

RESIDENT'S HANDBOOK

Sunshine Management

8255 N. Wickham Road, Suite 101B
Melbourne, FL 32940

Office: (321) 549-0806

Fax: (321) 255-1459

Web: www.SunshineManagers.com

Please keep this document in a safe place for future reference.



Welcome to Sunshine Management!

We are pleased to have you as our resident(s), and we would like your experience with Sunshine Management to be a pleasant one. Along with your Lease Agreement, this Resident's Handbook is a very important reference tool. It contains helpful information that will make your tenancy a satisfying one. The Resident's Handbook is designed to outline our responsibility to you and your responsibilities to us and the home. It is our sincere belief that when you, as our resident, understand our policies and processes, we can better serve your needs.



OFFICE HOURS:

**Monday through Friday
9:00a.m. – 5:00p.m.**

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WHEN YOU FIRST MOVE IN

Get To Know Your Property

When you first move in, locate the breaker box and note the location of the Ground Fault Interrupt (GFI) breakers or switches, and the breakers for the stove/oven, water heater and air conditioning/heating system.

Also, locate the water shutoff for the house. It usually is in the front yard near the sidewalk or road. Also locate the water shutoff for the hot water heater and for all sinks in the house. Locating these items now may prevent or minimize damage later.

GENERAL RULES AND REGULATIONS

Parts of Your Lease

This Resident Handbook is part of your lease agreement and is legally binding on both parties.

The Property

You have leased a home... think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises accordingly.

Rental Payments

All rents are due payable, in advance, on the first day of each month. Monthly bills will not be sent. Payments can be mailed by check or money order and made payable to Sunshine Management. Mail all payments to the following address:

8255 N. Wickham Rd., Suite 101B
Melbourne, FL 32940

WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by the address of the property. Also, to avoid any misunderstanding, please put your address on every correspondence with our office. Be sure to allow enough days mailing time for delivery of the mail, as payment must be received on or before the close of business on the first (1st) of the month.

Rents remaining unpaid beyond the fifth (5th) day of the month are delinquent and are subject to additional fees. There is a 4% late fee. Also, the Resident(s) will additionally be responsible for charges and fees incurred to deliver a *Three Day Notice*.

Returned Checks

The amount of any NSF checks, plus a fee must be paid either in certified funds or a money order within 24 hours notification or legal action may be taken without further notice. If the returned check makes your rent payment late, additional fees will also be due. All amounts due must be paid in full at the time of notification. If a personal check has been returned for any reason, Sunshine Management reserves the right to insist that all future payments be made by certified funds.

Contact Phone Numbers and E-mail Addresses

All residents are required to have telephone accessibility and to provide Sunshine Management with their home, cell and work phone numbers. Please be sure to notify Sunshine Management when you change any of your contact numbers. **Even unlisted numbers must be provided.** A contact e-mail address should also be provided. Please include your home and work numbers with your first rental payment after you move in, or you may send it to your property manager via fax or e-mail. Please include your full name and address with the phone numbers so the correct information will be placed in your file.

Default of Rental Checks

If the rent is not received by close of business on the 1st day of the month in which it is due, resident(s) will be responsible for all fees, court costs and legal and collection fees incurred by efforts to collect the rent due. If rent is paid while a legal action is in process, it must be in the form of certified funds. A separate written agreement must be reached if legal action is to be stopped.

Thirty-Day Written Notice

A thirty day (30) written notice (30 days prior to the end of any lease ending date) must be given to Sunshine Management if you desire NOT to renew the lease for another 12 month period. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE CURRENT LEASE TERM. Thirty days notice must end at the end of a pay period, so when the rent pay period is the 1st through the 31st of each month, notice must be effective at the end of the month. Therefore, if you give your 30 days notice on the 20th of May, your last day of occupancy would be June 30th. The notice should state a definite moving date.

Keys and Locks

All locks will be re-keyed with each new residency. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval of Sunshine Management. Sunshine Management must have keys to each lock on the house. Sunshine Management may gain access and re-key at any time if access is denied, and charge the cost to the resident(s). All keys must be returned to Sunshine Management upon vacating the premises.

