



PM2T'S TENANT HANDBOOK

1. RULES AND REGULATIONS

A. PART OF YOUR LEASE AGREEMENT – PM2T's Tenant Handbook is part of your Lease Agreement and is legally binding on both parties.

******CONTACTING PM2T-** PM2T office hours are from Mon- Thurs 8:00am- 4:00 pm, Fri 8:00am - 3:30pm, Sat & Sun CLOSED. If you call the PM2T phone line and no one is available to answer because we are out of office or with a client, please leave a message with your Name, Property Address, a good contact number and briefly describe why you are calling. We receive the messages immediately and will return your call in the order they are received. If it is an emergency and constitutes a call back during after-hours then you will receive a call back promptly. If it does not constitute an emergency, then we will call you back within normal business hours. Office Number: 1-888-617-6456

****PLEASE NOTE: YOU CAN ALSO REACH US VIA EMAIL AT OPS@PM2T.COM. PLEASE REMEMBER TO PUT ALL REQUESTS IN WRITING BY VISITING OUR WEBSITE: WWW.PM2T.COM, BELOW THE TENANTS TAB.*******

B. THE PROPERTY – You should think of the residence you have leased as your own. During the term of this lease, you are in possession of the residence and in most cases, the yard. Your obligations are similar to those of the Homeowner, and you are expected to care for and maintain the premises accordingly.

C. PAYMENT OF RENT – All rents are due and payable, in advance, on the first day of each month, and late on the 6th of each month. If rent is paid on the 6th, then a \$50.00 Late Fee will be charged to be included the rent payment. There will be an additional \$1.00 for everyday after the 6th that the rent is unpaid. A Written 3-day Pay or Vacate will be issued on the 10th and Eviction processes will begin on the 15th. Monthly bills will not be sent. All Payments will be made by Electronic Deposit to the Bank Account specified in your Lease Agreement. **RENTAL PAYMENTS WILL NOT BE ACCEPTED AT THE PM2T OFFICE.**

D. YOU MAY PAY A SECURITY DEPOSIT AT THE PM2T OFFICE IF AGREED UPON Monday - Friday, 8:00am to 4:00pm, at our Shalimar Office. A receipt will be provided upon request.
Our Office is located at:

PM2T, INC
1191 Eglin Parkway (Suite G)
Shalimar, FL 32579.

E. CONTACT NUMBERS – All residents are required to provide PM2T with their home and work phone numbers. Please be sure to notify PM2T when you change home or work numbers. You should include your home and work numbers with your first rental payment after you move in, or you may send it to us via fax 850-351-0125 or email at info@PM2T.com

F. RETURNED CHECKS – The amount of any bad checks, plus the returned check fee allowed by law must



be paid in either certified funds or a money order within 24 hours of notification. Otherwise legal action will be taken. After a check is returned to us for insufficient funds, you will be required to pay either with a money order or certified funds. You will also be charged a Returned Check Fee in the amount of \$50.00.

