

# TENANT HANDBOOK



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## Welcome to Aquino Homes Real Estate

We are pleased to have you as our tenant and would like your experience with Aquino Homes real Estate to be a pleasant one, Along with your rental agreement this handbook is a very useful reference tool. It contains helpful information that would make your tenancy a satisfying one. The tenant 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 a tenant, understand our policies and procedures, we can better serve you.

**AQUINO HOMES REAL ESTATE** we are members of the local, state and [National Association of Realtors®](#) and subscribe to a strict [Code of Ethics](#) only does business in accordance the Civil Rights Act of 1968 [Fair Housing Act](#) , as amended, prohibits discrimination in the sale, rental, and financing of dwellings, and in other housing-related transactions, based on race, color, national origin, religion, sex, familial status (including children under the age of 18 living with parents or legal custodians, pregnant women, and people securing custody of children under the age of 18), and disability.





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## **RESIDENT SELECTION CRITERIA;**

1. All Adult applicants 18 or older must submit a fully completed, dated and signed residency application and fee. Applicant must provide proof of identity. A Non refundable application fee will be required for all adult applicants. Applicant may be required to be approved by a condo/homeowner's association and may have to pay an additional application fee or an additional security or damage deposit.
2. Applicants must have a combined gross income of at least three times the monthly rent. We reserve the right to require a co signer. A minimum of two years residential rental history is required.
3. Credit history and or Civil Court Records must not contain slow pays, judgments, eviction filing, collections, liens or bankruptcy within the past 5 years.
4. Self employed applicants may be required to produce upon request 2 years of tax returns or 1099s and non employed individuals must provide verifiable proof of income.
5. All sources of other income must be verifiable if needed to qualify for a rental unit.
6. Criminal records must contain no convictions for misdemeanors for crimes involving violence, assault or battery, drugs, firearms; felonies within the past seven years and no sexual offenses ever. In the event a record comes back "adjudication withheld", "nolle prosequere", or "adjudication deferred", further documentation may be required and applicant may be denied on this basis.
7. Previous rental history reports from landlords must reflect timely payment, sufficient notice of intent to vacate, no complaints regarding noise, disturbances or illegal activities, no unpaid NSF checks, and no damage to unit or failure to leave the property clean and without damage at time of lease termination.
8. No pets (with the exception of medically necessary pets for the benefit of the occupant(s)) of any kind are permitted without specific written permission of landlord in the lease document, an addendum to lease, a non-refundable pet fee acceptable to landlord and/or an additional pet deposit or additional security deposit. Fees and deposits are waived for medically necessary pets.

9. Applicants will be required to pay a security deposit at the time of lease execution. We reserve the right to require a higher security deposit and or additional prepaid rent.

10. The number of occupants must be in compliance with HUD standards/guidelines for the applied unit.

11. We require a holding or good faith deposit to be collected to hold a property off the market. In the event the application is approved and applicant fails to enter into a lease, the applicant shall forfeit this deposit. In the event the application is approved, this deposit shall be applied to the required security deposit.

12. Any exceptions to our company's criteria will need to be submitted in writing to the rental agent for presentation to the landlord for consideration. If approval is then given for such exceptions, additional security, co signers, and/or additional advance rent payments may be required.

13. Our company policy is to report all non compliances with terms of your rental agreement or failure to pay rent, or any amounts owed to the credit bureau and/or a collection agency and if the amount is disputed, it shall be reported as disputed in accordance with law.

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## **When You First Move-In**

### **Get to know your home**

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

### **Locating The Water Shut-Off For The Home**

The water shut-off valve is usually located in the front yard near the sidewalk or road and sometimes in a flowerbed around the perimeter of the home. Also locate the water shutoff for the hot water heater and for all under sinks. Locating these items now may prevent or minimize water damage later.

## **General Rules and Regulations**

Part Of Your Rental Agreement

**This Tenant Handbook is a part of your rental agreement.**

### **The Home**

You have rented a home so please care for it as your own. During the term of this rental agreement, you are responsible for the home and yard. Your obligations are similar to those of the owner, and you are expected to care and maintain the premises accordingly.

