



S U P R A

property management

Tenant Handbook

SUPRA pm
11555 Central Parkway, Suite 104
Jacksonville, FL 32224

Philip Scarborough, Broker/Owner

www.suprapm.com
office@suprapm.com
Office (904) 800-6575
Fax (904) 374-3266

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Welcome!

We are looking forward to having you as our tenant! There are a few items that will need your attention before your move in date. After your application has been approved, we will need your security deposit and leasing fee (paid by cashier's check or money order) within 48 hours to confirm your intent to rent this property and begin the leasing process. Funds should be delivered to our office at 11555 Central Parkway, Suite 104, Jacksonville, FL 32224. Your lease will then be sent through HelloSign for electronic signatures within the next three business days - please keep an eye out for this email!

Your first month's rent plus any applicable prorated rent, pet application fee(s) and non-refundable pet fee(s) must all be paid by money order or cashier's check before you may receive the keys for the property. No personal checks or cash will be accepted. Your security deposit must be in a separate check - all other funds may be combined into one check. All payments should be made out to '**SUPRA property management**'. If your move-in date is on a day other than the first of the month, your first month's rent payment will be prorated. If your move-in date is after the 25th of the month, your first month's rent payment will be the prorated amount plus the next month's rent. As we approach your move in date, please contact our office to set up an appointment to receive your keys. Please bring any outstanding payments from the above list along with proof of utilities transfer to your appointment.

If you have provided pet information in your initial application, we'll send a copy of our pet application through HelloSign to you for your signature. Please note that it requires a photo of your pet to be submitted along with the application - you can email us a photo at office@suprapm.com or mail a photo to the office at 11555 Central Parkway, Suite 104, Jacksonville, FL 32224.

Your rent is payable online through the tenant portal on our website or by personal check (after the initial payment for the first month's occupancy) on the first of each month. If you pay your rent online, you can either set up automatic recurring payments or initiate payment each month yourself. Please make sure that funds are available in your account before initiating your rent payment. Weekends and holidays are not exemptions to the rent payment deadlines. Please plan accordingly.

Utilities are to be in your name. Please have the change over completed by the date of your move-in. Any utilities or services not in your name are subject to be discontinued without notice. Utility numbers in the Tenant Handbook are provided as a courtesy. If any of the numbers are incorrect, please let us know so we may update our list. Please note: **You will be asked to leave the utilities in your name for 4 days after move out.** The owner/s will be asked to put the utilities in their name immediately after your move out, but circumstances may arise when this is not possible.

After your move in date, Mr. Rekey will be contacting you to schedule a rekey of the property. We rekey each property at move in to provide peace of mind to both tenants and owners that the only key copies with access to the property are the ones held by the current tenants and the copy held by our office in case of emergency.

We do recommend that you contact an insurance agent to purchase a renter's insurance policy. Property owners generally carry a standard fire and liability policy, but these policies normally do not cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are "non-owner" occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. To avoid a loss, acquire renter's insurance now.

While we strive to ensure that all of our properties are in excellent condition, occasionally maintenance or repair issues will arise while moving into or occupying your new residence. You can submit maintenance/repair requests through the tenant portal on our website, www.suprapm.com. We will do our best to promptly address any issues.

Please let us know if you have any further questions!

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Philip Scarborough, Broker/Owner

11555 Central Parkway, Suite 104
Jacksonville, FL 32224
Office Phone: (904) 800-6575

Rev. 11/2017

Utilities Contact List & Other Services

Electricity, Water, Sewer, & Trash

JEA

21 West Church Street, Jacksonville, FL 32202
<https://www.jea.com/>
(904) 665-6000

Clay County Utility Authority

3176 Old Jennings Road, Middleburg, FL 32068
<https://www.clayutility.org/default.aspx>
(904) 272-5999

Beaches Energy

11 3rd St N., Jacksonville Beach, FL 32250
www.beachesenergy.com/
(904) 247-6241

Neptune Beach Utilities

116 First Street, Neptune Beach, FL 32266
http://ci.neptune-beach.fl.us/public_services_utilities.htm
(904) 270-2400

St. Johns County Utilities

Main Office: 1205 SR 16, St. Augustine, FL 32084
Ponte Vedra Office: 5430 Palm Valley Rd., Ponte Vedra, FL 32082
<http://www.co.st-johns.fl.us/Utilities/>
(904) 209-2700

