If you see dead patches of grass, please notify the Salefish Properties office;
- Disposal of all garbage in the proper receptacles and using the weekly pick up service;
- Putting away garbage cans or recycling bins no later than the evening of the service pick-up day. Under no circumstances should garbage, bins or cans be left at the curb if the waste management company does not pick it up on your scheduled day;
- Replacing the air conditioning filter monthly; "if" the a/c filter is not replaced monthly and there is excessive dust build-up present around the a/c unit during a Salefish Properties property manager visit, you will be charged for an air conditioning system coil cleaning.
- Interior and exterior cleaning of windows;
- Disposal of animal feces on the property even if you do not have a pet;
- Disposing of toxic waste properly in accordance with local and county laws;
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week;
- If the residence has a fireplace, check to see if damper is open before starting a fire in the fireplace;
- Use hood vents when cooking.

**We want you to enjoy the property and that includes accepting visitors. However, if your guests damage the property, you are responsible for any and all repairs.**

## **Procedures for requesting maintenance**

Before calling Salefish Properties:

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.

## If there is an emergency:

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, electrical problem, smell of gas, etc:

- Emergencies causing immediate danger such as fire, call 911.
- Emergencies involving gas call the gas company and if necessary, 911.
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911.
- After contacting one of the above sources, then call the Salefish Properties office and report the problem.
- Emergencies such as backed up plumbing, flooding, call the Salefish Properties office at **738-0922**, and listen for emergency instructions and if necessary, call 911.
- An emergency is NOT loss of air conditioning, unless you have previously provided us with a physician's letter stating that you have a medical condition which can be aggravated by excess heat. However, Salefish Properties recognizes this is important and will make it a priority with vendors to have the air working as soon as is possible.
- An emergency is not a non-working dishwasher, sprinklers, etc.

## Non-emergencies:

- Fill out a tenant "Work Order" request form. Fax, mail, or bring the request to the Salefish Properties office.
- Work orders are available in this Reference Guide and in the Salefish Properties office.
- A Salefish Properties representative will assign a vendor to contact you.
- Salefish Properties does not give keys to the residence to a vendor unless specific arrangements have been made.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can be a charge to you. Therefore, be certain to call the Salefish Properties office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 5 – 7 business days, call the Salefish Properties office and inform your manager or a staff person that a vendor has not contacted you.
- A Salefish Properties staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call Salefish Properties and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

## Preventative cleaning tips

Here are some tips on keeping your home clean:

Cleaning is easier when you use a "preventative approach."

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.

- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Do not use “cleaning products” on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.
- Clean dryer lint filter.

## Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products.

- Air freshener:
  - Place a bowl of vinegar in the kitchen or bathroom to absorb odors.
- Drains
  - For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with cool water.
  - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
  - To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
  - Alternatively, clean kitchen surfaces regularly by using a spray bottle mixed with 1/2 cup vinegar and a quart of water.
- Glass cleaner:
  - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
  - Spray glass and wipe with a clean paper towel.
- Dishwasher:
  - Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
  - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
  - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
  - A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
  - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors
- Toilets:

- Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
  - Vacuum the carpet if the stain is dry.
  - If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
  - Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
  - If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
  - If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
  - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.
- Showers and bathtubs
  - Wipe down the tile, corners, ledges, and fixtures after showering with a towel. This will prevent mildew from growing in the caulking seams.

## Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to Salefish Properties as soon as possible
  - Report water dripping under sinks;
  - Running toilets are big water wasters;
  - Report malfunctioning sprinklers;
  - Report standing pools of water;
  - Report malfunctioning water appliances such as dishwashers, hot water heaters and washing machines that come with the property.
- Run the dishwasher when it is fully loaded.
- Replace your old washing machine with an energy efficient one – you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “Hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to “keep cool air in,” particularly when the air-conditioner is running.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.