## **Rental Payments**

**All rents are due and payable, in advance, on the first day of each month.** Payment should be made in the form of a check, cashier check or money order made payable to



**16430 Tudor Grove dr.Orlando 32828**

**[WWW.AQUINOHOMESREALESTATE.COM](http://WWW.AQUINOHOMESREALESTATE.COM)**

WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by address of property. Also, to avoid any misunderstanding, please put your address on every correspondence with the office. Be sure to allow enough days when mailing your payment to assure delivery is made on time, as payment must be received on or before the 1<sup>st</sup> of every month.

You may also pay in person, Monday through Friday, 8:30 am to 5:00 pm. For your after hour convenience there are two drop slots, one located at the front door and one at the rear door



Rents remaining unpaid after the 3rd day of the month are subject to additional fees and tenant Will also be responsible for the charges and fees incurred to deliver a Three Day Notice.

**Any rents paid late must be in certified funds and all applicable late fees must be included**

**With payment. No personal checks will be accepted.**

AQUINO HOMES REAL ESTATE reserves the right to refuse third party checks.

### **Returned Checks**

The amount of any NSF checks, plus a late fee must be paid in either certified funds or money Order within 24 hours of 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, all future payments must be made by certified funds.

### **Contact Phone Numbers And Email Addresses**

All tenants are required to have telephone accessibility and to provide **AQUINO HOMES REAL ESTATE** their home, cell and work phone numbers. Please be sure to notify us when you change any of your contact numbers. A contact email address should also be provided. Please include your new home and work numbers with your first rental payment after you move in, or you may send it to us via fax or email. 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**

**Rent is due on the 1st day of each month. If the rent is not received by close of business by the 3rd day of the month in which rent is due (regardless of holidays or weekends), tenant 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.

### **60 Day Written Notice**

A sixty day (60) written notice (prior to your rental agreement expiration date) must be given to **AQUINO HOMES REAL ESTATE** if you do NOT wish 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.** The notice should state a definite moving date. Any change to your initial written notice (ie: Change of Move date) needs to be re-submitted in writing to assure we are able to accommodate the change.

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## **Keys and Locks**

Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the written approval of **AQUINO HOMES REAL ESTATE**

and you must provide us keys to each lock on the home. **AQUINO HOMES REAL ESTATE** may access the premises and re-key any time access is denied, and charge the cost to the Tenant. All keys are to be returned to **AQUINO HOMES REAL ESTATE** upon vacating the premises.

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

## **Trash and Recycling**

All trash and recyclable materials must be placed in appropriate containers. **AQUINO HOMES REAL ESTATE** does not provide trash receptacles and/or containers. The tenant is required to make arrangements to have 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 pick up days. Any recycling items collected must be properly contained and discreetly stored.

## **Condominium/Homeowner Associations**

Tenant is responsible to obtain a copy of the condo or homeowner association, restrictive covenants or declaration and rules, in the event the rental premises are subject to the rules, regulations, covenants and restrictions of the condominium of homeowners association. Tenant agrees to abide by all applicable rules and regulations.

The lease is subject to the approval of the condo association or homeowners association and tenant agrees to pay any association application fees necessary for such approval (if applicable)

Should **AQUINO HOMES REAL ESTATE** or the property owner receive notification from the COA/HOA of violation of the rules, regulations, covenants and restrictions the cause of which are the result of the tenants failure to maintain their rental home properly or any notice of violation, the cause of which is directly attributable to the tenants, the tenants guest or invitees, then the tenant(s) are responsible for the cost of curing any violation, legal and attorney fees, court costs, any and all fees, fines, penalties, the cost of travel and other incidentals such as photos, film, video tape, etc. or other costs that may be incurred by **AQUINO HOMES REAL ESTATE** or the property owner.

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### **Disturbances, Noise and Nuisance**

All tenants and guests are expected to conduct themselves in a way that will not offend or Disturb the neighbors or passerby. 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, gathering in the driveway or front of the home drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

### **Move-in Condition**

When you rent a home from **AQUINO HOMES REAL ESTATE**, we make every effort to see that all items are in good working order. Please report any maintenance issues within the first 3 days of possession. Please make sure you go through the home thoroughly and test all mechanical items to assure they are functioning properly.

### **Periodic Property Inspections**

**AQUINO HOMES REAL ESTATE** will conduct periodic inspections of the premises to note its condition. You will be notified of deficiencies, if any, that are tenant 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 Rental Agreement and grounds of termination.

### **Parking/Vehicles**

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) 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 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 fluids, place a protective covering or pan under the vehicle to catch leaks.

