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# At Home In Key West, Inc. Property Management & Leasing

**The Finest Real Estate & Vacation Rental Company in the Florida Keys  
Providing an Exceptional Real Estate Experience**

# Tenant Handbook

How To Live In and Care For The Home You Are Renting

*Our Personal Message to You:*

Congratulations on the selection of your new home; and welcome to the Florida Keys and to your new association with **At Home In Key West, Inc.**, Property Managers for your property, and hereafter known as Management.

We want to make your association with our firm a pleasant experience and hope you will look to us for all your Rental and Real Estate needs.

As Professional Property Managers, we have obligations to both you, as the resident tenant, and to the Owner of the home. This Handbook outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or to discuss problems.

The Staff and Management of  
**At Home In Key West, Inc.**  
905 Truman Avenue  
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## 1. GENERAL RULES & REGULATIONS

- A. **Part of Your Lease**: This Tenant Handbook is part of your lease and is legally binding on both parties.
- B. **Rental Payments**: All rents are due and payable on the first day of each month without demand. Rent can be paid by the following methods:
- Paid in our office - Payments must be received by **At Home In Key West, Inc.** on or before the 1<sup>st</sup> day of each month by 5:00 PM at our office:  
905 Truman Avenue  
Key West, Florida 33040
  - Pay by mail. Payments sent through the mail are at the Tenant's own risk, and Tenant acknowledges that early mailing will be required for rent to be received on the 1<sup>st</sup> of the month.
  - Pay on-line. Access the tenant portal on our website to enable one-time only or re-occurring rent payments with an E-check or credit card. [www.propertymanagementinkeywest.com](http://www.propertymanagementinkeywest.com)

**At Home In Key West, Inc.** reserves the right at any time to require that the rent be paid in the form of cash, cashier's check, money orders or certified funds and to refuse acceptance of partial payments. Third party checks are not permitted.

1. **Additional Rents**: Tenant agrees to pay additional rent of 5 percent (5%) of monthly lease amount if Management does not receive payment by the 1<sup>st</sup> of each month; additional \$35.00 if Management does not receive payment by the 3<sup>rd</sup> of each month and further agrees to pay an additional rent of \$75.00 after the 5<sup>th</sup> of each month.
  2. **Non-Sufficient Funds Fees**: Tenant agrees to pay **At Home In Key West, Inc.** an NSF fee of \$50.00 or 5% of the amount of the check (whichever is greater) for each dishonored check. If Tenant's check is dishonored, all future payments must be made by cash, money order or cashier's check.
  3. **Eviction**: If rent is not received by the 4<sup>th</sup> day of the month a Three Day Notice (late payment notice) will be delivered and served by **At Home In Key West** with a \$35 posting fee charged to the tenant. If rent has still not been received after "three business days" upon direction from the property owner, the Eviction Process will begin. (**Note: Once eviction has been filed with Monroe County the eviction process can be stopped with full payment of rent and fees but notice of eviction filing CANNOT be removed from public record**).
- C. **Phone Number**: All residents are required to have telephone and email accessibility and to provide Management with their home, cell and work phone numbers. Please be sure to notify us at [propertymgr@athomekeywest.com](mailto:propertymgr@athomekeywest.com) or 305-296-2594 when you change any of your contact numbers. Even unlisted numbers must be provided to **At Home In Key West, Inc.**
- D. **Security Deposit**: This deposit may be applied by **At Home In Key West, Inc.** for any monies owed by Tenant under the lease, physical damages to the premises, cost and attorneys fees associated with Tenant's failure to fulfill the terms of this lease. Management shall have 15 days to return the security deposit if there are no damages, outstanding utilities, additional cleaning costs, etc. needed to restore the property, or Management shall have 30 days to give the tenant written notice by certified return

receipt mail to the Tenant's last known mailing address of his intention to impose a claim on the deposit and the reason for imposing the claim. **Return of the Security Deposit is subject to (but not limited to) the following provisions:**

1. Full term of lease or renewable lease term has expired and all provisions therein complied with. Tenancy must end at the end of a lease term or renewable term.
  2. At least 60 days written notice by from the Tenant, prior to the anniversary/renewal date of intent to terminate tenancy. Receipt of notice delivery to At Home in Key West must be confirmed.
  3. No damage to premises, or its contents beyond normal wear and tear.
  4. Entire premises, including range, oven, refrigerator, bathrooms, closets, cabinets, walls, windows and carpets, etc. are cleaned. No abandoned property or trash left behind. Property must be in compliance with the Move Out Instructions provided by At Home in Key West (pages 24-25 Appendix C) after "Notice of Vacating Property" is received and acknowledged by At Home in Key West.
  5. Mow, trim and weed the lawn, plant material and shrubbery. Clean yard of all debris and animal droppings. Clean/Scrub outside decks and railings to remove mold and street dirt.
  6. No unpaid outstanding fees, charges, delinquent rents, or unpaid utilities.
  7. Forwarding address left with **At Home In Key West, Inc.**
  8. Return of all keys to **At Home In Key West, Inc.**
  9. Satellite dishes - If a dish has been installed during your tenancy, it must be removed, holes professionally patched & painted, and dish removed from the property.
- E. Guest Occupancy:** A reasonable number of guests may occupy the premises without prior written consent if stay is **limited** to seven consecutive days. You are responsible for the behavior of your guests and assure they are in compliance with the terms of the lease. Any guest staying in the property for more than 30 days in a calendar year, must complete a residential application and submit with required funds to At Home in Key West.
- F. 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 approval of Management. **At Home In Key West, Inc.**, must have keys to each lock on the house. Management may gain access and re-key if at any time access is denied and charge the cost to the Tenant. All keys are to be returned to **At Home In Key West, Inc.** upon vacating the premises. If you are locked out of your home, you may borrow a key from our office Monday through Friday 9 am to 5 pm and Saturday 10 am to 2 pm. There will be a charge for any borrowed key that is not returned within 24 hours. If it becomes necessary for our staff to come to the property to open a locked door after normal business hours, a fee at time and a half will be charged.
- G. Lease Renewal:** Provided that your rent has been paid on time, and the property has been kept clean and undamaged, the grounds well maintained and the landlord is happy to continue your tenancy, you can expect to receive an invitation of renewal. Once your invitation is received, it is important that you let us know whether you accept the renewal invitation or if you wish to vacate. Notice of intent must be received by At Home in Key West in writing.