Cable/Telephone/Internet

DirectTV

<http://www.directv.com/>
1-888-777-2454

AT&T U-verse

<http://www.att.com/>
1-800-288-2020

Gas

Tampa Electric & Peoples Gas

4040 Phillips Hwy, Jacksonville, FL 32207
<http://www.peoplesgas.com/>
(904) 739-1211

Sawyer Gas

4110 University Blvd Ct, Jacksonville, FL 32217
<http://sawyergasfl.com/index.html>
(904) 296-8600

Renter's Insurance

GEICO

<https://www.geico.com/>
1-800-861-8380

Progressive

<http://www.progressive.com/homeowners/renters-insurance-quote/>
1-855-758-0943

Carpet Cleaning

A&C Carpet

1540 Monument Rd, #5
Jacksonville, FL 32225
<http://www.accarpetclean.com/>
(904) 642-0706

Pool Care and Supplies

Pinch-A-Penny

Multiple locations around Jacksonville
<http://store.pinchapenny.com/>
(904) 220-9490

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General Information

WELCOME

THANK YOU for renting through SUPRA property management. It is our pleasure to welcome you as our tenant. Our aim, on behalf of the property owner, is to provide you with top quality property management service. In return, we look forward to your being a responsible tenant who pays the rent on time, takes care of the property, and enjoys the property you have rented.

We would like to take this opportunity to familiarize you with some of the items you'll encounter while living in and taking care of your new rental. We believe that if you are familiar with this information and these responsibilities, most misunderstandings will be avoided and a better relationship will be established between us. Please keep this handbook with your lease agreement. Your lease agreement should also be read thoroughly for clarification of the following information. We will be happy to answer any questions you may have at any time. You can reach us by email at office@suprapm.com or by phone at (904) 800-6575.

RENTER'S INSURANCE

We strongly encourage you to obtain renter's insurance to cover you and your personal property in the event of an emergency or disaster. If your possessions are stolen during a break-in or damaged by a fire or severe weather, a renter's insurance policy can allow you to recover their value. If someone is injured during an accident in your home, renter's insurance can help protect you in a liability lawsuit. The property owner's insurance covers their physical property, but because it is not an owner-occupied unit, their insurance policy will not cover you or your personal property. You are responsible for obtaining renter's insurance to protect you and your personal property. The cost is minimal (most policies are less than a dollar a day) compared to the peace of mind you'll have knowing that you and your belongings are covered.

PROPERTY INSPECTIONS

Upon move-in and move-out, a property inspection is per-

formed by an unbiased third party vendor or a licensed Real Estate agent. A detailed report with accompanying photos is used to document the condition of the property to protect both the tenants and property owners. Property inspections are also performed at the time of lease renewals to check for any maintenance or repair issues that need to be addressed for the tenant and to update the owner on the condition of their property.

RENT PAYMENT POLICY

Rent payments are due on the first of each month. Payments may be made to SUPRA property management through either the tenant portal on our website at www.suprapm.com or by check at our office. Online payments can be set up as recurring payments that will be automatically with-drawn from your account or you can initiate the online payment yourself each month. If you initiate a rent payment (either online or by check) and the funds are not available, a fee equal to the greater of \$40.00 or 5% of the withdrawal amount will be charged. If a personal check has been returned for any reason, SUPRA property management reserves the right to insist that future payments be made by cashier's check or money order only. We reserve the right to refuse third party checks. Post-dated checks are never accepted. A late fee of 10% of the rent amount will be assessed for any rent payments made after the fourth of the month with \$2 added for each additional day that payment is not made. We reserve the right to report to the local credit bureau of any unpaid charges, skips, and evictions. Please see your lease for specific details as some of the above charges may vary by property.