### **Guests**

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 72 hours. Only those persons listed on the rental application 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.

## **Emergencies**

An emergency exists when danger is present or property damage has occurred or is about to occur. In many cases, what a tenant considers an emergency is not truly an emergency.

To report an emergency only, such as a fire to premises, major water intrusion, major electrical issues, please contact us at 407.259.1182 and leave a detailed message to include your property address, contact number and description of the emergency. All other non-emergency requests need to be submitted in writing or via the internet at **AQUINOHOMESREALESTATE.COM** **click** on Tenant Service Request and then fill out and submit the necessary form. Please remember to explain your problem in detail to avoid a delay in your request and always include telephone numbers and an email address when submitting your request.

**If your emergency consists of fire or similar emergency, please notify the proper authorities by calling 911 before calling AQUINO HOMES REAL ESTATE.**

### **If there is a major water leak,**

Immediately turn off the water supply to the premises and contact **AQUINO HOMES REAL ESTATE**

If there is a gas (natural, LP, propane, etc.) leak, immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify **AQUINO HOMES REAL ESTATE**.

See Emergency/Disaster Procedures (page 20) for additional procedures.

## **Insurance**

It is strongly urged that you obtain a renter's insurance policy. Tenant should understand that the Home Owner's property insurance does not cover tenant's personal property or protect tenant from loss or liability. Tenant is responsible for obtaining, and is strongly urged to obtain, renter's insurance to protect tenant's personal property against loss or damage.

## **Pets**

No pets, animals, snakes or birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by tenant or guest, unless you have specific written permission from **AQUINO HOMES REAL ESTATE** in the rental agreement (a pet addendum), and tenant has paid a refundable pet deposit.

Should **AQUINO HOMES REAL ESTATE** find that a pet is being or has been kept on premises without the required permission and executed pet addendum, a pet fee will immediately be assessed and in addition, the non-compliance may be considered grounds for termination of the rental agreement.

Tenant will be charged for spraying for fleas and/or repair of any damage caused by pet. As a tenant, you must be responsible for your 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 the smoke detectors are operational upon move-in. **AQUINO HOMES REAL ESTATE** 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 Management's approval with specific location of the installation and name of the service provider. The security/alarm code is to be provided to **AQUINO HOMES REAL ESTATE** within 48 hours of the activation of the system.

## **IN AND AROUND THE HOME**

### 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 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 top plug outlet. There may be more than one GFI plug in the house. If these "pop" or "trip", reset them.

### Pest Control

Please report a pest problem within your first 3 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 tenant responsibility. Tenant is responsible for reporting any suspected or known insect infestation. **AQUINO HOMES REAL ESTATE** assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests. Tenant will be charged for any damage caused by uncontrolled pests.

### Painting, Decorating, Etc.

If you want to change the house décor in any way, please put your proposal in writing and submit it to **AQUINO HOMES REAL ESTATE** along with a sample of the paint/wallpaper or drawing of the proposed work (e.g., adding a fence). If approved, you will receive written confirmation. All work tasks must be done by a licensed and insured vendor and the vendor must provide copies of their insurance documents. Tenants are not allowed to make alterations such as these on their own. All work must also be inspected and approved by **AQUINO HOMES REAL ESTATE** after completion. Lastly, these changes or modifications are the tenant's responsibility. The cost(s) of returning the property to the original condition, if any, is the responsibility of the tenant.

## **MAINTENANCE, DAMAGE AND REPAIR**

Maintenance Requests to be in Writing or submitted via our Website

You must always submit your tenant service requests in writing. 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 **AQUINO HOMES REAL ESTATE** so we can follow up. You may fax your requests as well to 407.512.4690

### **Scheduling Maintenance**

If you have contacted **AQUINO HOMES REAL ESTATE** for maintenance and/or repair, you are responsible for scheduling any necessary service calls with the repair person once they have contacted you. Tenant is responsible for granting the vendor access to the premises. **AQUINO HOMES REAL ESTATE** does not provide keys to contractors. Be polite to the repair person. The repair person is there to help solve your maintenance problems.

### **System Failures**

All “breakdowns”, system failures and structural defects must be reported to **AQUINO HOMES REAL ESTATE** immediately. If an urgent repair is needed (i.e., hot water heater leaking), tenant 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. **AQUINO HOMES REAL ESTATE** will arrange with vendors to make necessary repairs within a reasonable time. Tenant will not be reimbursed for any unauthorized repairs made.