- H. **Sixty Days Written Notice:** At least 60 days written notice by written notice from Tenant, prior to the anniversary/renewal date of intent to terminate tenancy and confirmed receipt of notice by At Home in Key West. The written notice is required even if you intend to vacate at the end of the lease. However, if we have a tenant who is consistently behind despite all our best efforts, we will recommend to the owner for this lease not to be renewed. The tenant will then be required to vacate the property at the end of their lease and should a landlord or agent call for reference, an accurate performance reference will be given to requesting party.
- I. **Trash, Garbage and Recycling:** All garbage, trash and recyclable materials must be placed in appropriate containers. Containers are not to be out of the storage area except on pick up days. To obtain pick-up days for garbage, recyclables or to order a new trash can, please contact Waste Management at 296-8297.
- J. **Common Areas:** For Properties with common/shared areas. Personal items are not to be stored nor spaced set up for personal use. Items stored in common areas are subject to disposal without notice or reimbursement.
- K. **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 or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This includes loud, lewd music, or vulgar or profane language. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.
- L. **Move-In/Move-Out Condition:** Management video tapes the property before you move in. Tenant agrees that they have fully inspected the premises and accept the condition of the premises in "AS IS" condition with no warranties or promises express or implied. If you want to document any damage or anomalies you find upon move-in, please notify Management in writing within ten days of move-in.
- M. **Smoke Detectors:** Check to be sure the smoke detectors are operational upon move-in. Notify Management if you are not able to operate them. Please check the battery regularly, and replace the battery as needed. Disabling a smoke detector is a violation of your lease and the law. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**
- N. **Parking/Vehicles:** All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. You are not allowed to park on lawns, sidewalks and other areas not specifically designated for parking.
- O. **Periodic Inspections:** As part of our agreement with Owner of the property, Management will conduct routine inspections of the property. You will be notified of any condition issues, and given 7 days to remedy any noted problems. (A charge may occur as a result of any breach.)
- P. **Pets:** **Pets are not allowed in or around the rental premises without prior written permission.** All Tenants' must sign an addendum and pay the two hundred and fifty dollar (\$250) nonrefundable pet deposit to be included in the lease, verifying Tenant's responsibilities for the pet. No Pets, other than pets listed on the pet addendum may be on the property at any time.
- Q. **Insurance:** It is crucial that you have renters insurance. It is important to note that should your goods be damaged or destroyed by circumstances affecting the owner's property (i.e. fire, storm damage, power outages etc) then your goods and possessions are not insured by the owner. The following are examples of when your possessions will NOT be covered by the owner's coverage.

- An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the owner's insurance.
- You are away on holiday and the power cuts out due to an electrical fault in the building. You return home to find your fridge/freezer goods spoiled. The owner's insurance will not cover your fridge/freezer goods.
- A storm blows a tree onto the house and your belongings are damaged. The owners insurance will not cover your possessions.
- You accidentally or negligently cause damage to the property and/or adjoining properties. The owners insurance will not cover your possessions.

In all cases above, quality renters insurance should cover your goods for these given examples. Please check with your insurer for the coverage they can provide you. You need to ensure that all your goods are adequately insured and understand the owner/agent will not be liable for damaged or destroyed tenant possessions

## 2. WHEN YOU FIRST MOVE IN

- A. **Get to Know Your Property:** When you first move in, locate the breaker box and note breakers where the stove, water heater and air conditioner are. Locate the water shut off for the house, which is usually is in the front yard near the house, often close to the street. If the shut off has been covered over, contact Management so it can be properly marked. Also, locate the water shut off for the water heater and for under the sinks. Locating these items now may eliminate damage later.

## 3. MAINTENANCE

**IN CASE OF EMERGENCY INVOLVING A FIRE OR SIMILAR EMERGENCY, PLEASE NOTIFY THE PROPER AUTHORITIES AT 911 BEFORE CALLING AT HOME KEY WEST DURING BUSINESS HOURS AT 305-296-6996 or AFTER HOURS AT 305-797-5597.**

Non-emergency maintenance requests need to be submitted in writing. For non-emergencies we offer three options:

- On line maintenance request can be made on our web site at:
- [www.propertymanagementinkeywest.com/tenant/maintenance-request](http://www.propertymanagementinkeywest.com/tenant/maintenance-request)
- E-mail our property manager at [frontdesk@athomekeywest.com](mailto:frontdesk@athomekeywest.com) or
- Stop by our office and complete a maintenance request form - the candy dish is never empty

### A. **All Requests for Maintenance or Repairs Must be in Writing - Excluding Emergencies:**

- Tenant agrees that they have fully inspected the premises and accept the condition of the premises in "AS IS" condition with no warranties or promises express or implied.
- Tenant shall maintain the premises in good, clean and tenantable condition throughout the tenancy; keep all plumbing fixtures in good repair, use all electrical, plumbing, heating, and cooling appliances and other equipment in a reasonable manner.
- Tenant shall not have the right to perform or arrange for repairs at Owner's expense, nor shall there be any right of Tenant to deduct the cost of any repairs from the rent payments due.
- All maintenance and repair work requested by the Tenant and ordered by Management/Owner shall take place during normal business hours, Monday through Friday from 9am to 5pm and Saturday's 10 am to 2 pm (excluding emergencies).

