



Tenant Handbook



THIS BOOK IS PART OF YOUR LEASE AGREEMENT

Please keep for future reference

Capital Hill Realty & Management, Inc.

204 O' Brien Road Casselberry, FL 32730

Office (321) 322-7706 Fax (321) 322-7716

www.capitalhillrealty.net

Welcome to Capital Hill Realty & Management, Inc.

We are pleased to have you as our new tenant. Along with your rental lease agreement, this tenant handbook will be a very useful reference tool that can be used throughout your tenancy. We hope that you find it useful and informative. This tenant handbook is designed to outline our responsibility to you as your landlord and your responsibility to us as our tenant.

It is our belief that when you as a tenant understand our policies and procedures, we can better serve your needs as your landlord. Our goal, on behalf of our owners is to help provide you with a successful and happy tenancy. We look forward to helping you be a responsible tenant, who takes care of the property, pays rent on time and enjoys the home you rented!

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General Rules and Regulations

The Property

This is your new home! Please care for it as if it were your own. During the time of your rental agreement, you are responsible for the home and yard (unless otherwise specified on your lease agreement). Your obligations are similar to the owner's and you are expected to care and maintain the property accordingly.

Rent Payments

All rents are due and payable on the first day of each month. There are a few options for paying rent:

Paying online at <https://capitalhillrealtymanagment.managebuilding.com> is the easiest and quickest way to pay your rent. At move in, you should have received an email with your temporary password to set up your online account. If you have any questions about paying online or logging in, please call our office at 321-322-7706.

Payments that are mailed in should be made in the form of a check, cashier check or money order payable to: **Capital Hill Realty & Management, Inc., 204 O'Brien Road, Casselberry, FL 32730.** Write your name and address on your payment to assure proper credit to your rental is given. And make sure to allow enough days when mailing your payment to assure delivery is made on time.

You may also pay in person at the office. Office hours are Monday through Friday, 9:00 am to 5:00 pm (excluding holidays). For your after hour convenience, there is also a drop box located at the front door on the bottom right hand side. **Absolutely NO CASH please!**

Late Fees

All payments received after the 3rd of each month will be charged a late fee in the amount of 10% of your rent. Capital Hill Realty & Management, Inc will not accept any late rent payments without including this late fee!

Returned Checks

If a personal check is returned by the bank due to non-sufficient funds or for any other reason, a fee of \$50 will be charged. The amount of the returned check, plus the late fee, plus the returned check fee must be paid in a money order within 24 hours of notification or legal action may be taken without further notice. If a personal check is returned for any reason, **all future rent payments must be made in the form of a cashier's check or money order. PERSONAL CHECKS WILL NO LONGER BE ACCEPTED!**

Keeping Your Contact Information Up To Date

All tenants are required to have updated contact information. All tenants are required to provide us with their home, cell and work phone numbers as well as their email address. Please notify us in writing with any updated contact information. Please include your full name, address and any new contact information so we may update your records.

Move-in Condition

When moving in to your rental property 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 and or electrical items to assure they are functioning properly. When you rent a property from Capital Hill & Management, Inc., we make every effort to see that all items are in there best working condition.

Pets

No pets of any kind are allowed on the property unless you have specific written permission from Capital Hill Realty & Management, Inc. in the rental agreement and pet addendum and the non-refundable pet fee and refundable pet deposit has been paid.

Should Capital Hill Realty & Management, Inc. find out that a pet has been kept on premises without the required permission and executed pet addendum, the non-compliance may be considered grounds for termination of the tenant rental agreement.

The tenant will be charged for spraying for fleas and/or repairs of any kind caused by the pet(s). As a tenant, you must be responsible for your pet at all times.

Keys and Locks

Replacements of locks, installation of bolts, knockers or other attachments to the interior or exterior of doors requires written approval of Capital Hill Realty & Management, Inc. Once approved by your property manager, you must provide Capital Hill Realty & Management, Inc. with a copy of all keys to each lock. Capital Hill Realty & Management, Inc. may access the premises and re-key if necessary. Any time access to the rental property is denied, the tenant will be charged all cost incurred by any vendors regarding this matter.

Trash and Recycling

Capital Hill Realty & Management, Inc. 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. All containers are not to be out of the storage area except on pick up days.

Pest Control

Please report any pest problems within your first 3 days at the property. If a pest problem is not reported in writing within the first 3 days at the property, it is agreed that there is no pest problem. After 3 days, any pest problem of any kind is considered the tenant's responsibility. Tenant is also responsible to report any infestations to Capital Hill Realty & Management, Inc. once detected. Capital Hill Realty & Management, Inc. is not held responsible for the control of roaches, mice, rats, ants, fleas or other pests. Tenants will be charged for any damage caused by uncontrolled pests.

Painting

If you would like to change the paint inside the property, you must submit a sample of the color(s) to Capital Hill Realty & Management, Inc. If approved, you will receive written or verbal confirmation. Tenants are not allowed to make paint changes on their own without approval. These changes are solely the tenant responsibility. The cost of returning the property to its original condition is the tenant's responsibility.