If mailbox keys are required, they may be obtained from the local Post Office. A copy of your lease agreement may be needed to provide proof of residence.

Trash, Garbage and Recycling

All garbage, trash and recyclable materials must be placed in appropriate containers. Sunshine Management does not provide trash receptacles and/or containers. The resident(s) is required to make arrangements to have garbage and trash picked up weekly. All containers are to be stored out of view from the front of the house. Containers are not to be out of the storage area except on pickup days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50-gallon trash bags of recyclable materials may be kept on the premises at any time.

Condominium/Homeowner Associations

Resident(s) is responsible for obtaining a copy of the condominium or homeowner association restrictive covenants or declarations and rules, in the event that the rental premises are subject to the rules, regulations, covenants and restrictions of a condominium or homeowner association. Resident(s) agrees to abide by all applicable rules and regulations.

The lease is subject to the approval of the condo association or homeowner's association and resident(s) agrees to pay any association application fees necessary for such approval (if applicable.)

Should Sunshine Management or the property owner receive notification from the COA/HOA of violation of the rules, regulations, covenants and restrictions the cause of which is directly attributable to the Residents, the Resident's guest or their invitees, then the Residents are responsible for the cost of curing any violation legal and attorney fees, court cost, any and all fees, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, ect. and other costs that may be incurred by Sunshine Management or the property owner.

Disturbances, Noise and Nuisance

All Residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction. This includes loud, offensive music, vulgar or profane language and gathering in the driveway or front of the house drinking alcoholic beverages, ect. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

Move-In/Move-Out Condition

When you rent a home from Sunshine Management, we strive to ensure that all items are in good working order. Please report any maintenance or repair requests during your first five (5) days of possession. Thereafter, we require Residents to pay an administrative fee for each maintenance and repair item requested. If no report has been received, the property will be assumed to be in acceptable condition and any defects brought to our attention after the first five (5) days of possession will be considered the Resident's responsibility.

Periodic Property Reviews

Sunshine Management will conduct periodic reviews of the premises to note its condition. Tenant agrees that Sunshine Management may conduct a review of the unit at any time with reasonable notice. You will be notified of deficiencies, if any, that are a Resident responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the lease agreement and grounds for termination.

Parking/Vehicles

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, ect.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repair (except minor repairs such as changing a tire,) is allowed at any time. No oil/fluid stains are permitted on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks oil or any other fluids, place a protective covering or pan under the vehicle to catch the leaks.

Guests

A reasonable number of guests may occupy the premises without prior written consent. Only those persons listed on the rental application may have permission to occupy the premises. You are responsible for the behavior of any and all guests. All portions of this agreement also apply to your guests.

Insurance

It is strongly urged that you obtain a renter's insurance policy. A copy of your declarations page should be given to Sunshine Management the first month you move in. Please notify your insurance company that Sunshine Management is the Lessor and must be notified of any change.

Resident understands that the homeowner's property insurance does not cover Resident's personal property or protect Resident from loss or liability. Resident is responsible for obtaining, and is strongly urged to obtain, renter's insurance to protect Resident's personal property against loss or damage.

Pets

No pets, animals, snakes, birds, ect. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by the Resident, unless you have specific written permission from Sunshine Management in the lease document (as a pet addendum,) have completed the pet application and have paid a pet deposit for each pet.

Should Sunshine Management find that a pet is being or has been kept on premises without the required permission, application, application fee and an executed Pet Addendum, the fee will immediately be assessed, and in addition, the non-compliance may be grounds for termination of the lease agreement.

Resident will be charged for spraying for fleas and/or repairs of any damage caused by the pet. Resident is responsible for the animal at ALL times. ***Having a pet is a privilege and permission to have the pet on the premises may be revoked at any time without terminating your lease agreement.***

Smoke Detectors

Check to be sure that the smoke detectors are operational upon move-in. Notify Sunshine Management if you are not able to operate them. Please check the battery regularly, and replace the battery as soon as it begins to lose charge. Disabling a smoke detector is a violation of your lease and the law. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

Security/Alarm/Video/Television/Satellite Dish

Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installation at the property without prior written permission. Any necessary written authorization must be provided for Sunshine Management's signature by the resident with specific location of the installation and name of the service provided. The security/alarm code is to be provided to Sunshine Management within 48 hours of the activation of the system.