- Replace the air filter often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool down.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the Salefish Properties office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently

## Renters insurance

Property owners generally carry a standard fire and liability policy, and have additional coverage with “landlord/rental” insurance, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents and any injuries that could occur while you are in the property.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, Salefish Properties and your Landlord strongly recommend that you acquire renters insurance now.**

## Safety Tips

The safety of you and your family is important to Salefish Properties and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to Salefish Properties.
- Do not operate electrical appliances while standing or sitting in water.

- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to Salefish Properties immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all Residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the Salefish Properties office or Homeowners Association if they are responsible for landscaping.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply store.
- If you use a grill or BBQ outside, use common sense, never leave grills unattended. Never use a grill in an enclosed area. Palm Beach County ordinances prohibit the use of open-flame barbeque grills on balconies, patios and screened enclosures within ten feet of the main residence structure. As of January 1<sup>st</sup>, 2005, only electric grills are permitted in multi-family buildings. Failure to comply will result in a county fine.
- Only electric space heaters are permitted. The use of all other non-electric space heaters – including but not limited to, those fueled by kerosene, or other liquid or compressed fuels – is strictly prohibited.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build a reasonable fire suited to the size of the fireplace.
- Clothes dryer safety tips to prevent fires:
  - cleaning the lint screen/filter before or after drying each load of clothes.
  - Clean behind the dryer, where lint can build up.
  - Check the foil, accordion-type ducting material behind the dryer to make sure it is not kinked or bent.
  - Take special care when drying clothes that have been soiled with volatile/flammable chemicals.
  - NEVER leave the dryer on when you are not home.
  - NEVER leave the dryer on when you are sleeping.

## Vacation checklist

When going on vacation, here are items to consider before leaving:

- If going out of town for an extended period, please notify Salefish Properties how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.

- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off or unplug all appliances, large and small, such as coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

## Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
  - Maintain your holiday lights. Inspect them each year for frayed wires, bare spots, gaps in the insulation, broken or cracked sockets, and excessive kinking or wear before putting them up. If you find defects, dispose of lights
  - Do not overload electrical outlets. Do not link more than three light strands, unless the directions indicate it is safe. Connect strings of lights to an extension cord before plugging the cord into the outlet. Make sure to periodically check the wires – they should not be warm to the touch.
  - Do not leave holiday lights on unattended.
  - Avoid using lit candles.
  - Never put lit candles on a tree
- Dispose of holiday trees properly; never burn them.
- For fireworks celebrations:
  - Do not use illegal, dangerous, or explosive devices.
  - Only buy legal fireworks and check where you can use them.
  - Use common sense safety rules with fireworks.
  - Do not use fireworks in or around your residence.
  - Keep all fireworks away from any dry grass, trees or roots.
  - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.

## Emergency/Disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Reference Guide, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

There are different emergencies:

- Maintenance emergencies:
  - We have also reviewed them on page 11 of this Reference Guide.
  - Please follow the maintenance instructions and call Salefish Properties when appropriate.
  - Salefish Properties requests that you treat the Salefish Properties staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
  - Be prepared and use the Salefish Properties Emergency/Disaster checklist enclosed with this information.
  - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
  - Purchase Renters' Insurance to protect your personal belongings.
  - Salefish Properties requests that you call emergency services first in a disaster, then contact the Salefish Properties office as soon as possible to identify what happened.
  - Salefish Properties will assign priorities to work and during an area emergency/disaster, we will work to assist you as much as possible.
  - When calling the Salefish Properties office, we ask you to be patient and calmly state what problems you are experiencing and provide the street address of the property. We will handle the problems as quickly as possible.

## Drug-free housing

Salefish Properties has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other Residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify Salefish Properties of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.

- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

## FREQUENTLY ASKED QUESTIONS

Salefish Properties has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

*Why did I receive a notice when I paid the rent on the 2<sup>nd</sup> of the month?*

- As outlined in this Reference Guide before, the rent is due on the 1<sup>st</sup> and late if not received by the 10 a.m. on the 2<sup>nd</sup> of the month, unless the 2<sup>nd</sup> is on a Sunday or a holiday, then the rent is due on the 1<sup>st</sup>. Once the 2<sup>nd</sup> of the month passes, we begin preparing Notices to Pay or Quit. Obviously, we served the notice before we received your payment. Salefish Properties serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

*Why can I not clean the carpet myself?*

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

*Can I install extra telephone lines?*

- You can install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify Salefish Properties and obtain written permission to install the lines. You are responsible for any damage to the property.

*Can I have a satellite dish?*

- Yes, you can have a satellite dish. However, you must submit a request to Salefish Properties and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage prior to move-out. Call your Salefish Properties manager for details. If you live in a Condominium or Homeowner's Association, you will need to get their written permission also.

*I did not have a pet when I moved in; can I have a pet now?*

- Notify your Salefish Properties manager of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says "No", abide by the decision and your rental agreement.

*What happens if my pet dies or runs away, can I have my increased security deposit back?*

- No, all security deposits remain in effect until all tenants vacate the property. Until a residence is completely vacant, there is no way to thoroughly check the entire property.

*What happens if I want another pet?*

- Notify your Salefish Properties manager regarding the pet you desire, provide the type, breed and size. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement will be signed or modified. All pets must have proof of current rabies vaccinations and medical records.

*My roommate wants to move, but I want to stay. What do I do now?*

- Your roommate needs to submit a partial notice to vacate. Salefish Properties will need documentation from you to show you can support the property by yourself. Salefish Properties will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the Salefish Properties Partial Notice to Vacate included in this Reference Guide.

*I want to add a roommate, now what do I do?*

- The prospective roommate will have to submit an application and Salefish Properties must approve the person PRIOR to them moving into the property. You can obtain applications at the Salefish Properties office. If Salefish Properties denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements. If you reside in a Condominium or Homeowner's Community, there may also be an application process to approve a new resident.

*Why do the owners want to see the property?*

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. Many times, the owners do not live in the area and are only in town occasionally. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why Salefish Properties contacted you first to set a date and time.

*When do I get my Security Deposit back?*

When you follow the move out procedures, leave the property clean and in good condition, it simplifies the task of refunding your security deposit. Salefish Properties remits security deposit transmittals within 15 days in accordance with our state landlord/tenant law, if the full amount of the security deposit is to be refunded. The Florida Landlord Tenant Act requires Salefish Properties to notify you within 30 days of move-out if some/all of the security deposit is needed to repair/replace/clean any damage/items that occurred during your tenancy. Remember, Salefish Properties wants your move out to be a pleasant and successful process. The 15 or 30 day clock starts when all keys and other hardware have been returned and the "Confirmation of Tenant Vacating Premises" form has been submitted to your Salefish Properties manager or at the Salefish Properties office.

## **WHEN IT IS TIME TO MOVE**

### **Giving your notice**

Eventually, you will move, and we want you to be prepared when this is necessary. In most cases, Salefish Properties tenants are required to give 60 days notice prior to moving. We have provided in this information a "Notice to Vacate from Tenant" form to be used when you anticipate moving.

Before giving notice:

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.

- If you need to move and you are still legally committed to a lease period, contact your Salefish Properties manager to discuss your options.
- Notices must be in writing. The day Salefish Properties receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you put on the form is the notice date.
- Salefish Properties does not accept notices by email because of lack of signature; Salefish Properties does receive notices by fax.
- Salefish Properties does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to Salefish Properties to give out rental references.
- The Salefish Properties Notice to Vacate from Tenant contains the authorization for allowing Salefish Properties to give out rental references. This form is included with this information.