- **VENDORS ARE NOT REQUIRED TO SCHEDULE MAINTENANCE APPOINTMENTS AT THE TENANTS CONVENIENCE. TENANT WILL BE CHARGED FOR VENDOR TIME IF VENDOR IS NOT ALLOWED ACCESS TO THE PROPERTY.**
- Damage costs caused by failure to report maintenance problems in a timely manner will be charged to tenant.
- **REPORT ALL LEAKING WATER AND ELECTRICAL ISSUES IMMEDIATELY!**

**B. Emergency Repairs:** Under our guidelines and the Florida Landlord Tenant Laws, Emergency Repairs shall be deemed as follows:

1. Security locks broken, window locks and smoke detectors
2. Major water leaks - broken or burst pipes, or seriously clogged drains
3. No water
4. Sewer backups
5. Roof Leaks
6. Flooding, rainwater inundation inside the property or serious flood damage
7. Serious storm, fire or impact damage
8. Fault or damage that makes premises unsafe or insecure.
9. Fault likely to injure a person, cause damage or extreme inconvenience.
10. Dangerous electrical fault, dangerous power line, loose live wire etc.
11. Gas leaks

**IF THE EMERGENCY INVOLVES A FIRE OR SIMILAR EMERGENCY, PLEASE NOTIFY THE PROPER AUTHORITIES AT 911 BEFORE CALLING AT HOME KEY WEST EMERGENCY NUMBER AT: 305-797-5597**

**(Please note: It is always important to know if a repair is an emergency or a general repair. Getting this wrong may be costly to you if the repair is conducted afterhours!)**

- C. Damage and Repair:** You are expected to maintain the home and keep it in as good a condition as when you took possession. Only repairs required because of normal wear will be made by Management. You will be charged for repairs caused by misuse or neglect.
- D. Strict No Smoking Policy:** All properties have a strict 'no smoking inside' policy. If tenants still choose to smoke inside the property they will be responsible for specialized cleaning and deodorizing of the inside of the property to reduce and eliminate unpleasant smoke odors. This can easily run into the hundreds of dollars, and is charged to the tenant.
- E. AC Units:** Clean filters and intake vents on a monthly basis to ensure there is no build up of dirt and dust, and that the unit is able to draw in air effectively, not hindering performance. Regular cleaning/maintenance will prevent the unit from breaking down and resulting in costly repairs and/or replacement. **If your AC freezes up, turn the AC off and run the fan only until unit thaws out** Please also note that if an air conditioner breaks down due to filters and vents not being kept clean, costs to rectify the damage or even replace the unit might be charged to tenants.
- F. Smoke Detectors:** Batteries for smoke detectors should be changed at least twice a year. A good rule of thumb is to 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.

- G. Circuit Breakers:** Circuit breakers move slightly when triggered and may appear to be ON when it has "tripped". To reset, turn the breaker in the OFF position, then back ON again. The GFI breaker detects even slight voltage changes and cuts the power during fluctuations. GFI's are usually used for bathrooms, sink, exterior plugs and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Many 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. If there is an electrical problem with any outlet, switch, appliance or any other electrical problem, you **MUST** flip the breaker off until a repair person arrives to address the problem. Check your breaker box on a regular basis. If any of the breakers feel "warm" to the touch, flip the breaker off and notify Management immediately.
- H. Extermination:** Please report any pest problem within three 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. You are responsible for reporting any suspected or known termite infestation. **You are not responsible for termite control.** Management assumes no responsibility for the control of roaches, ants, fleas or other pests. Please notify Management 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.)
- I. Alterations, Paint, Decorating, Etc.:** If you want to change the house in any way, please put your proposal in writing and submit it to Management. If the alteration is for painting, submit a sample of the paint color with your proposal. If approved, you will receive a written confirmation. All tasks must be done in a professional manner, and must be inspected and approved by Management after completion. Holiday decorations - Due to fire hazard, all live Christmas trees must be removed from the property by January 10<sup>th</sup>.
- J. Who Does What:** Some examples of maintenance **you** are expected to do at your own expense:
- Replace light bulbs
  - Replace/repair torn or damaged screens
  - Replace/repair cabinet catches, knobs or handles
  - Replace/clean ac filters EVERY MONTH
  - Treat for fire ants and other lawn pests
  - Keep flower beds weeded, edged and mulched.
  - Replace batteries in smoke detectors twice a year (notify Management if smoke detector does not work)
  - Replace toilet seat with appropriate size and color
- Some examples of repairs **Management** will make at no expense to you with owners approval:
- Repairs to AC systems from normal use
  - Replace heating units for hot water tanks from normal use
  - Repair leaks in roof
  - Replace or repair any part of plumbing which fails from normal use
  - Remove broken electrical components
  - Repair/paint rotted wood (please notify Management if noted)
  - Treat for termites
- K. Unauthorized Repairs:** Please do not make any repairs or authorize any maintenance without written permission from Management. All repairs must be authorized by Management. You can submit your

non-emergency requests online, by email at: [frontdesk@athomekeywest.com](mailto:frontdesk@athomekeywest.com) or stop in our office and submit a written requests. Emergency repairs must be called in to our office at 305-296-2594 or the after-hours emergency line at: 305-797-5597. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

- L. **Lawns and Grounds:** You are expected to care for the lawn and grounds, keeping them in good condition. This care includes regular mowing, fertilizing the lawn, shrubs and bedding plants; trimming shrubs; edging all walkways, curbs and driveways; treating fire ant beds; keeping vines from growing onto the house. You are required to report any condition which can cause damage, permanent or temporary, to the grounds and to treat for lawn pests. Whatever is in the beds as ground cover, must be maintained by the Tenant. Do not leave hoses connected to exterior faucets with the water turned on and charged. Failure to comply to these requirement may result in Management having it done at the tenant expense.
- M. **Light Bulbs:** At move-in, all light fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during the Tenant's occupancy (including floodlights). Upon moving out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.
- N. **Plumbing/Septic Systems:** You are responsible for keeping all sinks, lavatories and commodes open. Please do not put anything into the plumbing system or to use it for any purpose other than for what it is designed. You will be responsible for any damage or stoppage after five (5) days of occupancy unless it was caused by mechanical failure of the plumbing system.
- O. **Walls and Ceilings:** Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval of Management. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted/vacuumed before vacating. LESSEE ACKNOWLEDGES NO SMOKING IS ALLOWED INSIDE OF BUILDING.
- P. **Carpet Care:** Routine carpet care is required to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming and you must have a motor driven brush-and-beater type vacuum cleaner if the home you rent has carpet. All carpets need to be professionally cleaned on a six to twelve month basis, simply because of general living. Before moving in, the carpets are professionally cleaned and you must have them professionally cleaned upon vacating. A copy of the cleaning company's bill is required at the time of check-out.
- Q. **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. *Check the wall and floor monthly for evidence for a hidden leak.*
- R. **Porches, Patios and Railings:** Outdoor spaces must be kept clean and free from street dirt, debris, mold and mildew. Annual cleaning of outdoor areas by scrubbing with a mixture of bleach and hot water will prevent staining and mold buildup.