IN AND AROUND THE HOUSE

Circuit Breakers

Circuit breakers move slightly when tripped. It may appear to be ON when it has “popped” or “tripped.” The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. They are usually located in locations where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the plug outlet. There may be more than one GFI plug in the house. If these “pop” or “trip,” reset them. Refrigerators, freezers and other appliances that require constant power should not be plugged into GFI outlets.

Pest Control

Please report any pest problems within your first five (5) days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, is considered a Resident responsibility. Resident is responsible for reporting any suspected or known insect infestation. Sunshine Management assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests. Resident will be charged for any damage caused by uncontrolled pests, including but not limited to ants building nests in the HVAC system and damaging the system.

Changing Paint, Wallpaper, Ect.

If you want to change the house décor in any way, please put your proposal in writing and submit it to Sunshine Management along with a sample of the paint/wallpaper or drawing of the proposed work (e.g. adding a fence.) If approved, you will receive a written confirmation. All work tasks must be done in a professional manner, and must be inspected and approved by Sunshine Management after completion. Any reimbursements agreed to, if any, will occur after inspection and approval of Sunshine Management.

MAINTENANCE, DAMAGE AND REPAIR

Maintenance Requests

PUT ALL MAINTENANCE REQUESTS IN WRITING. Maintenance Request Forms are available on our website. Put all routine maintenance/repair requests in writing using this form. Be specific about the problem. If you are not contacted by a repair person within 48 hours (not including weekends or holidays,) after reporting a problem, please notify Sunshine Management so the call can be reassigned.

Scheduling Maintenance

If you have contacted Sunshine Management for maintenance and/or repair, you are responsible for scheduling any necessary service calls with vendors once the vendor has contacted you. Resident is responsible for granting the vendor access to the premises. Sunshine Management does not provide keys to vendors. Be polite to the vendors. The vendors are here to solve your problems and they are not obligated to remain on the premises if you are verbally or physically abusive or threatening in any way, even if the repair is not complete.

Emergency Maintenance and Repairs

An emergency exists when danger is present or property damage has occurred or is about to occur. **Do not abuse the emergency system with other types of calls.** In many cases, what a resident considers an emergency is not truly an emergency.

To report an emergency, call the on-call agent for Sunshine Management at (321) 549-0806.

If you have to leave a message for the on-call agent, be sure to report the specific emergency and include your telephone number, along with your property address, in your message. If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling Sunshine Management!

If there is a major water leak on the premises, turn off the water supply to the premises and contact Sunshine Management.

If there is a gas (natural, propane, LP, ect.) leak, immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify Sunshine Management.

See Emergency/Disaster Procedures (Page 21) for additional procedures.

Who Does What

All “breakdowns,” system failures and structural defects must be reported to Sunshine Management immediately. If an urgent repair is needed (i.e. hot water heater leaking,) **Resident is responsible for stopping further damage from occurring, if possible.** If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Sunshine Management will arrange with vendors to make necessary repairs within a reasonable time. Resident will not be reimbursed for any unauthorized repairs made.

Unauthorized Repairs

Sunshine Management must authorize ALL repairs and/or maintenance requests that the resident wishes to make. Please do not make any repairs or authorize any maintenance without written permission from Sunshine Management. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

Heating, Ventilation, Air Conditioning (HVAC) Systems

All HVAC filters need to be changed once a month. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the “condensation drain line” clean and clear of obstructions. The area around the condenser (outside unit,) should also be kept clear of debris and other obstructions. Do not allow grass and weeds to grow up around the condenser unit.

NOTE: An HVAC system failure **does not** constitute an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day.

Lawns and Grounds

Resident is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of the premises. This care includes regularly cutting the grass; watering and fertilizing the lawn; trimming shrubs; edging all driveways, walkways and curbs; treating fire ant mounds; treating for lawn pests; treating for chinch bugs in St. Augustine grass; cleaning the roof and gutters of leaves, debris and pine needles and preventing vines from growing onto the house. Keep shrub and tree growth away from the roof, eaves and sides of house. Resident is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, ect. Resident must maintain mulch cover.