- G. DEFAULT OF RENTAL PAYMENT** – If the rent is not paid by the 10th of each month, this is your notice that your lease and rental agreement may be canceled and a demand for all monies due may be made. You will be responsible for all fees, court costs, legal, and collection fees incurred by efforts to collect the rent due. All charges unpaid by the end of the month in which they are charged may be added as additional rent. All remedies and charges for collecting unpaid rent may be used to collect unpaid charges. If rent is paid while legal action is in progress, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.
- H. 30-DAY WRITTEN NOTICE** – A Thirty-Day advance written notice must be given to PM2T before vacating the premises. THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE. You must complete page 2 of the Move-Out Instruction Packet and review packet for instructions on how to receive a full refund of your security deposit. The notice must include a specific move-out date. You must comply with the Cleaning Instructions to receive a full refund. After your designated Move-Out Inspection date, you WILL NOT have the opportunity to return to the property for additional cleaning or to make repairs so please ensure you review the packet carefully to ensure a full refund prior to your Move Out Date.
- I. THE BREAKING OF YOUR LEASE AGREEMENT** – The forfeiture of the deposit as penalty for premature cancellation of the tenancy does not excuse you from other obligations of your lease. You are still responsible for paying rent until the day before a new tenant's lease start date. You must continue maintaining the home until a new tenant occupies or you receive written confirmation from us that your obligations have ended. You must leave the premises empty, undamaged and ready for cleaning. **Water and power must remain on for 3 business days from the move-out date** on your 30-day notice so long as all parties have agreed the lease has been terminated. If the lease has not been terminated you must leave water and power on until the day before a new tenant occupies. If you fail to leave water and power on for the required time you will be billed \$200.00 for reconnecting and rescheduling.
- J. KEYS AND LOCKS** – Two sets of keys are issued at the time of possession (one set if only one person will be living in the rental.) Alterations or replacement to the interior or exterior of doors requires the approval of PM2T. PM2T must have keys to each lock on the house. PM2T may gain access and make keys if at any time access is unreasonably denied, and charge the cost to the Tenant. All keys are to be returned to PM2T upon vacating the premises. If you are locked out of your home, you may check out a key from us Monday - Friday 8:00am to 4:00pm. There will be a charge of \$35.00 for any checked out key that is not returned within 24 hours. After hours and weekends we recommend calling a locksmith (Marshall's Lock Service at 243-6918.)
- K. MOVE-IN/MOVE-OUT PROPERTY CONDITION EVALUATION** – Included in your Tenant Move-In Package is a Move-In/Move-Out Property Condition Checklist. PM2T provides this form so that you can note the condition of the premises, listing all defective, damaged, or inoperable items at the time the property is first turned over to you. **Please sign your name, date it and return it to PM2T within 10 days of your move-in date.** This same report will be used for the Move-Out condition evaluation after you have vacated



the premises. **If this report is not returned, it is deemed that no damage existed upon Tenant's taking possession of the premises.**

- L. **HOME OWNER ASSOCIATIONS** (If applies) - **ALL TENANTS ARE EXPECTED TO FOLLOW ALL RULES AND REGULATIONS STIPULATED BY THE HOA COVENANTS AND RESTRICTIONS.** Please refer to your copy of the HOA Covenants and Restrictions that was provided to you by PM2T if you have any questions. If your questions are not answered after you have reviewed the Covenants and Restrictions, please contact PM2T and we will do our best to have your questions answered.
- M. **PERIODIC EVALUATIONS** – As part of our agreement with the Owner of the property, PM2T will conduct routine evaluations of the condition of the property. You will be notified of any problems, and given a specific time to remedy them.
- N. **PARKING/VEHICLES** – All Vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where permitted. You are not permitted to park on lawns, sidewalks, and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times.** No vehicle repair (except minor repairs e.g. changing a tire) is permitted at anytime. No oil/fluid stains are permitted on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch leaks.
- O. **GUESTS** – Only those persons listed on your lease have permission to occupy the premises. Guests are authorized to stay in the rental no more than 15 days throughout the duration of your lease, unless prior written permission is obtained from PM2T. You will be responsible for the behavior of your guests. All portions of the agreement also apply to your guests.
- P. **TRASH, GARBAGE, AND RECYCLING** – All garbage, trash and recyclable materials must be placed in the appropriate containers (PM2T does not provide these.) All containers are to be discreetly stored. The tenant is required to make arrangements to have garbage and trash picked up. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50-gallon trash bags of recycling materials may be kept on the premises at one time.
- Q. **DISTURBANCES, NOISE, AND NUISANCE** – All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. If music or other sound can be heard outside the perimeter of the premises, it is considered too loud.
- R. **EMERGENCY MAINTENANCE/REPAIRS** – An emergency exists when danger is present or property damage has occurred or is about to occur. To report an emergency, call 888-617-6456. Be sure to report the specific emergency and include your rental address, name, and telephone number in your message.
- S. **IF THE EMERGENCY INVOLVES FIRE OR SIMILAR EMERGENCY, PLEASE NOTIFY THE PROPER AUTHORITIES AT 911 BEFORE CALLING OUR OFFICE!**



- T. **PETS** – No pets of any kind are allowed on the premises unless approved, a Pet Application has been completed and the pet fee has been paid. The pet fee is non-refundable unless agreed otherwise. You will be charged for spraying for fleas and/or repairs of any damage caused by the pet. You are responsible for your animals at all times. **The authorization to have a pet on the premises may be revoked at any time without terminating your lease agreement for any reason.**