#### 4. CLEANING AND HOW TO'S

We work hard to deliver to you a clean, well maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment safe and usable for you. The key to proper cleaning is to do it often. *A properly maintained home is as team effort involving the Owner who keeps structural and mechanical maintenance up-to-date; the Property Manager who keeps a record of necessary maintenance and places responsible people in the property; and the Tenant who keeps the property clean, performs cosmetic maintenance and promptly reports any structural or mechanical failure to Management.*

##### A. Minimum Cleaning Standards:

1. Keep windows and storm doors clean, inside and out, including washing between windows and screens.
2. Wash interior doors, doorways and walls in heavily traveled areas often.
3. Clean dust, dirt and debris from the upper and lower sliding glass door tracks.
4. Wet Areas; bathroom, toilet and laundry grouting/ tiles- ensure that all tiles are kept free from grime, soap scum and mold.
5. Dust baseboards, windows sills and window grids, tops of windows, ceiling fans, doors, ceilings and corners of the rooms to prevent buildup.
6. Clean AC/Heat air return grate and change filter *each month*.
7. Replace burned-out light bulbs as needed and clean lighting fixtures.
8. Curtains and blinds, if provided, should be kept clean or washed periodically.
9. Bathrooms toilet bowls, base, sink, floor, bathtub and shower (including walls) to be kept clean to avoid staining.
10. Sweep out garages, carports, decks, porches and walkways as needed.
11. Clean and scrub patios, decks, balconies, porches and stairs annually with bleach and hot water.

B. 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 counter tops as they will scratch. All unpainted cabinets need to be cleaned regularly with a good cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold). Food should be kept in sealable containers to avoid insects and vermin gaining access.

C. Grouting/ Tiling/ Taps: Grouting or silicone sealing coming off/loose around any tiles near or around the taps and or taps dripping/leaking, please submit a maintenance request in writing. Moisture can get in between tiles, and damage the wall, and even seep into chipboard that is usually present in countertops causing swelling and irreversible damage.

D. Exhaust Fans/ Vent and Range Hoods: Ensure the exhaust fan cover is clean and kept free of grime build up. Range hood filters should be cleaned by soaking in hot soapy water, and then scrubbed clean.

E. Kitchen Appliances: Keep stove drip pans clean to avoid scorching; please do not put aluminum foil on the drip pans. Upon moving out, **ALL DRIP PANS MUST BE NEW** and appropriate size and fit. Keep the back and beneath the refrigerator clear of dust build up that can cause excessive wear on the units. Neglecting to maintain appliances with simple cleaning may cause damage that the tenant would be responsible for.

- F. **Oven and Stove Tops**: Please ensure that stove tops, grillers and ovens are kept free of burnt on food. Food, crumbs and spills when left long enough become burnt on, blackened and carbonized, making them very difficult to remove. Use care when cleaning with scourers as these may scratch and damage enamel surfaces. When cleaning stoves/ovens use a spray-on oven cleaner, and be sure to read and follow the product instructions carefully. Verify that the product is suitable to the type of surface you are applying this to, as some surfaces like stainless steel may become permanently marred/stained using an oven cleaner.
- G. **Dishwashers**: Use at least once a week. Seals may dry and the motor may be damaged by long periods of not being run.
- H. **Garbage Disposals**: **IF IT DOESN'T GO IN YOUR BODY, IT DOESN'T GO IN THE DISPOSAL!** Garbage disposals are not for bones, greasy items, meat, cigarettes, money/coins, bottle caps or any other similar materials. If the motor buzzes, turn the switch off. Un-jam the disposal by turning the blade backwards with the proper wrench that is provided. Reset the circuit breaker on the bottom or the side of the disposal (this is usually a small red or yellow button). If the unit turns easily by hand but not with power, call for service. Almost all disposal jams are from what is put into them or misuse. **DO NOT PUT HAND IN DISPOSAL AT ANY TIME.**
- I. **Shower Screens**: Report any cracking to glass in shower screens or shower doors via a written maintenance request. Wired shower screen glass can crack under thermal expansion (consistent hot and cold temperatures) where as toughened glass usually only cracks with impact. If the shower screen is cracked due to impact damage, this will in most cases will be charged to the tenant.
- J. **Blocked sinks/ drains**: Should a sink or basin become blocked, first try a drain cleaning product such as Drano, and follow the product instructions carefully. If the sink or basin is still blocked after treatment, please call us during office hours at: 305-296-2594.
- K. **Foreign objects down drains**: Please take care not to allow children to place toys or other items down drains. Please do not flush foreign objects such as sanitary products down the toilet. If a plumber is employed by us to clear pipes, drains, basin or sinks and it is determined that the blockage was caused by something considered foreign, this expense will be billed to the tenant for payment.
- L. **Loose Tiles**: Should you notice loose tiles to walls, the shower recess or to tiles over the laundry trough or areas where water could cause damage, please submit a written maintenance request.
- M. **Wall Water Damage**: Should you notice water damage to a wall adjacent to a shower recess, bathroom basin, etc, please let us know immediately. This can be identified by bubbling or peeling paint, or even water or mold marks to the flooring/carpet. This usually identifies either loose tiles or a broken/leaking pipe in the wall and will need attending to immediately to prevent further damage from occurring.
- N. **Tap Leaking**: Please report any leaking water taps either from a tap head or tap handles. This includes washing machine taps. Washing machine taps will leak only when connected to automatic washing machine hoses as the tap water pressure exposes leakage in the taps.
- O. **Toilets Leaking**: Water trickling or leaking into the bowl from the tank usually indicated a worn tank washer and needs to be repaired by a plumber. Water left to trickle into the bowl continuously may inflate your water bill and therefore needs to be reported to us when noticed. Also leaking may occur to the tap behind the toilet.

