

# TENANT'S HANDBOOK

Welcome Aboard!! This handbook should answer any questions you may have about Homestead Realty, our policies, our procedures, and our responsibilities. It will also cover your responsibilities as a Tenant.

## COMPANY CONTACT INFORMATION

Homestead Realty, Inc.  
14115 Town Loop Blvd., #300  
Orlando, FL 32837

Toll Free: Office#: 866-446-2921  
Local Office#: 407-367-4201  
email address: [teamzipp@aol.com](mailto:teamzipp@aol.com)  
Website: [www.myhomesteadrealty.com](http://www.myhomesteadrealty.com)

Fax: 866-446-2901  
Fax: 407-367-4210

Current Office Hours: Monday thru Friday: open 9:00AM to 5:30PM  
Saturday, Sunday, Holidays: closed

## COMMUNICATION POLICIES

Communication is a two-way street. We will contact you whenever any **significant** issue arises with respect to the management of your property. Our preferred method is email, but we will call you for any 'emergencies' that may arise.

Likewise, it is important that you notify us of any significant issues that arise. You can call us, email us or you can email your Property Manager directly. Please, at a minimum, notify us for any of the following:

- Change in any Tenant's employment status.
- Change in any Tenant's phone numbers or email addresses.
- Change in residents, such as someone moving in or moving out. This includes change in pets' status.
- Change in any Tenant's TAX-ID number or other ID#
- Any needed non-emergency repairs or maintenance associated with the property
- For true **emergency** situations, **dial 911 first**, then contact us. Emergencies are fire, flood, break-in, etc.

Note: when emailing us, please **put the Property Address in the Subject Line of the email.**

## TENANT'S RESPONSIBILITIES

Again, this is a two-way street. A successful business relationship works both ways. We take our responsibilities seriously, and we request that you do the same. A Tenant's responsibilities are:

- Fulfill **all the terms of your Lease**, especially the property maintenance and the financial aspects.
- Supply us with **updated, complete & accurate information**, when requested by your Property Manager
- Maintain a current Renter's Insurance Policy to protect all your furnishings and cover your liability
- Do not commit any illegal activity on the premises. Also, do not allow anyone else to do so.
- **DO NOT CHANGE ANY LOCKS** without appropriate permission from us or the Owner.
- Assure appropriate responsibility for **required maintenance**, such as lawn, pool, pest control, etc.
- Respond to your Property Manager in a timely manner. We will be business-like and courteous when we communicate with you. Please respond to us in like fashion.

## **HOMESTEAD REALTY's RESPONSIBILITIES**

- We will respond to your issues on a timely basis. Although we work for the Owner and get paid by the owner, we will be honest, fair, legal and conscientious with respect to any of our actions. We will act in a compassionate, but business-like, fashion to fully enforce our Leases and our Contracts. **We cannot consider, nor can we execute, any illegal request.**
- We will use only qualified technicians to make repairs that you request. We have a complete list of Vendors with whom we have used in the past and are well-qualified and trustworthy. We will conform to Florida laws regarding timeliness of needed repairs.
- We will **never** give your personal information to anyone not in the lease, unless you authorize us to do so. The only exception to this will occur if we have to send your information to a legal entity (lawyers, collection agencies, IRS, etc.).
- We will legally handle and account for any and all of your payments. You will have access to monthly and annual Tenant statements.
- We will follow all legal guidelines and timeframes associated with evictions and collections. We have an attorney that handles all of our legal issues.
- We will **automatically** attempt to renew your lease prior to 30 days from expiration. By renewing a lease, you will not incur additional costs of searching and moving.
- We will fully perform the duties in our Lease with you, just as we expect you to perform your duties to us. If we fail to correct any of our shortcomings within 7 days of your **written request** to do so, **you can consider your lease to become month-to-month, with the right of 30-day notice from the 1<sup>st</sup> of any month;** you will not be penalized for giving early notice.

## **MONTHLY PROPERTY MANAGEMENT TIMELINE**

Ongoing thruout the month	Collect rents
the 4 <sup>th</sup> day of the month	Deliver Late Notices to Tenants who have not paid rent by 5:00PM on the 3 <sup>rd</sup> .
the 7 <sup>th</sup> workday of the month	Unpaid rents are due; if not paid, eviction processing <b><u>may occur.</u></b>
the 9 <sup>th</sup> of the month	Send Lease Expiration / Renewal Letters to leases expiring <b><u>in 2 months</u></b>
the 15 <sup>th</sup> of the month	Start any necessary Evictions
as needed during the month	Handle any Tenant problems that may arise Perform Property Inspections and Drive-bys Perform Thorough Move-Out Walkthrus Perform Thorough Move-In Walkthrus