OCCUPANCY AND ROOMMATES

If you are renting the premises with other tenants, please remember that you are each jointly and severally responsible for the entire lease agreement. Do not incorrectly assume that if you pay "your" part of the rent then you are relieved from any further responsibility. The rent is one total amount. It is not divided up and apportioned to each tenant individually. If one tenant causes default, the consequences can affect all other tenants.

If you desire to have additional persons living on the premises you should contact your property manager FIRST. A separate application is required for each adult, 18 years of age or older, intending to occupy the premises. Any new applicant must undergo a background and credit check and be qualified just as you were. As per guidance from the United States Department of Housing and Urban Development (HUD), maximum occupancy is two persons per bedroom. If an occupant vacates the premises during the term of the lease, they and/or any remaining tenants should immediately notify our office in writing of this change. This could affect how the security deposit is held or later how it is disbursed. Any persons occupying the property without approval will be considered a material default of your lease agreement and may result in eviction.

SECURITY DEPOSIT

Your security deposit is made by you to indicate good faith that you will abide by all covenants of the lease agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for any loss suffered. If the deposit should be inadequate to cover the loss, you will be billed for the balance. Your security deposit is not to be used for the last month's rent. If there is no intention to impose a claim on your security it will be returned to you within 15 days from the end of your lease and vacating of the premises. The premises must be returned in the same condition as it was rented. In the event that damage was caused to the property, its contents, appliances or landscaping or if your deposit was not sufficient to cover the cost of cleaning and repairing the property, you will be notified by certified mail of the claim within thirty days.

Please read through the following pages regarding maintenance and repair requests, normal routine maintenance for which tenants are responsible, and expectations upon move out for further information.

PETS

Keeping pets on the premises is not a right, it is a privilege. Tenants must submit a pet application with appropriate fees which must be approved by the management office for each specific pet. Otherwise pets are expressly prohibited. Pets are permitted only on certain premises with prior approval of the owner/landlord. If you desire to have a pet, you should contact our office first and go through the pet application process before bringing the pet onto the property. Having a pet on the premises without permission could be grounds for termination of your lease.

IN EVENT OF INCLEMENT WEATHER

- Walk around the yard and note if there are any loose shingles, fence posts, gutters, shutters, window screens, hanging tree branches that need to be trimmed, etc.
- Secure any loose objects in the yard, i.e. patio furniture, bikes and other toys, planters, flags, etc.
- Make sure all windows and doors are securely closed. This also includes garage doors, shed doors, and gates if applicable. High winds plus heavy rain can equal unexpected water damage.
- Assemble a bad weather kit with batteries, flashlights, a battery operated radio, first-aid kit, prescriptions, eye-glasses, blankets, clothing, personal hygiene products, non-perishable food, and water.
- Review your renter's insurance policy and make updates as needed. Have insurance company contact information, policy information, and your property inventory list with photos in a secure location. Make sure you collect and secure any other important documents as well.
- In the event of a freeze, leave faucets dripping to reduce the risk of frozen pipes. Disconnect garden hoses from outside faucets. Keep pool filter running if applicable.
- Please remember that severe weather may increase the maintenance/repair queue and it may take additional time to send someone out to address your issue. Please limit requests during inclement weather to serious safety issues and necessary emergency repairs to help with this.
- Please also keep in mind that the SUPRA property management office may be forced to close in the event of inclement weather and we may not be able to send someone out during the storm. We will do our best to take care of any outstanding issues as soon as they can safely be addressed.

EARLY TERMINATION OF LEASE

In the event you require early termination of your lease, we will assist in finding a new tenant. You may be charged the full rent until the property has been re-rented and/or additional fees to cover advertising costs involved in marketing the property. We also offer a lease buy out option - please request more information from our office. All terms and conditions of your lease during this period will still apply. Please read your lease for additional information.