- P. **Hot Water System Leaks:** Should you notice the hot water service leaking from the valve or from the base of the unit please let us know. The leaking valve is usually repairable, however water leaking from the base of a water storage unit usually indicates the unit has rusted through and may need replacement.
- Q. **Watering Your Garden and Water Restrictions:** Care of the landscaping with watering of the lawns and gardens must be done, keeping within any watering restrictions placed by the city of Key West. Unless a total watering ban is in place, landscape maintenance is still required.
- R. **Watering Systems:** Please ensure that all sprinkler systems are working properly, and are checked regularly throughout the tenancy to ensure they continue to work effectively. Sprinkler systems should be used within guidelines of the current water restrictions.
- S. **Trash:** Please ensure any rubbish is regularly removed from the property. This includes car parts, tires, lawn clippings, drink bottles as well as other items to be considered trash or general junk.
- T. **Parking on Lawns/Gardens:** It is important that at no time can cars or any type of vehicle be parked on any lawns, gardens or any area not created for, or designated as a vehicle parking area. Damage to lawns and landscaping can be costly. Engine oil drippage to gardens and lawns will also create permanent damage to the soil area, and costly to rectify. Any damage of this nature will be charged to the tenants in full. All vehicles and trailers on the property must be licensed and insured.
- U. **Swimming Pools and Outdoors Spas:** If the property you are renting has a swimming pool or spa please note the following.
  1. **Pool/Spa Covers, Accessories, equipment and pool furniture:** It is the responsibility of the tenant to maintain and keep in good condition any accessories, cleaning and maintenance equipment. This also includes any supplied outdoor/pool furniture. Pool cleaning/equipment must be kept out of the sun and store responsibly. Supplied pool/spa covers must be rolled or folder and stored away out of the weather when not in use.
  2. **We must be notified immediately if fences and gates are not functioning correctly, and the gate fails to self-close promptly when opened.** State pool/spa regulations must be kept at all times.

## 5. VACATING THE PROPERTY INSTRUCTIONS

In an effort to help you retain all of your security deposit upon move out, the following is a list of items that will be included in the move-out inspection. Also included is a maintenance and cleaning vendor list is you choose to hire an independent vendor to assist with cleaning or repairs.

**Please Note: AT HOME IN KEY WEST, INC. WILL NOT REIMBURSE OR PAY ANY VENDOR INVOICE FOR ANY CLEANING, MAINTENANCE and REPAIRS CONTRACTED BY TENANT.**

- A. **Put It In Writing:** Notice to vacate a property must be provided to Management in writing and verified receipt to At Home in Key West. The notice must include the final move out date (date the keys are returned to At Home in Key West) and a forwarding address supplied. Notice must be received by Management *two full calendar months* (1<sup>st</sup>-5<sup>th</sup> of the month for receiving notice) before you move out.
- B. **Marketing During The Notice Period:** After you have given written notice to vacate, the property may be listed for sale or rent. The property must be available and in good condition during the

hours of 9am - 6pm for showings. You will be given notice prior to showing, and illness and children's birthday parties are acceptable reasons for rescheduling. Inconvenience, out-of-town guests, and no one home are not acceptable reasons to reschedule. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing time.

You will be responsible for any time during the notice period when the house is not in acceptable showing condition. The charge will be pro-rated rent based on the number of days the property is not acceptable to be shown. The better a home shows, the more likely it will rent or sell quickly. The faster a new resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

- C. **The Move-Out/Check Out Inspection:** Move-out Inspections are made **only** after you have completely vacated the premise and returned the keys.
1. All utilities are to be left on for three days after your first scheduled inspection. This allows you to have utilities for any additional work required if everything is not acceptable after the initial inspection.
  2. Inspections are made only after you have completely vacated the premise, the premises are cleaned, carpets are professionally cleaned (receipt required; chemical dry cleaning is unacceptable), the yard is mowed, edged, weeded, shrubs trimmed, all trash hauled removed, and you are ready to turn over the keys.
  3. A room-by-room inspection will be made, including interior, exterior, ground, appliances, windows, curtains, blinds, etc.
  4. **Appendix C** (pages 24-25) provides a move-out cleaning checklist. Upon receipt of your written notice to vacate, another copy will be sent to you. Most Tenants who use the guidelines pass the inspection on the first appointment.
  5. **Following are the requirements for a full refund of Security Deposit:**
    - a. Have given sixty (60) days (2 full calendar months) written notice prior to vacating.
    - b. Have left the premises clean and undamaged and followed the move out procedures.
    - c. Have left all walls clean and unmarred.
    - d. Have paid all charges and rents due.
    - e. Have removed all debris, rubbish and discarded all items from the premises.
    - f. Have provided a forwarding street address and a telephone number. No P.O. boxes are accepted as a forwarding address.
    - g. Have an acceptable move-out inspection report by the Property Manager.
- D. **Breaking the Lease:** If you should break your lease, you will be responsible for all costs incurred in securing a new Tenant.
1. We work diligently to reduce your costs should you need to break your lease. If you find you have to move before the end of your lease, we will market the property promptly. Unless you have chosen the option at lease signing of "Liquidated Damages", you must pay a full months rent for every month until a new Tenant is secured. When the new Tenant moves in, your obligation ceases. Forfeiture of your security deposit does not excuse you from other obligations of the lease. You must follow all procedures for marketing, cleaning and move-out.
  2. The following is a list of the most common charges when breaking a lease. These are some, but not all of the possible charges:
    - 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
3. Return of the Security Deposit - THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!
- E. **Cleaning**: Have the property clean throughout the interior and exterior. This includes windows inside & out, window sills & door casings, mini-blinds, wiping out appliance drawers & shelves, kitchen cabinets, sinks, toilets, bath tubs, showers, vanities, light fixtures, removal of cobwebs inside & out, vinyl or tile floors, etc. LEAVING A PROPERTY DIRTY IS NOT CONSIDERED NORMAL WEAR & TEAR.
- F. **Carpet Cleaning**: Carpet cleaning depends on time lived in the property for normal wear & tear, whether you have had pets, and if the carpet cleaning exceeds normal wear & tear.
- 1. PETS: You will be charged for odor bombs and spraying for fleas and/or repair of any damage caused by your pets.
  - 2. 1 YEAR OR LESS: Carpets will need to be cleaned. If you do not leave them professionally cleaned as acceptable by Management, you will be charged.
  - 3. YOU MAY BE CHARGED IF YOU HAVE SOILED CARPETS EXCEEDING NORMAL WEAR & TEAR.
  - 4. DO NOT rent machines from a store, use home cleaning machines or employ chemical cleaning. Only professional steam cleaning is acceptable. Receipt must be provided at your departure.
- G. **Light Bulbs, AC Filters, and Doorstops**: These items must be in place, working and clean or you will be charged for replacement, time to purchase and deliver items to the property.
- H. **Pest Control**: If you have been exercising insect control, you will not be charged for pest extermination, UNLESS the property is found to be infested with ants, roaches, spiders, etc.
- I. **Landscape**: Any outside areas which apply in your lease are to be neatly mowed, trimmed, pruned & watered, and all trash & debris removed. All animal droppings are to be picked up and disposed of.
- J. **Trash**: If you have trash that exceeds the normal pickup, you are to arrange with Waste Management before your inspection to have it hauled away prior to the last day on lease. All other trash is to be placed WITHIN the trash receptacles for normal trash removal.
- K. **Painting**: WE REQUEST THAT YOU DO NOT SPACKLE, PUTTY OR TOUCH UP PAINT UNLESS YOU ARE ABSOLUTELY SURE THE PAINT WILL MATCH. IF YOU PAINT & IT DOES NOT MATCH, YOU WILL BE CHARGED TO REPAINT THE AREA.