Lawn Irrigation/Sprinkler Systems

Any problems or repairs to the irrigation/sprinkler system must be reported in writing to Sunshine Management within 5 days of taking possession of the premises. If no notice

is received, Sunshine Management will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become the responsibility of the Resident. It is the responsibility of the Resident to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. It is the responsibility of the Resident to comply with water restrictions for your area.

Light Bulbs

All burned-out light bulbs are to be replaced during the Resident's occupancy (including floodlights.) Upon move-out, all lights must be equipped with the proper number and kind of bulb. For decorative bulbs, all bulbs must match.

Plumbing/Septic Systems

Resident is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to throw anything into the plumbing system or to use it for any purpose other than for which it is designed. Sanitary products, diapers, diaper wipes, condoms, cotton swabs (Q-Tips,) coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the garbage disposal or house sewer.

If your property is on a **septic tank** sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts or any other non-decomposable materials into the property septic tank. These materials do not decompose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Resident **must** purchase an appropriate enzyme product and flush into a functioning toilet, as directed on product.

Resident will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

Waterbeds/Flotation Bedding Devices

Resident will be responsible for ANY damage caused by a waterbed or flotation bedding device. Resident will have a current waterbed/flotation bedding device insurance policy in effect during possession of waterbed/flotation bedding device.

Walls and Ceilings

Please keep the walls of the home clean and unmarred. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. Do not paint or wallpaper without prior written approval from Sunshine Management. All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises. **All Sunshine Management properties are non-smoking properties!** You are welcome to smoke out of doors. You will be held responsible for any smoke/tar residue, odor and/or damage to the premises that results

from smoking. An additional security deposit may be required for smoking on the premises.

Vinyl/Ceramic Tile Floorings

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not use gasoline, benzene, naphtha, turpentine or any agents containing these solvents. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Resident will be responsible for damages to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors

Dust mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and/or damage wood. Do not let any water drip, pour or accumulate on the floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on the wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Resident shall not shellac or refinish floors without Sunshine Management's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Resident will be responsible for damage to the flooring.

Carpet Care

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A receipt is required at the time the keys are returned. We highly recommend vendors that are on our Referral/Vendor List. You may obtain a copy of this list on our website.

Stoves

Do not use oven cleaner on self-cleaning or continuous-cleaning ovens. For solid surface stoves, use only cleaners that are approved for those surfaces. Resident will be charged for damage to an appliance caused by improper use or cleaning, or by lack of maintenance.

Dishwashers

The dishwasher should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter.

Garbage Disposals

Garbage disposals are not for bones, eggshells, greasy items, meat, pasta, rice or any similar materials. **If the motor buzzes**, turn the switch off. Something may be jamming the blades. Verify that the object jamming isn't something that shouldn't be placed in the disposal, such as a bottle cap or kitchen utensil. There is usually a reset button on the

bottom or side of the disposal (usually a small red or yellow button.) Push the reset button. Almost all disposal jams are a result of what is put into the disposal.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use “**burst-resistant stainless steel braided**” washing machine hoses only. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build-up as this could cause a fire.

Water Heaters (Gas/Electric)

If you have an **electric water heater** that is not functioning, you may want to first check to see if the reset button or the breaker may have tripped before making a maintenance/repair request.

If you have a **gas water heater**, the pilot light may have gone out. Check manufacturer’s instructions or contact the gas company.

CLEANING AND HOW-TOS

Sunshine Management works hard to deliver to you a clean, well-maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment usable for you. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; the property manager who keeps a record of necessary maintenance and places responsible people in the property; and the resident who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Sunshine Management.

Cleaning Standards

1. Keep windows and storm doors clean, inside and outside; interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
4. Mop vinyl floors biweekly.
5. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. Clean A/C and heat air return grate and change filter every month. (A good rule is when you pay your light bill, change your filter.)
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
8. Replace burned-out light bulbs as needed, clean lighting fixtures as needed.
9. Blinds, if provided, should be cleaned or washed semi-annually.
10. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls.) Wipe out medicine cabinet, drawers and cabinets.
11. Caulk tub as necessary.
12. Sweep out garage as needed.