Smoke Detectors

Check to make sure the smoke detectors are operational upon move-in. Please check batteries regularly and replace when needed. Disabling a smoke detector is a violation of your lease and against the law. **Do not disable smoke detectors at any time.**

Maintenance, Damages and Repairs

Maintenance 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. However, if an emergency occurs such as a fire at the premises, major water intrusion, or major electrical issue, please contact Capital Hill Realty & Management, Inc. at 321-322-7706 and leave a detailed message. Include your property address, contact information and description of the emergency. If possible, tenant is responsible from stopping further damage from occurring. If there is a leak, stop the water source immediately. If there is an electrical problem, turn off the breaker(s) pertaining to that particular area. **If your emergency consists of a fire, please call 911 first before contacting Capital Hill Realty & Management, Inc.**

Maintenance Request

All non-emergency maintenance requests must be submitted in writing or through email at clientcare@managinghomes.com. Please fill out the maintenance request form and give a detailed description to avoid any delays in your repair. Please do not forget to add your property address and direct contact information when submitting your request. You must always submit any and all maintenance request in writing. Always be specific with your problem. If you have not heard from one of our vendors within 48 hours (excluding weekends and holidays) of your request, please contact your property manager.

Scheduling Maintenance

After you have contacted Capital Hill Realty & Management, Inc. for any maintenance repair and the repair is approved, you will be contacted by one of our vendors for scheduling an appointment. Tenants are responsible for granting access to all vendors scheduled for maintenance. Capital Hill Realty & Management, Inc. does not provide any key access to our vendors. Please always be polite to all vendors as they are there to help solve your maintenance problems.

Unauthorized Repairs

Capital Hill Realty & Management, Inc. must authorize all repairs the tenant may request. Please do not make any repairs or authorize any repairs without permission from Capital Hill Realty & Management, Inc. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from your rent.

Air Conditioning (HVAC), Heating and Ventilating

All air conditioning filters need to be changed once a month. The air conditioning vents should be kept clear of any obstructions such as furniture and clothing. The area around the condenser (the outside unit) should be kept clear of any debris and/or grass. Please do not allow any grass and/or weeds to grow up or around the condenser unit.

*****NOTE*****

An HVAC (air conditioning) system failure is NOT an emergency. Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs during the weekend or holiday it may be possible to have to wait for the next business day to have the technician scheduled.

Lawn Maintenance

Tenant is expected to care for the lawn and grounds unless otherwise stated in your lease agreement. This care includes regularly cutting the grass, treating and fertilizing the lawn as needed, trimming shrubs as needed, edging around the driveway, walkways and curbs, treating for lawn pests and treating for chinch bugs if necessary. Tenants must also maintain the mulch.

Lawn Irrigation/Sprinkler System

Any repairs needed to the irrigation/sprinkler system must be notified to Capital Hill Realty & Management, Inc. in writing within the first 5 days of moving into the property. If Capital Hill Realty & Management, Inc. is not notified we will assume that the irrigation/sprinkler system is in good working condition. It is the tenant's responsibility to keep the irrigation/sprinkler system in working condition, including resetting the timer and if necessary and replacing broken sprinkler heads. It is also the tenant's responsibility to comply with water restrictions in your area.

Plumbing/Septic Systems

Tenants are responsible for keeping all sinks, tubs/showers, and toilet drain lines open. Please do not deposit anything into the plumbing system or use it for any purpose other than what it's for. Any sanitary products, diapers, wipes, condoms, cooking fats and/or oils are not to be flushed down any toilet. If your rental property is on a septic tank sewer system, in addition to the items listed above, do not flush any paper towels, tissues and other non-decomposable materials. Septic tank maintenance is critical to avoid any back up and costly repairs. Tenant will be responsible for any damage or stoppages unless it was caused by mechanical failure of the plumbing system.

Walls

Please keep the walls in the home clean. You are more than welcome to hang pictures and other wall decorations with the appropriate hanging hardware. Please remember you cannot paint or put up any wallpaper without approval from Capital Hill Realty & Management, Inc. Any requests must be in writing.

Ceramic Tile, Hardwood and Vinyl Flooring

Tenant will be responsible for any damages done to the flooring because of improper cleaning and maintenance. Use only proper chemicals to clean. Do not wet-mop wood floors. Do not let any water drip or accumulate on the floors. Clean all liquid spills with a dry cloth and any sticky spills with a damp cloth. Do not use any soaps or detergents on wood floors. Tenants cannot refinish floors or apply wax, lacquer or shellac without approval from Capital Hill Realty & Management, Inc.

Carpet Care

Routine carpet cleaning requires thorough vacuuming at least once a week to remove dirt and soil. Heavy traffic areas require more frequent vacuuming. Tenant will be responsible for any stains and damages done to the carpet.

Stoves

Do not use oven cleaner on self-cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Tenant will be charged for any improper use of cleaning and lack of maintenance.

Dishwashers

The dishwasher should be used at least twice a week. Seals may dry and the motor may be damaged if dishwasher is not being used for long periods of time.