### **Unauthorized Repairs**

RPM must authorize ALL repairs and/or maintenance that the tenant requests. Please do not make any repairs or authorize any maintenance without written permission from **AQUINO HOMES REAL ESTATE**. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

### **Heating, Ventilating, 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 grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit.

**\*Note: An HVAC (AC) 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**

Tenant is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of 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. Keep shrub and tree growth away from the roof, eaves, and sides of the home. Tenant 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, etc. Tenant must maintain mulch cover.

## **Lawn Irrigation/Sprinkler Systems**

Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to **AQUINO HOMES REAL ESTATE** within 5 days of taking possession of premises. If no notice is received **AQUINO HOMES REAL ESTATE**, will assume that the irrigation/sprinkler system is in good working order and any needed repairs/maintenance will become responsibility of the tenant. It is the responsibility of the tenant 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 tenant to comply with water restrictions for your area.

## **Plumbing/Septic Systems**

Tenant is responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to deposit 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, coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the home 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, and other non-decomposable materials into the property sewer. These materials will not de-compose 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. Tenant must purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product.

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

## **Waterbeds/Flotation Bedding Devices**

Tenant will be responsible for ANY damage caused by a waterbed or flotation-bedding device. Tenant 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 with appropriate picture hanging hardware. Do not paint or wallpaper without prior written approval of **AQUINO HOMES REAL ESTATE** . All walls, baseboards and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises. If you are a smoker, you will be held responsible for any smoke/tar residue, odor and/or damage to the premises that result from smoking.

## **Vinyl/Ceramic Tile Flooring**

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic tile floors. Tenant will be responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

## **Hardwood Floors**

Dry mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on 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 your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Tenant shall not shellac or refinish floors without 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. Tenant 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.

## **Stoves**

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Tenant 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 and make sure drains are clear of debris.



## **Garbage Disposals**

Garbage disposals should not be used for bones, celery, onion skins, greasy items, pasta, rice or any other similar materials. If the motor buzzes, turn the switch off. Something may be jamming the blades. Verify that the object jamming it 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 the side of the disposal (this is usually a small red or yellow button). Almost all disposal jams are from items 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 can cause a fire.

## **Water Heaters (Gas/Electric)**

If you have an electric water heater that is not functioning, you may want to check to see if the reset button or the breaker may have been tripped.

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**

**AQUINO HOMES REAL ESTATE** diligently works to provide you with a clean, well maintained home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment in good condition. A properly maintained home is a team effort involving the property owner who keeps structural and mechanical maintenance up-to-date; the Maintenance Department who keeps a record of necessary maintenance; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to **AQUINO HOMES REAL ESTATE** in a timely manner.

### **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 AC/Heat air return grate and change filter each 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 semiannually.
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 counters 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 including the stove hood vent, the filter in the stove hood vent, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be replaced. Please clean the top and under the refrigerator and washer/dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which tenant 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 a place to burn cardboard, holiday wrappings, pine needles, etc.

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 while 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.

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7. Do not stuff scrap paper, gift wrapping paper or old holiday 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 cool completely. Dispose of cooled 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 Real Property Management & Realty of any problems with the fireplace.

## **MOVING OUT**

### Written Notice

Before notice to vacate is accepted by **AQUINO HOMES REAL ESTATE**, it MUST be put in writing or will not be accepted. The notice must include the date you plan on vacating the premises. This notice must not be less than 60 days before termination. Once **AQUINO HOMES REAL ESTATE** receives notice from tenant, move-out procedures will be sent to tenant. Follow the move-out procedures to ensure the full return of tenant security deposit.

### **Move Out Procedures**

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

- 1) Clean the interior and exterior of the house including all appliances and floors. This includes pulling out and cleaning under and behind the appliances. All the carpet must be cleaned by a professional cleaning company and provide a receipt. No rental cleaners please as these will not sufficiently remove all stains nor will they steam/sanitize. Tiles/grout should be clean.
- 2) Dispose of all garbage and trash. Home should be fully cleaned. All trash is to be removed from the premises upon vacating. Please do not leave any items at the curb. Recycling bins should be left in the garage (if applicable). Contact the office if you would like a reference for a professional cleaning company.
3. Property interior must be touched up or painted with appropriate paint color. Close and lock all windows and doors when turning in keys.
5. Please remember to dust/clean all baseboards, fans, window blinds, window sills, a/c vents and light fixture throughout home.
6. All bathrooms/kitchens should be caulked and fully cleaned.
7. Front porch, back porch, garage and driveway should be swept and free from trash and debris.
9. All cabinets should be cleaned/free of items inside and out. (Please also remove any phone books.)