2. WHEN YOU FIRST MOVE IN

- A. **FAMILIARIZE YOURSELF WITH THE PROPERTY** – When you first move in, locate the breaker box and note any ground fault circuit breakers. Also, locate the water shut off for the house. It usually is in the front yard near the house, often close to a front spigot. Also locate the water shut off for the hot water heater and for the sinks. Locating these items now may eliminate damage to your property later.
- B. **PUT THIS HANDBOOK WHERE YOU CAN FIND IT – KEEPING IT NEAR THE PHONE BOOK WORKS FOR MOST PEOPLE. BEFORE CALLING PM2T, SEE IF THE ANSWER TO YOUR QUESTION IS IN THIS HANDBOOK.**

3. IN AND AROUND THE HOUSE

- A. **Even if your home comes with a monthly Preventive Maintenance Program, the regular home Maintenance is TENANT Responsibility. Preventive Maintenance is on Specific items once a month. A preventative maintenance program is not responsible for regular home maintenance (ex, changing light bulbs, etc.)**
- B. **HEAT/AIR CONDITIONING UNITS/SMOKE DETECTORS** – All heat/air conditioning filters need to be changed once a month, and batteries for smoke detectors should be changed at least twice a year. A good rule of thumb is to change your filter and test your battery each month when you pay your electric bill, and to change the battery in your smoke detector each year when the time changes.
- C. Your heat/air conditioning unit has condensation drain line that can become clogged if not maintained properly. Add a half a cup of bleach to the condensation drain line each month to prevent the line from becoming clogged. If water drips from the inside unit, it is usually due to a clogged condensation drain line. Some drains are easy to clean with a wet-dry vacuum. If the line becomes clogged, turn off the unit and clear the drain line. **Tenants who call for a service technician will be required to pay for the service if the line is clogged.**
- D. **CIRCUIT BREAKERS** – Circuit breakers move slightly when triggered. It may appear to be ON when it has tripped. To reset, turn the breaker in the OFF position, then back ON again. The ground fault interrupters (GFI) detect even slight voltage changes and cut the power during fluctuations. They are usually used for bathrooms, sink, exterior plugs, garages, and some lights. If you lose power to a plug near a water source, it is usually the GFI. Most GFI's located at the breaker box are marked with a red or yellow button. Some homes have the GFI at the plug in outlet. When these trip, simply reset the breaker as outlined above, or per



the instructions on the outlet cover.

- E. **EXTERMINATION – Please report any pest problem within (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, shall be your responsibility unless otherwise stated in the lease. Please notify PM2T if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and damaging the unit).
- F. **MODIFYING YOUR LEASED PROPERTY** – If you want to modify the house in any way, you must put your proposal in writing and submit it to PM2T. You have 2 options:
1. Please visit www.PM2T.com, under the “Tenants” tab, click on the “Home Modification Form” or the “Paint Request Form” (depending on which applies to your circumstance) fill out and click submit.
 2. Email your request with all needed information to Info@PM2T.com
- If approved, you will receive written confirmation. All tasks must be done in a workman-like manner, and must be inspected and approved by PM2T after completion. Any reimbursements agreed to will occur after the inspection and owner approval.
- G. **MAINTENANCE, DAMAGE AND REPAIR** – You are expected to maintain the home and keep it in as good as condition as when you took possession. Only repairs required because of normal wear will be made by PM2T. You will be charged for repairs caused by misuse or neglect.
- H. **PUT MAINTENANCE REQUESTS IN WRITING** – Routine maintenance requests are to be accomplished as follows:
1. While in office complete a Maintenance Request Form.
 2. Visit www.PM2T.com; under the “Tenants” tab, click on the “Maintenance Request Form” fill out and click submit. We immediately receive these submittals.
 3. E-mail info@PM2T.com or fax a maintenance request form to 850-351-0125 Attn: Property Management. Be specific about the problem (e.g. RIGHT – the right burner on the stove does not work; WRONG – the stove isn’t working). Write clearly and legibly. **Be sure to include your name, rental address and telephone numbers on all maintenance requests.** If a repairperson does not contact you within 48 hours (not including weekends and holidays) after reporting the problem, please notify PM2T by telephone 1-888-617-6456.
- **IF YOU ARE CALLING AFTER HOURS AND YOUR MAINTENANCE REQUEST DOES NOT CONSTITUTE AN EMERGENCY, WE WILL RESPOND TO YOUR CALL DURING NORMAL BUSINESS HOURS!**
- U. **WHO DOES WHAT** – All breakdowns, system failures and structural defects must be reported to PM2T immediately. If an urgent repair is needed (i.e. hot water heater leaking) **YOU** are responsible for stopping further damage from occurring if possible. If there is a leak, stop the water source immediately or shut off the main water valve to the home. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. PM2T will make necessary repairs within a reasonable time.