## 7. EMERGENCY/DISASTER PROCEDURES

- A. **Appendices A and B:** These are the procedures, plans and responsibilities for emergency/disaster situations. Please read each of them carefully and refer to them prior to Hurricane Season (June 1 - November 30). Since a Hurricane is the natural disaster most likely to occur in our area, special emphasis has been placed on hurricane preparedness.
- B. **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. Take charge and plan ahead so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family and the home you are caring for. To avoid unnecessary stress, get ready now.
- C. **Two Types Of Emergency:**
1. The first type is one that is specific to the property you rent (i.e. a tree falls on this house, or the hot water heater bursts). Appendix A addresses this Non-Disaster Emergency.
  2. The second type of emergency is an area-wide disaster (i.e. a hurricane or tornado). Appendix B addresses this type of emergency procedure. Because we get advance warning for a hurricane, many people choose to leave town. If you leave, you still must secure the property prior to leaving. Please refer to Appendix B for a list of your responsibilities and suggested disaster plan. If the disaster does occur, please call before coming back to the property.

## 8. HURRICANES

### Frequently Asked Questions

#### What is a Hurricane?

A hurricane is a severe tropical storm with sustained wind speeds of 74 miles per hour or greater. The storm spirals around a calm center known as the eye. Wind speeds range from 74 miles per hour to a high of 220 miles per hour or more. Based upon their disaster potential, hurricanes are rated on a scale from Category One to Category Five.

| SAFFIR / SIMPSON HURRICANE SCALE |            |           |              |                            |
|----------------------------------|------------|-----------|--------------|----------------------------|
| CATEGORY                         | WIND SPEED |           | DAMAGE       | Florida Keys<br>STORM TIDE |
|                                  | MPH        | KNOTS     |              | FEET ABOVE MSL             |
| 1                                | 74 -95     | 64 - 83   | MINIMAL      | 3-5                        |
| 2                                | 96- 110    | 84 - 96   | MODERATE     | 4-8                        |
| 3                                | 111 -130   | 97 - 113  | EXTENSIVE    | 5-10                       |
| 4                                | 131 - 155  | 114 - 135 | EXTREME      | 6-12                       |
| 5                                | > 155      | > 135     | CATASTROPHIC | 7-14                       |

#### Hurricane Terms

**Hurricane Watch:** Statement issued by the National Hurricane Center indicating that Hurricane conditions may threaten the watch area within 36 hours.

**Hurricane Warning:** Statement issued by the National Hurricane Center indicating that Hurricane force winds (74 mph or greater) are expected to affect specified warning areas within 24 hours.

**Tropical Depression:** A tropical cyclone in which the maximum sustained surface wind Speed is 38 mph or less.

**Tropical Storm:** A tropical cyclone in which the maximum sustained surface wind speed ranges from 39 mph to 73 mph.

**Hurricane:** A warm-core tropical cyclone in which the maximum sustained surface wind is 74 mph or more.

**Storm Surge:** Storm surge is an abnormal rise in sea level accompanying a hurricane or other intense storm, with a sea level height that is the difference between the observed level of the sea surface and the level that would normally occur in the absence of the storm. Storm surge is usually estimated by subtracting the normal or astronomic high tide from the observed storm tide.

The best way of monitoring hurricane progress locally is to have a NOAA (National Oceanic and Atmospheric Administration) weather alert radio, which may be purchased from most home improvement stores. Other sources of hurricane information include commercial television and radio stations, as well as the internet. The key information to aware of is the issuance of a Hurricane Watch for Monroe County from the National Hurricane

Center. Because of the unique challenges faced by Monroe County, it is advisable that you monitor the progress of all storms, even prior to any watches or warnings being issues.

### **What happens during a hurricane?**

Depending on the wind strength and duration of the storm, you can expect high winds with flying debris, flooding in all low lying areas (not just on the waterfront) as low areas of the island will flood with heavy rain. EXPECT power outages due to wind and debris. If the storm is severe, there may not be drinkable water for a period of time after the storm. Streets will be filled with debris, tree limbs and just about anything else that did not get stored in preparation for the storm. Streets may be completely impassable.