Counter Tops and Cabinets

Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops as they will scratch. All cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating.

Kitchen Appliances

Each kitchen appliance must be cleaned regularly; particularly the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon vacating, all drip pans must be clean. Please clean under the refrigerator and the washer and dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which Resident will be responsible.

Fireplaces

If there is a fireplace in your home, do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not to be used to burn cardboard, holiday wrappings, pine needles, ect.

When using the fireplace in your residence:

1. Open the flue before starting the fire and keep it open until the ashes are cool enough to touch.
2. Close the fireplace screen or door when the fireplace is in use to keep sparks from flying out.
3. Do not put anything, including paper and kindling, closer than three (3) feet to the fireplace when it is in use.
4. Never leave a fire unattended.
5. Burn only dry, seasoned hardwood. Do not use green wood, treated lumber or painted wood.
6. Never use combustible liquids such as kerosene, turpentine, lighter fluid or gasoline to start or accelerate the fire.
7. Do not stuff scrap paper, gift wrapping paper or old Christmas trees into the fireplace.
8. Do not use excessive amounts of paper or wood to create a roaring fire.
9. Do not dispose of burnt logs or ashes until they are completely cool. Dispose of cool ashes in a metal container. Usually, you can re-burn logs. If you must dispose of a log, wait until it is completely cool, then douse it with water and place it outside away from combustible materials.
10. Notify Sunshine Management of any problems with the fireplace, such as smoke backing into the room or the flue not working.

MOVING OUT

Written Notice

Before notice to vacate is accepted by Sunshine Management, it MUST be put in writing. The notice must include the date you plan on vacating the premises. This notice must not be less than 30 days before termination, 60 days notice is preferred. Once Sunshine Management receives notice from Resident, Move-Out Procedures will be sent to the Resident. Follow the Move-Out Procedures to ensure the full return of Resident's security deposit.

Move-Out Procedures

Upon moving out at the end of your lease, it shall be the Resident's responsibility to:

1. Clean the interior and exterior of the house, including all appliances and floors. This includes all floor coverings.
2. Dispose of all garbage and trash.
3. Close and lock all windows and doors.
4. The carpet must be cleaned by a professional cleaning company. Resident must provide a receipt when turning in keys. See our Vendor List on our website.
5. Cut the lawn, weed all flower beds, edge and trim the shrubs.
6. Inform all utility services and Postal Services of the departure date and forwarding address.
7. TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET.
8. Pull main fuses or turn circuit breakers to an "OFF" position.
9. Turn in ALL keys on the expiration date with the "Tenant's Return of Possession" form completely filled out, including a forwarding address and signed by all responsible parties on the lease to Sunshine Management.
10. The electricity and water must be left on for three (3) days after vacating the premises so that Sunshine Management can inspect all electrical outlets, lights and appliances. Failure to do so will result in a charge against your security deposit for power/water activation.
11. Sunshine Management may be placing a "For Rent" sign in the property and showing the property for rent prior to the time you vacate the premises. Please be considerate when we request a convenient time to show the property.

Marketing During the Notice Period

During the last 30 days of your notice to vacate, the property may be listed for rent. The most probable showing hours are between 9:00am and 7:00pm. Sunshine Management will make an effort to accommodate your schedule; however, the property must be available and in good condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing.

Inconvenience, out-of-town guests and nobody home are not acceptable reasons to reschedule. You will be called prior to showing. If there is no answer or no answering system, we will call your work number to give notice of a showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way and litter boxes should be clean and odor-free. The

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

The Move-Out Process

Once the Resident has vacated the premises, and keys have been received by Sunshine Management, we will begin the Move-Out process to determine and expedite return of the Resident's security deposit. Keys MUST be returned to Sunshine Management. Please do not leave keys at the premises, per your lease agreement. Resident is fully responsible until the keys have been given to and received by Sunshine Management. All utilities are to be left on for three (3) days after your keys have been returned to Sunshine Management.