ADDITIONAL NOTES

Please note that tenants are not permitted to access, enter, or store any items in any crawl spaces, attics, or any locked areas on the premises without prior written permission from the owner.

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Tenant Routine Maintenance

Tenants are responsible for the following routine maintenance in their rental home.

NORMAL INSECT CONTROL

Tenants are required to do normal insect maintenance. When storing pesticides, exercise caution for the safety of children and animals at all times.

For indoor insects, such as fleas, ants, spiders, silverfish, etc: Insect foggers are the most reliable solution and can be purchased at most grocery or garden stores. To use: follow the product instructions, cover all food and dishes, and vacate the property (including pets) for at least four hours.

For outdoor insects, such as ants, fleas, grasshoppers, etc: Purchase granulated or liquid insect products at any garden supply store. Following the product directions apply around the perimeter of the house and fence. For spiders, use liquid premixed insecticide. Purchase bait for snails, sow bugs, slugs, and similar pests at garden supply stores. Follow the directions on the package for proper application.

If the insect problem persists, please enter a maintenance request through our website's tenant portal.

RODENT CONTROL

If you have ordinary mice, you can purchase several common controls such as repellent, bait, and traps at grocery or garden supply stores. It is important to treat this issue early as rodents can breed rapidly. Look for trails and droppings to determine the best places to set your traps. If you see rats or large rodents, please enter a maintenance request.

LANDSCAPE AND POOL CARE

Where indicated on your rental contract, maintain exterior landscape by mowing, trimming, weeding, fertilizing, and watering. If there are sprinklers, monitor the level of water needed. If you have questions, please

contact SUPRA property management for additional help or instruction. If you have sprinklers or an irrigation system that is not working, please submit a maintenance request. Keep all landscape watered unless a Homeowner's Association specifically controls it.

Pick up all pet droppings on the property, even if you do not have pets. If you have pets, please keep them from causing damage. This includes digging holes and/or tearing up grass in the yard.

If there is a pool, it is necessary to maintain the water level and run the filter regularly. Please report if there is a problem with maintaining the water level as this may indicate a leak in the pool plumbing. Maintain chemical treatments and cleaning as necessary.

TENANT REQUIRED REPLACEMENTS

Tenants are required to perform minor routine maintenance. This includes, but is not limited to the following:

Replacement of burned out light bulbs with the correct type/size. Please do not use light bulbs in excess of 60 Watts. Vanity lightbulbs should match original bulbs in shape, color, and wattage.

Replacement and/or cleaning of furnace and air-conditioning filters. Replace with the correct type/size at least every three months. The filter size is on the side of the filter, and an arrow indicates the direction of the airflow.

Replacement of smoke alarm batteries. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working properly, try replacing the batteries. If new batteries still do not work, enter a maintenance

request through the online portal on our website immediately. You should test smoke alarms every thirty days and immediately report a non-working smoke alarm. A smoke alarm is for safety and it is very important to check it regularly to see if it is working. Do not disconnect or remove a smoke alarm because it is not working or beeping. By doing so, you endanger all residents and guests and you could be liable for damages in the event of a fire.

CARPETS AND FLOORING

Maintenance and cleanliness of carpets and flooring are the responsibility of tenants during occupancy and when moving at their own expense. Keep floors vacuumed. Immediately clean up spills to prevent stains and damage. Do not use wax on vinyl or tile. Use only hardwood floor cleaners on hardwood floors. Have carpets professionally steam cleaned when appropriate; do not use home floor cleaning machines.

WINDOWS AND WINDOW FURNISHINGS

Maintenance and cleanliness of windows and window furnishings are the tenant's responsibility during occupancy and when moving at their own expense. Check curtains before washing to see if they are washable, if not, dry clean curtains. Wipe all blinds with soft dry cloth or with products designed for the blinds. Close windows against weather elements when appropriate to avoid damage to interior. Close doors and windows when leaving the residence.