## Setting up your move out appointment

- After you submit your Notice to Vacate, Salefish Properties will send you a letter. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- Salefish Properties only performs move out appointments during weekdays, 9 a.m. to 5 p.m.
- It is the responsibility of the Resident to deliver all keys, gate keys and door openers to Salefish Properties, either at the move out appointment or by delivering to the Salefish Properties office. You were assigned a specific amount of keys and openers as part of the Property Condition Survey at move-in, you are responsible for returning the same amount.
- Failure to deliver keys and openers will incur additional charges.
- Remember to supply a forwarding address and telephone number in case we need to contact you.
- Use the Salefish Properties Moving Checklist so you remember important details.

## PREPARING THE PROPERTY

When you are ready to move, if you have questions on how to prepare your residence, please call your Salefish Properties manager, and discuss your concerns with them. We want your move to be a pleasant and successful one. Please follow the steps below to prepare for your move.

### Cleaning

When you took possession of the property, it was clean. If the premises has not been thoroughly cleaned at the time of the final Property Condition survey and/or when the keys and other hardware are returned, you will be charged a cleaning fee to return the property to its pre-move-in condition. You must:

- have the property clean throughout the interior and the exterior;
  - This includes vinyl or tile floors, windows inside and out, window sills and door casings, window treatments (mini-blinds, verticals, pull-down blinds), wiping out drawers and shelves, fan blades, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
  - Dirt is not normal “wear and tear”.

### Carpet Cleaning

- If damage to carpet exceeds normal wear and tear there will be a security deposit deduction based on the length of time you reside in the home.
- There is a charge if you do not leave the carpets professionally cleaned and/or it is unsatisfactory. You will be required to provide a recent receipt as proof that the carpets have been cleaned. Any additional carpet cleaning or replacement charges will be deducted from the security deposit.
  - The carpet cleaner must guarantee their work to the satisfaction of Salefish Properties, and a receipt is required during the handover of keys and other property items that were assigned to you.
- Do NOT rent carpet-cleaning machines, do not use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is accepted.

## Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
  - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your manager.
  - You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe clean all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

## Replacements

- The following must be in working order to avoid charges when moving out:
  - Burned out light bulbs
  - Smoke detector batteries
  - Missing doorstops (including caps)
  - Air conditioning filters
  - Appliance manuals provided at move-in.

## Pest control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6) foggers. There is a charge if you do not leave the foggers unopened in the property.
- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceeding instructions to determine the quantity of foggers required.
- All foggers must be left unopened and given to your Property Manager during walk through inspection.
- Salefish Properties will place and discharge them after you have vacated the premises.
- If you fail to leave the correct number of foggers, there will be a charge.

## Landscape clean up

- Remove all rust stains from sprinkler overspray, if present. (Rust-Aid can be purchased at stores like Home Depot, Lowes, Ace Hardware)
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.
- If you are responsible for lawn maintenance, the outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.

## Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

## Painting

- We request that you do not spackle, putty, or touch up paint unless you are sure the paint will match.
- Charges can occur if unnecessary painting or wall repair is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

## Your security deposit refund

When you follow the move out procedures, leave the property clean and in good condition, it simplifies the task of refunding your security deposit. Salefish Properties remits security deposit transmittals within 15 days in accordance with our state landlord/tenant law, if the full amount of the security deposit is to be refunded. The Florida Landlord Tenant Act requires Salefish Properties to notify you within 30 days of move-out if some/all of the security deposit is needed to repair/replace/clean any damage/items that occurred during your tenancy. Remember, Salefish Properties wants your move out to be a pleasant and successful process. The 15 or 30 day clock starts when all keys and other hardware have been returned and the “Confirmation of Tenant Vacating Premises” form has been submitted to your Salefish Properties manager or at the Salefish Properties office.

## SALEFISH PROPERTIES ADDITIONAL TENANT FORMS

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the Salefish Properties office. We have also included a copy of your rental agreements with your Reference Guide.

- Moving checklist/utility numbers
- Emergency/disaster checklist
- Work order request
- Add roommate request
- Cable/satellite/TV request
- Request to add pet

## CONCLUSION

We hope that you have found the *Salefish Properties Tenant Reference Guide* useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your Salefish Properties manager.

***Have a successful residency!***