Breaking the Lease

If you default on your lease, you will be responsible for all costs incurred in securing a new Resident, as well as any damage to the Lessor, monetary or otherwise, incurred as a result of Resident's default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required 30-day written notice. You must pay a full month's rent for every month until the property is re-leased or your lease obligation ends, whichever comes first.

Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and check-out. The most common charges for breaking a lease are:

1. A re-leasing and/or breaking lease fee.
2. Rent until the new lease takes effect.
3. Lawn maintenance (You need to arrange for that before leaving.)
4. Utilities (Keep them on in your name until notified of a new Resident.)
5. Advertising

Return of the Security Deposit

RESIDENT MAY NOT DICTATE THAT THE SECURITY DEPOSIT BE USED FOR ANY RENT DUE! The security deposit will be refunded within 30 days of your move-out and return of the keys and garage door openers, if applicable. Return of the security deposit is subject to the following provisions:

1. Resident has given thirty (30) days written notice prior to vacating. The full term of the Agreement has expired and Resident has complied with all other provisions.
2. All charges due, including rents and fees, maintenance or repair costs that are a Resident obligation, utilities costs that are a Resident obligation and any other fees or charges that may be required to be paid by Resident have been paid in full.
3. No damage to the premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Resident understands that any expenses incurred by Lessor to return premises to the same condition as when Resident moved in, allowing for reasonable wear and tear, shall be paid by Resident.
4. The entire dwelling, including but not limited to carpets, bathrooms and fixtures, floors, windows (inside and out,) window blinds, ceiling fans and light fixtures, all appliances, closets and cupboards are thoroughly clean and free of insects.
5. All debris, rubbish and all personal property has been removed from the premises and disposed of properly.
6. The HVAC system has been left clean and in satisfactory condition and the filter has been changed.
7. The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from premises.

While every effort is made to return all of the Resident's security deposit, should the Resident breach the lease and/or leave the property in poor condition, then Sunshine Management will be compensated by paying a security deposit claim processing fee of \$150.00. This fee will be deducted directly from the security deposit. This fee is necessary to offset the cost associated with (1) obtaining restorative bids; (2) coordinating repair and cleaning vendors; (3) obtaining legal advice; and (4) preparing and delivering the security claim to the Resident, involving substantial additional work on the part of Sunshine Management.

EMERGENCY/DISASTER PROCEDURES

Make Your Plan Now

The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family and the home you are caring for. It is easy to forget even little things in the anxiety which often comes with an emergency. To avoid unnecessary stress, get ready now.

Two Types of Emergencies

The first type is a non-disaster emergency, one that is specific to the property you rent (i.e. a tree falls on the house, or the hot water heater bursts.)

The second type of emergency is an area-wide disaster (i.e. a hurricane or tornado.)

Hurricane/Storm Watch/Storm Warning

Living in Florida, the chances of experiencing a hurricane or heavy storm are quite high. It is important to know and follow proper procedures to safeguard yourself and the property you live in, and minimize potential risk and damage.

A hurricane/storm **watch** is when hurricane and/or storm conditions **are possible** in the specified area of the watch, usually **within 36 hours**.

A hurricane/storm **warning** is when hurricane and/or conditions **are expected** in the specified area of the warning, usually **within 24 hours**.

What You Do

Everything an Owner would do to protect the property, the Resident is expected to do. The first priority is to stop additional damage. We have many thunder and lightning storms, power outages and high winds. An emergency could happen at any time. Be prepared.

Because we get advance warning for a hurricane, many people choose to leave town. If you leave, you must still secure the property prior to leaving.

DISASTER PROCEDURES

Have an emergency preparedness plan, a checklist and a storm kit. Stay tuned to the local news media and follow all recommended precautions and instructions. During the storm or before leaving, please be sure to:

1. Turn off the breaker to the house.
2. Turn off the main gas line to the house (Call the gas company for instructions on how to do this.)
3. Turn off the main water supply to the house.
4. Take all recommended precautions by the local news media and storm bulletin publications. **DO NOT PUT TAPE ON THE WINDOWS!**
5. Secure your pets inside. If it is not safe for you outside, it is not safe for your pets either! If you are leaving the property, do not leave your pets behind.
6. Secure all outside items. Bring in swing sets, play houses, small planters, patio furniture and anything else that could turn into a flying object during high winds.
7. Secure the house against damage. Follow all recommendations by the local news and the emergency preparedness teams for your area.
8. Make sure Sunshine Management has a key for your house (Have you changed locks lately?)