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10. Doors, frames, and walls should be clean and free of fingerprints. Magic erasers can be useful.

11. All light fixtures should have bulbs in working condition. Replace any damaged/missing/painted outlet covers, broken/missing door stoppers, and any beeping smoke detectors.

12. A/C filter should be cleaned and/or replaced every 3 months.

13. Sinks, drains, and garbage disposal are to be cleaned and free of blockage

14. Cut lawn, weed the flower beds, edge, and trim the shrubs.

15. Inform all utility services and postal services of the departure date and forwarding address.

16. Appliances should be completely cleaned including but not limited to the inside of the microwave, stove, refrigerator and shelves (don't forget the top of the fridge, bottom refrigerator vent). Stove drips pans (under burner coils) should be replaced with new ones. **TURN OFF YOUR ICE MAKER (IF APPLICABLE) AND EMPTY ICE BUCKET.**

17. Pull main fuses or turn circuit breakers to an "OFF" position.

18. Turn in ALL keys on the expiration date and provide **AQUINO HOMES REAL ESTATE**

19. The electricity and water must be left on for three days after vacating the premises so **AQUINO HOMES REAL ESTATE** can inspect all electrical outlets, lights and appliances. Failure to do so will result in a charge against your security deposit for power turn on.

20. **AQUINO HOMES REAL ESTATE** may be placing a "For Rent" sign on 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**

After you have given notice that you intend to move, the property will be listed for rent. The most probable showing hours are between 9:00am and 6:00pm. **AQUINO HOMES REAL ESTATE** will make an effort to accommodate your schedule, however, the property must be available and in good condition for agents to show. You will be notified prior to showing. If there is no answer or no answering machine, 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 tenant has vacated the premises and the keys have been received by **AQUINO HOMES REAL ESTATE** we will begin the Move-Out process to determine and expedite return of the tenant's security deposit. Keys **MUST** be returned to **AQUINO HOMES REAL ESTATE** and not left at the premises, per your lease agreement. Tenant is fully responsible for rents until the keys have been given to and received by **AQUINO HOMES REAL ESTATE**. All utilities are to be left on for three days after your keys have been returned.

### **Breaking the Lease**

If you default on your lease, you will be responsible for all costs incurred in securing a new tenant including but not limited to rental losses incurred as a result of tenant'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 60-day written notice. You must continue to pay the monthly rent each month until the property is re-rented or your rental obligation ends, whichever comes first.

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

- a. Re-leasing and/or breaking lease fee.
- b. Rent until the new lease takes effect.
- c. Lawn maintenance (you need to arrange for that before leaving)
- d. Utilities (keep them on in your name until notified of a new tenant)
- e. Advertising

### **Return of the Security Deposit**

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

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f. Resident has given sixty (60) days written notice prior to vacating. The full term of the Agreement has expired and tenant has complied with all other provisions.

g. All charges due including rents and fees, maintenance or repair costs that are a tenant obligation, utility costs that are the tenants obligation and any other fees or charges that may be required to be paid by tenant have been paid in full.

h. No damage to premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Tenant understands that any expenses incurred to return premises to the same condition as when tenant moved in, allowing for reasonable wear and tear shall be paid by tenant.

i. The entire dwelling, including but not limited to carpets, bathroom 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.

j. All debris, rubbish, and all personal property has been removed from premises and disposed of properly.

k. The HVAC system has been left clean and in satisfactory condition and the filter has been changed.

l. The lawn has been cut and edged, shrubs have been trimmed and debris properly removed from premises

## **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 only on the authorities. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home you are caring for.

### **Hurricane/Tornado/Storm Watch/Storm Warning**

When living in Florida, the chances of experiencing a hurricane, tornado or heavy storm are always possible. 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/Tornado Storm Watch is when Hurricane/Tornado are possible in the specified area of the watch, usually within 36 hours.

