



# Tenant Handbook

## *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 following:

- Main circuit breaker in case power goes out
- Gas shut off valve – turn off during emergencies for safety
- GFCI outlets – 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 or running toilets
- Method of cleaning for the oven so you use the right products

### Maintenance

When you rented the property, your *Lease and Maintenance Addendum* contained detailed information. Please review them before submitting a maintenance request. You should also review Verandah Properties website under Maintenance to understand how to submit requests and what Maintenance Emergencies are.

### Tenant Alterations

It is the policy of Verandah Properties LLC that tenants do not make repairs or alterations. You agreed to this in the Lease. If you do want to make a special request for renovation or repair to the property:

- Email your request to [Clientservices@verandahproperties.com](mailto:Clientservices@verandahproperties.com) **before** making any changes.
- Do not proceed with any work until you are notified by Verandah Properties LLC.
- Verandah Properties LLC 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:
  1. Leave the alterations if this is part of the owner's condition to allow the alteration/repair.
  2. Return the property to its original state if this is part of the owner's condition to allow the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
  3. Sign an agreement with Verandah Properties LLC. regarding the alteration/repair.

### Tenant Maintenance Responsibilities

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. Verandah Properties LLC. has provided you with an easy-to-use maintenance request feature on the website. Paper maintenance request forms are available on request should you not have internet access; a paper form must be filled out in detail and faxed, dropped off or mailed to the office for the work to be ordered. No call in request of general maintenance will be accepted. We want you to report maintenance items. However, during occupancy, the Tenant is responsible, at the Tenant's expense, **for any and all minor repairs**. These repair responsibilities include, **but are not limited to:**

- Replacing light bulbs with the correct size
- Reporting non-functioning smoke alarms immediately
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property

- Basic insect control (extermination of ants, roaches and other pests)
- Basic rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Provide lawn fertilization and insect control (especially chinch bugs) as needed if service is not provided, Verandah Properties recommends hiring a professional to provide service
- Landscape watering as directed by local or state ordinance.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of a home owner's association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- 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.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws
- Replace A/C filters and pour ½ cup of vinegar down the drain monthly.

## Plumbing

The Tenant is responsible for drain stoppages not attributable to plumbing defects, such as tree roots, defective septic systems, etc. The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys, and litter from pet waste. While Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, Tenant is responsible for repairs caused by Tenant's negligence. If Tenant puts any item down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill shall be paid by Tenant as additional rent upon notice by Landlord. The Tenant is responsible for replacement of faucet washers and toilet tank balls, flappers or chains. The Tenant will be charged for a service call should our plumber be called for such work. **Important:** If your home has an open (raised) foundation with exposed pipes, you must leave faucets running slowly overnight if a hard freeze is forecast. We do not perform this service for a tenant if you are out of town. If you are, you must contact a friend or family member to accomplish this for you.

## Electrical

The Tenant must replace faceplates on wall outlets, and light bulbs with the correct size. Tenants must check and make sure the GFI outlet has not been tripped in the event that some switches are not working.

## Garbage Disposals

Please be careful with your garbage disposal, if you have one. You will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, "twister" seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. ***If you can't chew it, don't put it in the garbage disposal.***

## Heating and Air Conditioning

***Tenant must replace A/C filters monthly.*** (Note: This should be among the first items checked upon move in.) Be sure to check all switches, controls, circuit breakers and reset buttons before calling to report a malfunction.

## Appliances

Tenant is responsible for the proper use and maintenance of all appliances. The Tenant will be charged for service calls resulting from misuse or failure to check something obvious such as being plugged in, tripped circuit breaker or reset button, etc.

## General

We expect Tenants to treat their home as their own (would you pay a plumber \$45 to replace a toilet flapper or an Electrician \$55 to push a reset button or plug in a refrigerator?) The labor portion of any service call for work that could have reasonably been performed by the Tenant, or is caused by Tenant neglect or misuse, will be charged to the Tenant.

The Tenant is solely responsible for any damage to the premises caused by vandalism or accident, that is, broken windows, etc. Major damage caused by storms, etc. may be covered by the Owner's insurance. If the tenant makes an appointment with a Vendor and fails to meet the Vendor for the appointment, the tenant will be charged a service charge in the amount of up to \$75.00. The Tenant must carry Tenant insurance, as the Owner's insurance will not cover the tenant's personal belongings, such as televisions, stereo, etc.

## Procedures for Requesting Maintenance

BEFORE calling Verandah Properties LLC:

1. Determine if there is a true emergency or a non-emergency.

## What 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, gas leak, etc:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving natural gas, call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger, call the utility or 911
- After contacting one of the above, call Verandah Properties LLC office and report the problem.
- An emergency is NOT a malfunctioning A/C unit/furnace, but Verandah Properties LLC recognizes this is important and will make it a priority with vendors to have the air conditioner/ heat working as soon as is possible.
- An emergency is NOT a non-working dishwasher, sprinklers, etc.
- For emergencies such as backed up plumbing, flooding, tree damage, etc., during normal business hours, please contact your Property Manager directly on their cell phone immediately. All contact numbers can be found under our [About Us](#) tab for your convenience. If you have a Maintenance Emergency **AFTER-HOURS** Dial, **407-855-0331** This will take you to our Live Emergency Service.