GENERAL CLEANING AND MAINTENANCE

In kitchens, clean up food crumbs and spills quickly to discourage pests. Clean oven and stove hood vents regularly to avoid potential grease fires. Refrigerator coils should be vacuumed and cleaned regularly to help the unit run more efficiently and avoid unnecessary repairs. In the event of a clogged garbage disposal, only liquid drain cleaner which is recommended for use on garbage disposals may be used.

Do not leave oven on and unattended when leaving the house at any time. Do not allow grease build up - this can cause fires. If the oven is a continuous clean oven, do not use a commercial oven cleaner, such as "Easy Off." This will only ruin a continuous clean oven. For continuous clean ovens, turn on to 450 degrees and leave on for 2-3 hours. High heat helps the cleaning process. Then wipe out with a damp cloth after oven cools. Do not leave oven on high heat for longer than 3 hours. For self-cleaning ovens, follow the cleaning directions, usually located on the top of the stove/oven. For regular ovens that are not continuous or

self-cleaning, use a commercial oven cleaner, such as "Easy Off", and follow product directions.

Prevent mildew and mold from accumulating in bathrooms. If mildew and mold appear, use a product such as X-14 or Tilex to remove immediately. Keep bathrooms properly ventilated to prevent mildew and mold from happening. Use an exhaust fan or window while taking showers and for a reasonable time afterward to ventilate remaining steam.

Keep your drains free of grease, lint, sanitary products, foreign objects (ex. toys, tools, paint etc...) and food, which can clog them if they are not flushed out occasionally with a good chemical drain cleaner. The owner will pay only for stoppages that are caused by faulty construction, such as mortar or stones in the sewer, or by tree roots.

WOOD BURNING FIREPLACES

Always be sure to open the damper before starting any fire. If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house.

Do not use soft woods in fireplaces such as pine, fir, and redwood because they cause a coating in the flue, which can cause fires. Instead, use woods such as oak, almond, walnut, etc. Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a house fire. Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the carpet.

Check to see if fireplace coals are cold before removing from the fireplace. Never store hot or warm coals in a combustible container (garbage can, paper bag, etc.), or near combustible products. Never store the coals in the garage or against the house.

TOXIC WASTE DISPOSAL

Properly dispose of toxic waste such as oil, antifreeze, batteries, and solvents. Place garbage in the proper receptacles provided and in accordance with city and/or county rules.

CHRISTMAS TREES, HOLIDAY DECORATIONS, AND LIGHTS

Hang lights and decorations properly and carefully. Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights. Only use lights and decorations during holiday seasons; remove them immediately when the season ends. Properly dispose of Christmas trees in accordance with city and/or county rules and regulations.

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Maintenance & Repair Requests

All maintenance and repair requests are handled through the tenant portal on our website:

www.suprapm.com

It is the responsibility of all tenants to report all maintenance and repairs needed. Please be sure to report the following to avoid incurring financial damages and/or loss of your security deposit:

- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances supplied in property
- Any sign of mold in the property
- All toilet and faucet leaks and any plumbing backups
- Any loose, missing, or failing grout and/or caulking around tubs, showers, sinks, etc.
- Roof leaks
- Broken windows and doors
- Fences/gates in need of repair
- Malfunctioning sprinklers
- Major pest control items such as bees, cockroaches, rats, termites or other major infestations
- Any other necessary repairs or unsafe conditions

If your maintenance or repair request is a non-emergency, your online work request will be addressed within 24 hours. We will assign a vendor to contact you to make a repair appointment. Tenants are asked to be present for the repair appointment. Failure to be present may result in additional service fees being charged. Tenants are responsible for normal minor maintenance (expenditures under \$50) such as lightbulb replacements, smoke alarm batteries, HVAC filter replacements, etc. Entering maintenance/repair requests for these types of items may result in an additional service charge to tenant. Repair charges may also apply if it is determined that tenants are responsible for damage to property.

Please keep in mind that not every problem can be solved immediately. You have a responsibility to take reasonable steps to protect not only your personal property, but also the owner's property until additional help arrives.