A Hurricane/Tornado Storm Warning is when Hurricane/Tornado 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 tenant 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 can happen at any time. Be prepared. Because we get advance warning for Hurricanes/Tornados, many people choose to leave town. If you leave, you still must secure the property prior to leaving.

### **DISASTER PROCEDURES**

Have an emergency preparedness plan, a checklist and 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 main breaker to house
2. Turn off main gas line to house (Call power company for instructions)
3. Turn off main water supply to 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 the swing sets, play houses, small planters, anything that could turn into a flying object during high winds.
7. Secure house against damage. Follow all recommendations by the local news and the emergency preparedness teams for your area.
8. Make sure **AQUINO HOMES REAL ESTATE** has a key for your home.

**TENANT IS RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, TENANT 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 do not occur, notify the office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

### **Tenant Responsibility**

Take steps to prevent additional damage immediately.

- \* Turn off the source of water or electricity or gas, as the situation demands.
- \* Notify **AQUINO HOMES REAL ESTATE** , if it is after hours use emergency line.
- \* Make claim on Tenant's insurance for personal belongings.
- \* Notify **AQUINO HOMES REAL ESTATE** of tenant's insurance coverage.
- \* Provide emergency (police, fire, etc.) report to **AQUINO HOMES REAL ESTATE** within 5 days of the incident.
- \* Provide access for insurance, repair people, etc. to access and repair damage.
- \* Notify **AQUINO HOMES REAL ESTATE** y of delays or problems with repairs.  
Tenant is responsible for any loss to the owner due to tenant negligence.



### **Troubleshooting Routine Maintenance Items:**

A/C- Clogged drain line. Vacuum out white pvc pipe near outside unit. Pouring a cup of white vinegar down the inside drain line (white pvc attached to a/c unit) quarterly will help to keep it from clogging.

Ants- Caulk visible cracks; place dry Cream of Wheat along the room's perimeter –lethal to ants;

Ants do not cross substances like chalk, cinnamon, and ground black pepper; Spray full strength vinegar near doors and window sills.

Blinds- mini blinds will not pull up or down unless the actual slats are in the open position.

Door lock difficult to open- (frequently occurs with temperature change) Spray WD40 or graphite spray into the door lock.

Drain- clogged. Using needle nose pliers remove any hair/blockage from drain. Pour drano down drain.

Dryer not working- check the dryer vent located inside the dryer. Make sure all lint is cleared. Check the tubing behind the dryer. Make sure it isn't kinked; it's clear of blockage and is attached to the wall. Check outside vent clear of blockage.

Electrical Outlets not working- flip the breaker inside the breaker box, wait a few minutes and flip it back on. In addition, there are GFI's throughout the home. Hit the reset button on all the GFI's.

Garbage disposal- safely check the inside of the disposal making sure its clear of any debris. Allen wrench to rotate motor to dislodge obstruction. Press the reset button on the bottom of the disposal (inside the cabinet).

Garage door not closing all the way. This is typically due to the sensors being bumped. Make sure they are aligned. Check if there's anything blocking the eye of the sensors.

Garage remotes not working- change battery. Still not working then resync all remotes using the button on the opener. Instructions will be on the opener.

Ice Maker not working- check the waterline in the back of the refrigerator. Make sure the tubing is connected and isn't kinked. Look in the ice dispenser passage to make sure there isn't a build up of ice.

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Light not working- replace light bulb; reset breaker.

Odor-set out an open bowl of vinegar

Screen door difficult to open/close- make sure it's properly on the track; rub an unlit candle (the wax) on the track.

Sliding door difficult to open/close- rub an unlit candle (the wax) on the track.

Smoke detectors beeping - change batteries. If all are sounding (as this is a safety mechanism) they all need to be disconnected at the same time to be reset.

Sprinklers- water pooling out of sprinkler head. Replace head (a few dollars at Home Depot/Lowes).

Sprinklers- not functioning- check box (typically inside garage or on side of home). Read instructions on setting according to Water Co. regulations. Press hold manual button to check function ability. See Sprinkler Box troubleshooting.

Sprinklers box (no digital read out)- Make sure its plugged in. Reset the outlet. Reset breaker. Replace battery.

Toilet running- replace the flapper on the inside of the tank.

Weeds in expansion cracks/driveway- pour baking soda in the area.

Please try the above first. If the items are still not working then contact Aquino Homes Real Estate direct # 407-259-1182.