## Non-Emergency Repairs

- All maintenance requests except for those outlined above as maintenance emergencies must be submitted online by filling out the below request form in detail, and then clicking the "submit" button. No phone calls for general maintenance requests will be accepted in order to process your requests in the most efficient manner for you. You may also submit maintenance requests by mail, fax or by dropping off at our office during business hours. Maintenance request forms may be requested by emailing your Property Manager or by faxing your request to 407-855-4928.
- Remember, this is a NON-EMERGENCY request and in most cases, the vendor will not be able to visit the property immediately.
- The vendor will contact you to set an appointment; it is your responsibility to accommodate the vendor's schedule. If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee. Therefore, be certain to call the vendor with whom you made the appointment with as much notice as soon as possible if you are unable to keep an appointment.
- If you do not hear from a vendor or repair person within 3 business days, email [maintenance@verandahproperties.com](mailto:maintenance@verandahproperties.com) and inform the department that a vendor has not contacted you.
- Your Quality Assurance representative will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.

## Preventive Cleaning Tips

Cleaning is easier when you use a preventive 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 range.
- 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.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

## 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 are also helpful for people who have allergies to cleaning products. They can also be better for the environment than commercial products.

### □Air freshener:

- o Place a bowl of vinegar in the kitchen or bathroom to absorb odors

### □Drains:

- o 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. DO NOT DO THIS IF YOU'RE ON SEPTIC

- o 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. DO NOT DO THIS IF YOU'RE ON SEPTIC

### Tile countertops:

- o 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.
- o Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.

### Glass cleaner:

- o 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.
- o Spray glass and wipe with a clean paper towel.

### Dishwasher:

- o Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
- o Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.

### Refrigerators:

- o Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
- o A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.

### Washing machine:

- o A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors

### Toilets:

- o 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:

- o Vacuum the carpet if the stain is dry.
- o If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
- o Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
- o 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.
- o If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

### Carpet odor:

- o 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.

## **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 Verandah Properties LLC as soon as possible
  - 1 Report water dripping under sinks (turn off water shut off valve)
  - 2 Running toilets are big water wasters (turn off water shut off valve behind toilet)
  - 3 Report malfunctioning sprinkler systems
  - 4 Report standing pools of water
  - 5 Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher only when it is fully loaded.
- 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 high. This is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.

### ***To lower air conditioning bills:***

- During warm or hot months, close the windows, window blinds and doors to your home early in the day to keep cool air in, particularly when the air conditioner is running.
- The Power Company recommends setting the thermostat at 78 degrees or higher.
- 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, 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.
- Use a reasonable level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill. Power Company recommends a temperature of 55 degrees at night and 68 degrees in the daytime.
- 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. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but be sure to open the fireplace if you do start a fire.

## Renters Insurance

Contact an insurance agent if you do not have renters insurance; it is a requirement of your signed lease to carry renter's 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, acquire renters insurance now.** 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.

## Safety Tips

The safety of you and your family is important to Verandah Properties LLC 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 Verandah Properties LLC.
- 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.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct size bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit. Notify Verandah Properties immediately if any smoke alarm is inoperable even with new batteries. **Never remove smoke alarms.**
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense; never leave grills unattended.
- 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 wall of 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 reasonable fires suited to the size of the fireplace.

## Vacation Checklist

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

- If going out of town for an extended period, (such as one month) please notify Verandah Properties LLC how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence Verandah Properties LLC will be able to reach you.
- Check your rent payment to ensure it will not become delinquent. It would be a unfortunate 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.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people that you are away.

- 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 voicemail 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 all appliances, large and small, such as stove burners, 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.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- 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.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
  - o Do not use illegal, dangerous, or explosive devices.
  - o Only buy legal fireworks and check where you can use them.
  - o Use common sense safety rules with fireworks.
  - o Do not use fireworks in or around your residence.
  - o Keep all fireworks away from any dry grass, trees, or roofs.
  - o 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.

### Maintenance emergencies:

- o Verandah Properties LLC has outlined what to do for emergencies such as flooding, electrical, gas, etc.
- o Please follow the maintenance instructions and call Verandah Properties LLC only when appropriate.
- o Verandah Properties LLC requests that you treat the Verandah Properties LLC staff courteously while under stress in a situation – we will do everything we can to help you as soon as possible.

### Area emergencies or disasters:

- o 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.
- o Verandah Properties LLC requests that you call emergency services first in a disaster.
- o Then submit a maintenance request through your online portal as soon as possible as to what has happened.
- o Verandah Properties LLC will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible
- o When calling the Verandah Properties LLC office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

## **Drug free housing**

Verandah Properties LLC 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 objects 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.
- Report unusual and disturbing activities in your neighborhood to the authorities as soon as possible.
- Educate and train children of all ages of 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.