### **Where do I evacuate to?**

Monroe County will set the evacuation area. Often you can wait out a storm up the keys, or you may have to evacuate further out of the area.

### **How do I stay informed?**

If you are in an area with power, you can always monitor local TV news, Monroe County website [www.monroecounty-fl.gov/index.aspx?NID=64](http://www.monroecounty-fl.gov/index.aspx?NID=64), local weather website [www.queerkey.com](http://www.queerkey.com), and the National Hurricane Center website [www.nhc.noaa.gov/](http://www.nhc.noaa.gov/) and US 1 Radio 104.1 FM. If you are without power, you may want to contact Monroe County rumor control 1-800-955-5504

### **How do I reach At Home In Key West after the storm?**

Once power is on, phone service is restored and staff is available, you can contact us at 305-296-6996 or 305-296-2594. Leave a contact number if you reach the answering machine as the system will hold these messages for a brief time until power is restored.

### **What if I notice damage in the property?**

If you notice any leakage or damage of any kind, please notify **At Home In Key West** as soon as possible.

### **Hurricane Watch And Evacuation Order**

Once a hurricane watch has been issued for Monroe County, you should take steps to protect your home and possessions as outlined on **Appendix B**. Monroe County officials may begin taking protective actions (sheltering or evacuation) prior to the issuance of a hurricane watch, due to time required to conduct an evacuation should it become necessary.

The strength of the hurricane is the determining factor in mandatory evacuations. Category 1 and 2 storms require evacuation of non-county residents. For category 3 or greater storms, the Monroe County officials will order an out-of-county evacuation.

Regardless of the protective actions taken by the County officials (sheltering or evacuation), the time available to secure your home will be critical. Depending on the size, strength, and forward speed of the storm, adverse weather conditions can affect the Keys long before the actual landfall of the storm. Early planning and preparation play a vital role in ensuring the safety of your property.

## **The Storm's Aftermath**

After the storm has passed, emergency crews will begin assessing damage, performing search and rescue operations, cleaning up debris and begin restoring essential services. During this period, travel will be unsafe, difficult and strictly controlled. If an evacuation was ordered, re-entry will NOT be permitted until deemed safe by Monroe County. Road and bridge stability, downed power lines, flooding and debris all pose serious health and safety risks, and must be addressed prior to public re-entry into the area. Law enforcement officials will secure evacuation areas, and will authorize re-entry through media public service announcements.

Initially, authorities will begin allowing only a limited re-entry into evacuated and/or heavily damaged areas. It is possible that re-entry will also only be permitted during daylight hours.

**IMPORTANT:** Ensure that you have the appropriate Hurricane Re-entry Sticker displayed on vehicles. Stickers are available from the Monroe County Sheriff's Office or the Wilhelmina Harvey Government Building located at 1200 Truman Ave. Remember to carry photo identification with you at all times. These measures will facilitate the safest and most efficient re-entry possible.

### **FINAL NOTE:**

If for any reason the premises are condemned by any governmental authority, or damaged through fire, act of God, nature or accident, this lease shall, at Management's option, cease and shall terminate as of the date of such condemnation, damage or destruction, and Tenant hereby waives all claims against **At Home In Key West** for any damages suffered by such.

## **8. SUMMARY**

- A. **This Handbook is for You:** In the excitement of moving, we often don't remember all the instructions and requirements of the lease. This handbook was written to be used as a reference for you. Answers for many common questions are located in this booklet, so use this as a reference. If you find something you think would be helpful to others, which is not included in this booklet, please notify us at [frontdesk@athomekeywest.com](mailto:frontdesk@athomekeywest.com). We are always looking for additional ways to serve you.
- B. **Welcome to At Home In Key West:** Again, welcome to our area and your new home. Please take advantage of the many opportunities to enjoy the beautiful and friendly Key West area. Should you decide to make this your permanent home, call the office; we would be happy to help you find that special place just for you. We look forward to a pleasant relationship and a happy renting experience.

**THE STAFF AND MANAGEMENT OF AT HOME IN KEY WEST, INC.**

## APPENDIX A

### NON-DISASTER EMERGENCY PROCEDURES

(i.e. Kitchen fire, hot water burst, burst water pipe, tree on house, etc.)

**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 occur, notify the office immediately: 305-296-2594 or 305-296-6996. If after hours call the emergency line at: 305-797-5597

Resident Responsibility:

- Take steps to prevent additional damage immediately
- Turn off the source of water or electricity or gas as the situation demands
- Notify Management
- Make claim on Resident's insurance
- Notify Management of Resident's insurance coverage
- Provides emergency (police, fire, etc.) report to Management within 5 days of the incident
- Provide access for insurance, repair people, etc. to access and repair damage
- Notify management of delay's, "no show" appointments, problems with repairs

Management Responsibility:

- Notifies the Owner and repair companies
- Takes pictures of damage for Owner report
- Inspects and takes pictures of finished work
- Handles complaints/conflicts between Resident and repair company

The insurance company will assess the damage. Please remember that work is performed during normal daytime business hours, Monday through Friday.

After the repairs are complete, Management should call you to set up a time to re-inspect. If there is a delay, please contact the office. Your help is vital to this process.

*You are responsible for any loss to the Owner due to Resident negligence. If the damage was caused by a current resident or a guest, please be aware all charges not covered by insurance will be billed to you.*

## APPENDIX B DISASTER EMERGENCY PROCEDURES

### YOU ARE RESPONSIBLE FOR SECURING YOUR POSSESSIONS AGAINST POSSIBLE DAMAGE.

Management agrees that in the event there is hurricane, and storm shutters are on the premises, At Home in Key West, Inc will secure and remove shutters on the property **only if** the property owner has specifically contracted with At Home in Key West, Inc., to do so.

The following is a listing of steps to be taken in case of hurricane or if you plan on leaving the property during a storm, (if no mandatory evacuation is called).