- 1) **WINTERIZING** - The tenant is responsible for winterizing the home including external piping and Lawn pumps. In case of frozen or broken pipes, turn the water off at the main shut off valve immediately, which may be located at the street in front of the house. If water is gushing, you can request emergency assistance by calling the local water company or the fire department. If you will be away during a time when freezing weather is a possibility, please make arrangements for someone to check on your home on a regular basis to inspect the property for weather damage and to maintain the dripping faucet. In the event of an **emergency**, PM2T should be contacted immediately to minimize the damage and address the issue quickly. The phone number to contact us is 888-617-6456 Ext 103.

***Note that if you do not appropriately winterize the rented premises, you will be responsible for any damage caused from failure to do so. Please ensure you follow these step to ensure your home is ready for winter. Contact us if you have any questions.**

In the event of a broken pipe, shut the water off immediately. Know the location of the water turn off valves for the home. All hoses should be disconnected on outside faucets. Shut off hose valves, which are usually located under a sink or in the garage. Turn on outside faucets to drain the lines. Maintain heat to a minimum of 60 degrees in freezing weather. Open the cabinet doors under the kitchen and bathroom sinks. Open taps allowing faucets to slowly drip. Turn the water off and drain any irrigation system (usually located near the meter). Open all drains. Run the system through all cycles until no water remains in the system. Turn the system off and close the drains. Any exposed pipes (not underground) should be drained of all water and wrapped to prevent freezing.

Examples of maintenance that you are expected to do at you own expense:

- Replace light bulbs
- Torn or damaged screens
- Replace heat/air conditioning filters **EVERY MONTH**
- Relight gas furnace or hot water heaters
- Treat for fire ants and other lawn pests
- Keep roof and gutters free and clear of debris
- Replace batteries in smoke/carbon dioxide detectors (please notify PM2T if detectors do not work)
- Any small maintenance item costing \$25.00 or less, such as a toilet kit.

Examples of maintenance PM2T will make at no expense to you, unless the parts cost less than \$25.00:

- Repairs to heat/air conditioning system from normal use
- Replace heating units for hot water tanks from normal use
- Remove broken electrical components
- Repair/paint rotted wood (Please notify PM2T of Wood rot)
- Treat for termites



Examples of repairs for which you will be held responsible:

- Replace heating elements/hot water tanks if caused by empty tank
- Repairing burst water pipes when caused by freezing weather if exposed pipes are on the exterior of the rental unit.
- Repairing and/or replacing a lawn pump if damage is caused by tenant neglect such as failure to winterize pump before a freezing temperatures.
- Any unusual damage or extraordinary wear on any of the floors, walls and/or ceilings that is caused by pets, animals, children, guests, smoking or any unusual or unreasonable use.
- Damage to shrubbery, trees or plantings
- Window damage (if damage was not reported on 10-day Move-In Property)
- Garbage Disposal—Garbage disposals are not for bones, greasy items, meat, peelings (potato, carrots and apples) or any similar materials. If the motor buzzes, turn the switch off. Un-jam the disposal by turning the blade backwards with a broom handle or wooden spoon. You may also use an Allen wrench (or hex key) to turn the blades by inserting the Allen wrench into the appropriate place underneath the disposal. Reset the circuit breaker on the bottom or side of the disposal (this is usually a small red or yellow button). If the unit turns easily by hand but not with power, contact PM2T for service. Almost all disposal jams are from what is put into them or misuse. Service calls to repair disposals due to clogging are the responsibility of the tenant.
- Washer/Dryer hookups—When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply to the washer and dryer.