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

### **Giving Notice to Vacate**

Eventually, you will move, and we want you to be prepared when this is necessary. Verandah Properties LLC tenants are required to give a **minimum 60-day written notice**. Refer to your lease for further information.

### **Non-Renewal**

If you complete the full term of your Lease, as part of the move-out process you must do all of the following:

1. Give a minimum 60-day notice no later than the first day of the month. Refer to your lease.
2. Pay all rent due through the minimum 60 day notice period.
3. Move out and remove all possessions and occupants from the property by the move-outdate.
4. Follow all move out instructions provided to you
5. Work with the Client Services Department to confirm that you have vacated the property by text, call or email. All keys, garage remotes, gate keys, mail box keys, pool keys, manuals and any **further items that pertain to the property are to be left on the kitchen counter**.

### **Showings to Prospective Tenants During the Notice Period**

According to the Lease, Verandah Properties LLC may show the property to prospective tenants after either Verandah Properties LLC or the tenant has given appropriate notice to vacate. During the notice period, Verandah Properties LLC will place a yard sign in the lawn and a lock-box on the door. The property may be shown by Verandah Properties staff or by a licensed Florida Real Estate Agent. When either a Verandah Properties staff member or a Real Estate Agent has a prospective tenant who wants to see the property, we will give you a courtesy call prior to showing the property. If we do not get a reply to our courtesy call message, we will show the property at the time noted in the message we left.

### **Cleaning Guide for Tenant Move-Out**

When you are ready to move, if you have questions on how to prepare your residence, please contact your property manager via email to question your concerns. We want your move to be a pleasant and successful one.



Below is our Cleaning Guide for Tenant Move-Out. We provide it for your convenience. Please note that Verandah Properties staff will be taking date stamped pictures and will be comparing them to your move in pictures to calculate damages, if any, to withhold from your security deposit.

### **1. All rooms**

- a. Remove all nails, tacks, anchors and window covering hangers.
- b. Clean baseboards and corners being careful to remove all dust, grime and cobwebs.
- c. Clean floors and remove all stains and superficial marks
- d. Spackle any holes in the walls that are larger than the size of a dime. Painting will be charged based on damages beyond normal wear and tear.
- e. Wash off shelves in closets and remove all hangers and shelf lining.
- f. Clean light fixture coverings, ceiling fans and blades, clean around light switches and door frames
- g. Clean all windows and secure all screens.
- h. Clean out fireplace (if applicable).

### **2. Kitchen**

- a. Clean oven, oven walls and grills, broiler pan, and storage space.
- b. Clean vent-a-hood and vent hood filter
- c. Wipe kitchen cabinets/drawers, clean inside, outside, and on top. Remove all liners.
- d. Clean refrigerator including crisper, walls, containers, removing all water and empty ice bin. Unplug and leave the door open. Clean behind, on top and underneath where possible.
- e. Clean sink and counter top.
- f. Clean floor.
- g. Clean light fixture coverings.
- h. Remove all cleaning solution residue.

### **3. Bathroom**

- a. Clean all light fixtures and coverings.
- b. Clean medicine cabinet and mirrors (should be free from streaks).
- c. Sweep, mop, and clean all vinyl and tile flooring.
- d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
- e. Clean all wall/floor/tub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
- f. All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains.

### **4. Exterior, screen patios, out-buildings and yard** (if you are responsible for yard maintenance in your Lease)

- a. Cut, rake, and remove trash and leaves from yard. If you have basic lawn care included, please make sure to water or set the irrigation on an automatic setting.
- b. Sweep off all porches and decks.
- c. Sweep out screen rooms and wipe down casements, carport, garage and any outbuildings, leaving only those items which came with the property.
- d. Place all trash, garbage and debris where Garbage Company instructs for pickup, or remove from property. If you leave items which the garbage company will not accept, you must have them hauled off at your expense.

### **5. Pet**

- a. Repair or have repaired any damage your pets have caused. Make sure you have proof (receipts left on counter) of professional carpet cleaning and de-fleaing of the property.

### **6. General**

- a. Make all needed repairs to everything which has been damaged during your tenancy.
- b. Make sure a new A/C filter is installed.

## **Security Deposit Refund**

When you follow the move-out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. Verandah Properties LLC remits security deposit refunds within 15 days in accordance with Florida Landlord/Tenant Law when a full refund is due tenant. When a deduction from security deposit is needed Verandah Properties LLC remits security deposit settlement statements within 30 days in accordance with Florida Landlord/Tenant Law. Remember, Verandah Properties LLC wants your move out to be a pleasant and successful process.

**Settlement Statement:** Landlord shall provide Tenant with a statement listing the reasons for the retention of the Security Deposit or for any deductions. If the reason for the retention is based upon damage to Premises, such damages shall be listed in the Settlement Statement. The Settlement Statement shall be prepared and mailed certified mail to last known address in accordance with Florida Landlord/Tenant Law.

## **CONCLUSION**

We hope that you have found the Verandah Properties LLC *Tenant Handbook* 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 property manager.

Have a successful residency!