Example One: If your refrigerator quits cooling, it is your responsibility to take steps to protect your personal items - i.e. food, medicines, etc. - from spoiling. The owner's liability insurance will not cover your loss. Call the office immediately, but do not assume that a service call will be made within a few hours. It may take longer to have the appliance repaired or replaced.

Example Two: If you have a flood resulting from an air conditioner drain, water pipe leak, or sewer line backup - it is your responsibility to take reasonable steps to keep the problem from getting worse: turn off the AC system, shut off the water, don't continue putting water and waste into the sewer, etc. Also, do what you can to protect your personal property from damage. The owner's liability insurance will not cover your loss.

If you continue to have issues with the same item after a repair has taken place, please call our office and let us know that you had a recent repair but there is still a problem. If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

For after-hours emergencies where tenant safety or major property damage is in question, please call (904) 800-6575. If leaving a voice message, please be sure to leave your name, phone number(s), property address, and a clear description of the emergency. The after hours number should be an emergency contact number to alert our office of immediate danger issues such as fire, gas, immediate electrical danger, and/or water issues such as backed up plumbing, busted pipes, etc. Please also contact 911, gas company, and/or utility service if applicable.

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Common Maintenance Solutions

To aid you in resolving common tenant issues and avoiding waiting for a service call, below are a few of the most common issues and their fixes:

1. If electricity in part of the house doesn't work:
Reset the GFI outlet if applicable. These are usually located in the garage, patio, kitchen, or bathroom. If this doesn't work, check the circuit breaker box for a tripped breaker. Make sure you check ALL circuit breakers. A tripped circuit breaker is often difficult to see and it could appear that it is not tripped. Therefore, you must turn the breaker all the way off and then turned the breaker all the way on. If you do not turn the circuit breaker all the way off, it does not "reset" itself to correct the problem.
2. If the circuit breakers continually keep going off:
Check all appliances to see if too many appliances are running on the same circuit and causing an overload.
3. If the oven does not work:
Check time-bake to be sure the settings on the unit are not preventing the oven from working. An oven set on time bake WILL NOT HEAT.
4. If your garbage disposal is not working:
Your garbage disposal may need to be reset. This may happen if too much food is put down the drain at once without enough running water. The reset button is generally on the side or the bottom of the unit.
5. If a drain is not draining:
You can try a liquid drain cleaner which will clean the gunk out of the drain line. If this does not clear the drain, you can also try fishing a piece of wire into the drain to manually clear the clog.
6. If the smoke alarm does not work:
First, check the batteries. Tenants are responsible for the replacement of batteries. You should test your smoke alarms every thirty days. Normally the smoke alarm will emit a beeping sound when the batteries are not working or losing their charge. If the smoke alarm is not working and replacing the battery doesn't solve the issue, please call SUPRA property management to place a work order or submit a work order through your tenant online portal. Remember a smoke alarm is for safety and it is very important to check it regularly to see if it is working. NEVER disconnect or remove a smoke alarm.

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Move Out Expectations

When you are ready to move, the following will be required to avoid claims against your security deposit.

CLEANING

Clean the interior and exterior of the property thoroughly. This includes cleaning vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds, wiping out drawers and shelves, appliances, stove pans, sinks, toilets, bath tubs, showers, vanities, light fixtures, ceiling fan blades, fireplaces, removal of cobwebs inside and out, etc. In general, the property is to be left in the same clean and well-maintained condition as when you rented it. You are responsible for any above normal wear.

REPLACEMENTS

Tenants are responsible for replacing light bulbs, HVAC and water filters, and smoke detector batteries. These items must be **IN PLACE AND WORKING** to avoid charges. Please change the HVAC filter(s) just before vacating the property.

DRAPERIES

Do not wash draperies unless they specifically say machine washable. Most curtains are dry clean only. You are not expected to dry clean draperies unless you have not kept them in good condition (i.e. excessive soil or water damage from open windows).