RESIDENT IS RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, RESIDENT IS EXPECTED TO DO.

NON-DISASTER PROCEDURES

(i.e. Kitchen fire, water pipe burst, hot water heater burst, tree falls on house.)

Upon first occurrence or discovery of problem, secure from further damage immediately. Following is a summary of what to expect. Please post this note in a visible place. If any of these actions does not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Resident Responsibility

Take steps to prevent additional damage immediately.

1. Turn off the water, electricity or gas source, as the situation demands.
2. Notify Sunshine Management.
3. Make a claim on Resident's insurance.
4. Notify Sunshine Management of Resident's insurance coverage.
5. Provide emergency report (police, fire, ect.) to Sunshine Management within five (5) days of the incident.
6. Provide access to premises to insurance adjustors, repair workers, ect. so that they can assess and repair damage.
7. Notify Sunshine Management of delays, "no-show" appointments, or any other problems with repairs.

Resident is responsible for any loss to the Owner due to Resident negligence. If the damage was caused by a current Resident or guest, please be aware all charges not covered by insurance will be billed to you.

DRUG/CRIME DISCLOSURE

Owner, Management and Resident agree as follows:

1. Resident, any member of the Resident's household, or a guest or any other person under the Resident's control shall not engage in criminal activity on, near or within sight of the rental premises. "Drug-related criminal activity" means that the illegal manufacture, sale, distribution, transportation, storage, use or possession with intent to manufacture, sell, distribute, store, transport or use a controlled substance including but not limited to marijuana and cocaine.
2. Resident, any member of the Resident's household, or a guest or other person under the Resident's control **shall not engage in any act intended to facilitate criminal activity, including drug-related criminal activity**, on, near or within sight of the premises.
3. Resident or member of the household **will not permit the dwelling unit inside or out to be used for, or to facilitate criminal activity, including drug-related criminal activity**, regardless of whether the individual engaging in such activity is a member of the household or a guest.
4. Resident or member of the household will not engage in the manufacture, sale, storage, transportation, use, possession or distribution of illegal drugs and/or drug paraphernalia at any location, whether on, near or within sight of the premises or otherwise.
5. **Resident, any member of the Resident's household, or a guest or other person under the Resident's control shall not engage in any illegal activity including but not limited to prostitution, public drunkenness, lewd behavior, trespass by your guests if they have previously received a trespass warning, dangerous operation of a motor vehicle on the premises, disorderly conduct, street gang activity, battery, assault, discharging weapons, acts of violence or threats of violence, sexual crimes on or off the premises or any breach of the lease agreement that otherwise jeopardizes the safety or welfare of any persons.**
6. **VIOLATION OF THE ABOVE PROVISIONS SHALL BE A MATERIAL VIOLATION OF THE RENTAL AGREEMENT AND GOOD CAUSE FOR TERMINATION OF TENANCY.** A single violation of any of the provisions of these terms shall be deemed a serious violation and material noncompliance with the Rental Agreement. It is understood and agreed that a single violation shall be good cause for termination of the Rental Agreement. Unless otherwise provided by law, **PROOF OF VIOLATION SHALL NOT REQUIRE CRIMINAL CONVICTION**, but shall be a preponderance of the evidence.

MOLD DISCLOSURE

MOLD: Mold consists of naturally occurring microscopic organisms which reproduce by spores. Mold breaks down and feeds on organic matter in the environment. The mold spores spread through the air and the combination of excessive moisture and organic matter allows for mold growth. Not all, but certain types and amounts of mold can lead to adverse health effects and/or allergic reactions. Not all mold is readily visible, but when it is, it can often be seen in the form of discoloration, ranging from white to orange and from green to brown and black. Often there is a musty odor present. Reducing moisture and proper housekeeping significantly reduces the chance of mold and mold growth.