Please complete the following Disaster Plan – Tenant Checklist:

1. Notify Management as to your intentions to leave the property, or stay
  - Shut off main water supply to house at meter.
  - Shut off gas.
  - Take your pets with you or to a pet shelter.
  - Secure all outside items – bring in patio furniture, small planters, anything that could turn into a flying object during high winds.
  - Secure your belongings and the house against damage – follow all recommendations by the local news and the emergency preparedness teams for your county
  - Notified Management you are leaving and how to contact you.
  - If you are leaving town, call the office before leaving
  
2. Stay tuned to local news media, and follow all recommended precautions and instructions. The Key West local governments have a thorough Disaster Plan, and the news media will keep us all informed.

**Below is a suggested emergency preparedness plan, a checklist and a storm kit provided by National Hurricane Center.**

- **Water** - at least 1 gallon daily per person for 3 to 7 days
- **Food** - at least enough for 3 to 7 days
  - non-perishable packaged or canned food / juices
  - foods for infants or the elderly
  - snack foods
  - non-electric can opener
  - cooking tools / fuel
  - paper plates / plastic utensils
- **Blankets / Pillows, etc.**
- **Clothing** - seasonal / rain gear/ sturdy shoes
- **First Aid Kit / Medicines / Prescription Drugs**
- **Special Items** - for babies and the elderly
- **Toiletries / Hygiene items / Moisture wipes**
- **Flashlight / Batteries**
- **Radio** - Battery operated and NOAA weather radio
- **Telephones** - Fully charged cell phone with extra battery and a traditional (not cordless) telephone set

- **Cash (with some small bills) and Credit Cards** - Banks and ATMs may not be available for extended periods
- **Keys**
- **Toys, Books and Games**
- **Important documents** - in a waterproof container or watertight resealable plastic bag
  - insurance, medical records, bank account numbers, Social Security card, etc.
- **Tools** - keep a set with you during the storm
- **Vehicle fuel tanks filled**
- **Pet care items**
  - proper identification / immunization records / medications
  - ample supply of food and water
  - a carrier or cage
  - muzzle and leash

## Getting the Property Ready for Vacating - Checklist

- Mail Redirection** - please ensure that all mail is re-directed to your new address.
- Utilities** - electricity, gas, phone, etc. Please ensure all accounts are advised and cancelled accordingly.
- Appliance manuals** - please leave them on the kitchen counter.
- Keys** - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

### Inside the Property

- Walls** - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings** - please remove any cobwebs.
- Ceiling mold** - please clean off (particularly in wet areas and sometimes in bedrooms).
- Light fittings** - clean off dust and remove any dead insects inside.
- Ceiling fans** - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards** - wipe down with a damp cloth.
- Doorways, doors** - wipe off finger marks and any other removable marks.
- Windows** - clean inside and out. Please note - nearly all modern sliding aluminum windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- Screens** - brushed and dusted down. Please be aware, most modern sliding aluminum windows allow for the screens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damaging them.
- Screen doors** - front and back including frames – wiped clean and screen wire brushed.
- Stoves** - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - **however it is of importance that you read carefully the instructions on the product**. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution!
- Kitchen range hood** - clean pull out filters and framework.
- Bathroom** - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath has a plug available.
- Toilet** - clean tank, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.

- Laundry** - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.
- Tiling** -make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust** - vents and Fan Covers are to be clean of any dust and dirt.
- Air-conditioners** - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- Air-conditioning ceiling duct vents** - please clean down if dusty or dirty.
- Cupboards/drawers** - please clean/wash inside and out. Also doors and door frames, front and back of doors need to be cleaned.
- Curtains** - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.
- Blinds** - if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- Floors** - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.
- Carpets** - **please ensure the carpets are professionally cleaned.** Be aware that using cheap *'do it yourself'* carpet cleaning hire machines may initially save on cost, but in the long run may cost you a lot more as they generally do not have the power to get carpets properly clean. This can result in professional carpet cleaning still required after you have paid to hire a machine as well!

Phone us for details of who we recommend and use for professional carpet cleaning.

## Outside the property

- Lawns** - freshly mowed and edged (best done a couple of days before the tenant takes possession).
- Gardens** - remove any weeds, any rubbish and built up leaves etc.
- PORCHES, PATIOS, STEPS** – Clean and scrub surfaces with mixture of Hot water and bleach to remove all mildew and mold.
- Trash** - remove any trash that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- Sweep** paths and paving areas.
- Cigarette butts** - if there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds** - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

## **If you have a pet**

- Pet droppings** - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- Dog urine** - remove/clean where your pet may habitually urinate (Base of walls, verandah posts etc.)
- Dog stains** - to outside walls. Check where your dog regularly lies down, there might be 'tell tale signs' on walls etc.
- Dog/Cat claw damage** - check screen doors, screens and curtains. Please replace the screen if required.
- Dog chew damage** - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair** - please ensure any visible pet hair inside is removed.
- Fumigation** - if your lease stipulates fumigation, please ensure this is arranged.

## **11. Trades Guide - Get Some Help to Get the Property Ready**

Getting the property ready on time for inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go.

The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and not do a thorough job. **This only then delays the security deposit refund process.**

Therefore to get your security deposit back quickly, here are some professionals we trust, use and recommend on a regular basis. We use them also because of their reasonable rates.

### **Who we use and recommend-**

#### **Professional Cleaning –**

Lower Keys Cleaning: 305-879-8200

Keys Superior Cleaning Service: 305-731-6650

For a list of cleaners please contact the office.

#### **Window Cleaning –**

Clean Windows: 305-296-2300

#### **Carpet Cleaner –**

Keys Steam Master: 305-293-0023 or Royal Plus: 305-296-8083

#### **Lawn Mowing/Gardening –**

Excel Property Care: 305- 360-7323 or Martinez Landscaping: 305-393-5272

#### **Painting/Pressure Washing –**

Martinez Landscaping: 305-393-5272 or Chris Kelliher: 305-906-2401

#### **Trash Removal –**

Waste Management: 305-296-8297

#### **Handyman –**

Chris Kelliher: 305-9206-2401

Stuart Strickland: 305-395-0058

#### **Pest Controller/Fumigator –**

Orkin: 305-294-2584

Truly Nolen: 305-294-2857