CARPET CLEANING

Carpets must be professionally steam cleaned at move out. **DO NOT** rent machines, use home cleaning machines, or employ chemical cleaning companies. Only professional steam cleaning is accepted.

The carpet cleaning company must guarantee their work to the satisfaction of Landlord and/or Landlord's Agent and a receipt is required prior to your move-out inspection.

SUPRA property management will not reimburse for any carpet cleaning contracted by tenants.

If tenants do not coordinate professional steam cleaning of carpets, the cost of the carpet cleaning will be deducted from the security deposit. Our office must be given the time

for scheduling this job within your vacating the property. If cleaning is completed after you vacate, you will be charged for the utilities and rent until cleaning is complete. Please act accordingly to avoid incurring a greater charge.

LANDSCAPE

The property is to be neatly mowed, trimmed, pruned, weeded, fertilized, and watered for outside areas that apply in your rental contract. Remove all trash, debris, and grease. Pick up and dispose of any animal droppings.

TRASH

If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense. Place all other trash within the appropriate trash receptacles for normal trash removal.

PAINTING

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

ADDITIONAL NOTE

All of our properties are smoke free residences so smoking is **NOT** permitted inside the premises by tenants, guests or invitees. Tenant understands that smoking inside the premises shall be considered a material default under this lease agreement and that smoke related damage shall not be considered ordinary wear and tear.

MOVE OUT INSPECTION

Move out inspection will be performed only after all tenants have vacated the property and removed all belongings from the premises.

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Common Fees & Charges

APPLICATION FEE

- \$55 per person 18 years or older
- The application fee covers the administrative cost of reviewing a tenant's suitability for your property. This includes the initial application, tenant background and credit checks, and administrative processing.

LEASING FEE

- \$100 per property
- The leasing fee covers the administrative costs of leasing the property. \$80 of this fee also goes towards the move in inspection. This report is performed by an unbiased third party vendor or a licensed Real Estate Agent and includes a report with photo documentation. The cost of the move in/move out reports is split between owners and tenants as both parties benefit from clear documentation of the property's condition. The owner will pay for this report at move out.

LATE RENT CHARGE

- 10% of monthly rent for any rent payments not made on or before the 4th day of the month plus \$2 for each additional day.
- Rent is due on the 1st of the month. The late charge will be applied to any payments made after the 4th of the month.

INSUFFICIENT FUNDS CHARGE

- An insufficient funds charge of the greater of \$40.00 or 5% of the withdrawal amount will be charged for any payment that is returned due to insufficient funds.

NON-REFUNDABLE PET FEE

- \$300 (covers up to 2 pets)
- The pet fee is compensation for broker reviewing and approving pets and the additional maintenance and administrative expenses involved in managing properties with pets. The pet fee is split with the owner as incentive for allowing pets in their property.

PET APPLICATION FEE

- \$15 per pet
- The pet application fee is broker compensation for administrative expenses.

RESIDENT CHANGES

- \$50
- Administrative fee for adding residents to or removing residents from lease contract. Each change will incur a separate charge (i.e. \$50 for an additional resident, \$50 for removal of a resident). If adding resident, new resident must make application with \$50 application fee, undergo background and credit checks, and must receive approval from SUPRA property management.

KEYS

- \$10 for key replacement during tenancy
- \$75 minimum for unreturned keys, mailbox keys, and/or garage remotes at move out

LEGAL NOTICES

- \$40 service fee for delivery of legal notices (three-day notices, eviction letters, etc.)
- \$10 fee for certified mail

DOCUMENT REQUESTS

- \$5 for copy of lease
- \$5 for copy of account statement
- \$25 for copy of move-in condition report
- \$25 for rental verification for mortgage

MAINTENANCE OVERSIGHT

- \$10/hr or \$75/day
- This fee is applied if maintenance, repairs, or other work at the property requires broker agent oversight because either a.) tenant cannot be present at time of maintenance appointment or b.) upon landlord request. **The party held responsible for the fee will depend upon the nature of the request.**