CLIMATE CONTROL: Tenant(s) agree to use all air conditioning, if provided, in a reasonable manner and use heating systems in moderation. Tenant(s) will also keep premises properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. **OWNER AND/OR MANAGER RECOMMENDS THAT AIR CONDITIONING IS USED AT ALL TIMES IF PREMISES HAS AIR CONDITIONING.**

TENANT(S) MUST AGREE TO THE FOLLOWING:

1. Keep the premises clean and regularly dust, mop and vacuum.
2. Use hood vents when cleaning, cooking and dishwashing.
3. Keep closet doors ajar.
4. Avoid excess indoor plants.
5. Use exhaust fans when bathing/showering and leave on for a sufficient amount of time to remove moisture.
6. Use ceiling fans if present.
7. Water all indoor plants outdoors.
8. Wipe down any moisture and/or spillage.
9. Wipe down bathroom walls and fixtures after bathing/showering.
10. Wipe down any vanities/sink tops.
11. Avoid air drying dishes.
12. Avoid hang drying clothing indoors.
13. Regularly empty dehumidifier, if used.
14. Open blinds/curtains to allow light into premises.
15. Wipe down floors if any water spillage occurs.
16. Hang shower curtains within bathtub when showering.
17. Securely close shower doors when showering, if present.
18. Leave bathroom and shower doors open after use.
19. Wipe down windows and sills if moisture is present.
20. Use dryer for wet towels, if present.
21. Use household cleaners on any hard surfaces.
22. Remove any molding or spoiled food from premises.
23. Remove garbage regularly.
24. Wipe down any and all visible moisture.
25. Inspect for leaks under sinks.
26. Check all water hoses, if applicable.

TENANT(S) AGREE TO REPORT IN WRITING, IF THE FOLLOWING SHOULD OCCUR:

1. Visible or suspected mold.
2. All A/C or heating problems or abnormalities.
3. Leaks, moisture accumulations or any major spillage.
4. Plant watering overflows.
5. Shower/bath/sink/toilet overflows.
6. Leaky faucets, any other leaky plumbing or pet urine accidents.

7. Discoloration of walls, baseboards, doors, window frames and ceilings.
8. Moldy clothing, refrigeration and A/C drip pan overflows.
9. Moisture dripping from or around any vents, A/C condenser lines.
10. Loose, missing or failing grout or caulk around tubs, showers, sinks, faucets, counter tops, clothes dryer vent leaks.
11. Any and all moisture and musty odors.

SMALL AREAS OF MOLD: If mold has occurred on a small non-porous surface such as ceramic tile, Formica, vinyl flooring, metal or plastic and the mold is not due to an ongoing leak or moisture problem, Tenant(s) agree to clean the areas with soap (or detergent,) and a small amount of water, let the surface dry and then, within 24 hours, apply a non-staining cleaner such as Lysol disinfectant, Pine-Sol disinfectant, Tilex Mildew Remover or Clorox Cleanup.

OUR PERSONAL MESSAGE TO YOU

Congratulations on the selection of your new home. Welcome to the Brevard/Indian River County area, and to your new association with Sunshine Management. We are pleased to have you as our residents and want to make your new association with Sunshine Management a pleasant experience.

Our aim, on behalf of the owner of the property, is to give you quality property management service. In return, we look forward to your being a responsible resident who pays the rent on time, takes care of the property and enjoys the home you have rented.

We are located at 8255 N. Wickham Road, Suite 101B, Melbourne, Florida 32940. Our regular office hours are 9:00a.m. to 5:00p.m. Monday through Friday. The office phone number is (321) 549-0806.

The property manager has been assigned the responsibility of overseeing the property you are renting. A business card has been included in your lease folder for easy reference. You may contact your property manager using their direct contact information; i.e. email address and direct fax and office telephone numbers. If they are unavailable, they will contact you within a reasonable amount of time. If you have an emergency, anyone at the office can help you.

We are looking forward to having you as part of the Sunshine Management resident family, and hope your rental experience with us will be a long and pleasant one.

Sincerely,

The Staff and Management of Sunshine Management