## **Our Personal Message To You**

**Congratulations on selecting a home with AQUINO HOMES REAL ESTATE . We are looking forward to having you as a tenant and want to make your new association with AQ Homes a pleasant experience.**

**Our goal on behalf of the owner of the company is to provide you with superior. AQUINO HOMES REAL ESTATE In return we look forward to your being a responsible tenant who pays the rent on time, takes special care of the property and enjoys the home you have rented.**

**We look forward to having you as a part of the AQUINO HOMES REAL ESTATE tenant family, and hope your rental experience with us will be a long and pleasant one.**

**Sincerely,**

**The Staff and Management of AQUINO HOMES REAL ESTATE**



## Rental Application Disclosure and Authorization

Applicant's Name (please print clearly) \_\_\_\_\_

Social Security Number \_\_\_\_\_

I, the UNDERSIGNED APPLICANT, affirm that the information contained in this application is true and correct. I understand that misstatements, either false or incorrect, may result in rejection of this application and any future application for housing managed by AQUINO HOMES REAL ESTATE, and/or my lease may be held in default and I may be subject to eviction.

I authorize the investigation and release of the information on all statements contained herein, including but not limited to a credit report, rental information, employment verification(including salary), and all public records to AQUINO HOMES REAL ESTATE. and/or its principal and/or the owner of any property which I am applying to occupy. I further agree to hold harmless. AQUINO HOMES REAL ESTATE and all providers of information on the applicant listed above. I understand that due to the Fair Credit Reporting Act, I will not be furnished with a copy of my credit report from AQUINO HOMES REAL ESTATE I understand this application is the property of AQUINO HOMES REAL ESTATE

AQUINO HOMES REAL ESTATE welcomes all applicants and supports fair housing. We do not refuse to lease or rent any housing accommodations or property nor in any other way discriminate against a person because of sex, sexual orientation, marital status, race, creed, religion, familial status, disability, color , national origin, or any other protected basis.

Radon is a naturally occurring radioactive gas that, when it has accumulated in a building in sufficient quantities, may present a health risk to persons who are exposed to it over time. Levels of radon that exceed Federal and State guidelines have been found in buildings in Florida. Additional information regarding radon and radon testing may be obtained from your County Public Health Unit. Any radon testing will be at applicant's expense and must be completed prior to the occupancy date of the Rental Agreement.

Molds are naturally occurring organisms that may or may not present health risks to certain individuals who are exposed to molds over time. Additional information regarding mold and mold testing may be obtained from your County Public Health Unit. Any mold testing will be at applicant's expense and must be completed prior to the occupancy date of the Rental Agreement.

Housing built before 1978 may contain lead based paint. Lead from paint chips and dust can pose health hazards if not taken care of properly. Lead exposure is especially harmful to young children and pregnant women. Before renting pre- 1978 housing, landlords must disclose the presence of known lead based paint and lead hazards in the premises. Tenants must also receive a federally approved pamphlet on lead poisoning prevention. It is the policy AQUINO HOMES REAL ESTATE. to provide this disclosure and federally approved pamphlet before renting any pre-1978 housing.

Notice of the contractual relationship between Property Owner and AQUINO HOMES REAL ESTATE. AQUINO HOMES REAL ESTATE is an exclusive agent of the property Owner and represents the Property Owner's interest in any and all rental transactions and is being paid a commission for leasing and/or management services.

**DEPOSIT AGREEMENT:** If applicant is approved, the Applicant must make arrangements within 48 hours to sign the rental agreement and other documents. **If Applicant is approved and fails to promptly enter into a Rental Agreement for the premises, the Holding Deposit will be retained by AQUINO HOMES REAL ESTATE. and considered forfeited as liquidated damages.** The holding deposit will only be refunded if the applicant cancels this application with written notice within 48 hours, or if application is not approved; refunds will be sent via mail within 10 days of cancellation. This application is preliminary only and does not obligate Owner or **AQUINO HOMES REAL ESTATE** to execute a lease or deliver possession of the proposed premises. No oral agreements have been made. Applicant has read and understands the above statement.

**I hereby affirm that I have read the application, Tenant Handbook, lease agreement and all addendums and that I understand all the terms and all charges due.**

Applicant's \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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Signature \_\_\_\_\_ Date \_\_\_\_\_

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Signature \_\_\_\_\_ Date \_\_\_\_\_