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Pet Application

for

_____ Street Address

_____ City State Zip Code

Consent is hereby granted to TENANT(S) to keep the described pet(s) on the leased premises provided the below listed conditions are abided by:

1. A pet application fee of \$15.00 per pet is paid by Tenants.
2. A non-refundable pet fee of \$300.00 is paid by Tenants. This fee covers up to two (2) pets. Additional pets above 2 per household must receive specific approval. Additional fees may apply.
3. Only pets specifically on this agreement are allowed and such pets must be pre-approved prior to bringing pets on premises. Photo of each pet must accompany pet application.
4. All pets must weigh under the weight limit of 75 lbs per pet.
5. Pets must be kept on a leash at all times while outside of the premises. Pets must not be tied or kept outside doors, in the hallways, or on the balcony/patio/lanai, if applicable.
6. Tenants may be assigned a designated area to walk pet and Tenants must walk pets in that area only. Tenants are responsible for immediately cleaning up after pets.
7. Tenants will be responsible for FULL replacement and/or repair cost of carpet, walls, blinds, flooring or any other items damaged in any way by pets. Tenants also will be responsible for the full cost of any exterminating that may be required because of pets.
8. Tenants agree to fully indemnify the Landlord, owner or agent for any damages arising out of injury to another person or to another pet by their pets.

Tenants agree that approval or denial of all pets is at the sole discretion of owner or agent. Landlord, owner or agent reserves the right to withdraw consent at any time by giving Tenants written notice to remove pets from the premises for any reason including but not limited to noise, barking, disturbances, damage, threatening behavior towards other tenants or employees of owner or agent. In the event the pets are not removed within 48 hours after notice, Tenants will be subject to eviction. Tenants agree that keeping a pet on the premises is a revocable privilege and not a right.

DESCRIPTION OF PET(S):

Type: _____ Breed: _____ Color: _____ Name: _____ Weight (lbs): _____

Type: _____ Breed: _____ Color: _____ Name: _____ Weight (lbs): _____

Tenant Date

Tenant Date

Payment should be made to SUPRA property management within 48 hours of submitting completed pet application.

SUPRA

property management

Notice of Tenancy Change

for

(Street Address)

City

State

Zip Code

Date of Notice: _____

I hereby notify SUPRA property management that:

I would like to renew my lease for another year. Please send me an updated lease renewal.

I would like to extend my lease on a month to month basis. I understand that this will increase my rent by 10% or as per the renewal clause in my lease agreement.

I will be vacating the premises on _____ at the termination of my lease agreement.

I will be vacating the premises on _____. This is an early termination of my lease. I understand that additional fees will be applied.

SUPRA property management is dedicated to providing the best service to our tenants and would love to assist with your move if possible. If vacating the property, may we ask what is/are the driving reason(s) behind your move?

Relocation for job

Relocation for other

Purchasing property

Looking for larger property

Looking for smaller property

Looking for better amenities

Other _____

Please remember that at least 60 days notice must be given to terminate annual leases. Annual leases that have been changed or have defaulted to month to month require notice to be given at least 15 days prior to the end of any monthly period. If notice of tenancy change is not submitted, lease will automatically default to month to month with the increase in rent as described above. Failure to give proper notice before vacating will result in additional rent and fees being charged. Please see your lease for specific details.

Tenant

Tenant

Please submit this form by email to office@suprapm.com or by mail to 11555 Central Parkway, Suite 104, Jacksonville, FL 32224. Thank you!

SUPRA

property management

Your signature below acknowledges your receipt of the SUPRA property management Tenant Handbook and your responsibilities to become familiar with its contents, as well as the contents of your lease agreement. Should any questions arise regarding this information, please contact SUPRA property management by phone at (904) 800-6575 or by email at office@suprapm.com.

Tenant

Date

Tenant

Date

**Information and forms in the Tenant Handbook are subject to change and SUPRA property management will make every effort to inform you of such changes.*