Garbage Disposal

Garbage disposals should not be used for bones, potato skins, greasy items, celery, pasta, rice or any other bulky or hard materials. If something is jammed in the disposal, make sure to turn the switch off before you try to remove whatever is jammed inside. If the disposal stops working, try pressing the reset button underneath or on the side of the disposal.

Washer/Dryer Hookups

When installing a washing machine, use “burst resistant stainless steel braided” washing machine hoses. Check all hoses and washers to prevent any leaks or floods from occurring. If you are going to be away from your home for a period of time, make sure to shut off all valves as to prevent any leaks and damages from occurring in your absence. Always keep the dryer vent and lint trap clear from any lint or other build up. This could cause a fire.

Water Heater

If your electric water heater is not working, you should check and see if the reset button or the breaker has been tripped. If you have a gas water heater, the pilot may have gone out. Check manufacturer instructions or call your gas company.

Moving Out

Giving Proper Written Notice to Move Out

At the end of your lease term, if you do not wish to renew the lease, you must submit a written notice to vacate no less than 30 days in advance. The notice to vacate will only be accepted if it's in writing and sent directly to Capital Hill Realty & Management, Inc. The notice must include the exact date you plan on vacating the property. Once we receive this notice you must follow all move-out procedures to ensure the full return of your security deposit.

Breaking the Lease

If you must move out before the end of your lease term, please notify us in writing as soon as possible. If you default on your lease, you are responsible for all cost incurred in securing a new tenant including all rental losses as a result of tenants default. Tenant must also pay the monthly rent each month until the property is re-rented or until your rental obligation is over, whichever comes first. After you notify us, we will market your property as soon as possible to reduce your liability.

Once your lease is broken you automatically forfeit your security deposit. Forfeiture of your security deposit does not excuse you from any obligations of your rental agreement. You must still follow all move-out procedures.

Move Out Procedures

Upon moving out, all tenants must follow these procedures:

- Clean the entire interior and exterior of your rental property including all appliances, fixtures and floors. This includes pulling out all appliances and cleaning under and behind.
- Each kitchen appliance must be cleaned including the range hood vent, the filter in the range hood vent and the oven. All drip pans must be replaced.
- Dispose of all trash and garbage.
- Clean, close and lock all windows and doors.
- The carpet must be professionally cleaned and tenant must provide a receipt to property manager when returning keys.
- Clean and sweep the fireplace (if applicable).
- Replace burned-out light bulbs as needed. Clean all light fixtures.
- All blinds must be cleaned.
- Bathrooms need to be cleaned thoroughly. This includes toilet bowls, sinks, mirrors, bathtubs and showers. Make sure to wipe out medicine cabinets and drawers too.
- Sweep out and clean all trash from the garage (if applicable).
- Lawn must be cut.
- Make sure you to turn off the ice maker and dispose of any ice currently in the box.

- Turn in all keys including mailbox and/or pool key if applicable on or before date of move out. Tenant must also provide a forwarding address.
- The electricity must be left on for 3-5 days after vacating the property. A property manager from Capital Hill Realty & Management, Inc. will come by the property to do a complete walk through. Failure to do so will result in a charge against your security deposit.

Security Deposit Refund

The security deposit may not be used for any rent due. The security deposit will be refunded within 30 days of your move-out if there are no disputes or claims in action. Return of the security deposit is subject to the following:

- A. The full term of the lease has expired and all provisions have been complied with.
- B. A written **30 day notice** to vacate has been given and expires on the last day of a calendar month, 15 day written notice on month to month tenancy or will owe one month's rental amount.
- C. Entire premises of the interior and exterior are cleaned to include but not limited to refrigerator, range, dishwasher, range hood, washer & dryer and garage (if applicable), all cabinets, bathrooms, closets, yard mowed, edged and plant materials trimmed. Failure to clean the premises properly will result in a minimum cleaning charge of \$100 and will be deducted from the security deposit.
- D. No damage to premises and or its contents beyond normal or fair wear and tear.
- E. All debris, rubbish and or discards removed from the premises.
- F. No unpaid delinquent rents, late charges or tenant caused repair charges.
- G. No stickers on windows or walls, no holes on walls are to be in the same conditions a then Tenant(s) move in. Tenants(s) is not authorized to paint without written consent from Landlord's or Landlord's Agent.
- H. Forwarding address will be given at the time of move out to the Landlord's or Landlord's Agent.
- I. Return all keys, cards, garage and gate remotes to Landlord or Landlord's Agent, in the event items are not returned a minimum of **\$125** will be charged per item not received and deducted from the security deposit.
- J. All carpets are to be professionally cleaned or a minimum charge of **\$185.00** will be deducted from the security deposit.
- K. The HVAC system needs to be cleaned and the filter has to be replaced.
- L. All personal items have been removed and/or disposed properly from the property.

If the above provisions are not complied with, the cost of labor and materials for cleaning, repairs and or replacement, delinquent payments will be deducted from the security depot. Security deposit refunds if any shall be made by mail only, as provided by law, made out in the names of all Tenant(s) in on check, and may not be picked up in person from the Landlord or Landlord's Agent.