



Tenant Handbook

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COMPASS PROPERTY
 — Moving & Rental Services —

CPMG Welcomes You!

We at Compass Property Management Group would like to take this opportunity to welcome you as a new resident. CPMG is an abbreviation of our full company name, Compass Property Management Group, and will be used throughout this handbook.

We have created the Tenant Handbook to help achieve a successful tenant/management relationship. The purpose of this handbook is to help you with your tenancy and we recommend you keep it in a convenient location so that you can refer to it easily.

Included in this handbook, you will find general information, maintenance guidelines, rental payment instructions, safety tips, vacation guidelines, holiday tips, emergency instructions and more. We want you to be prepared throughout your tenancy; therefore, we have provided important information that you may need in the future.

The owner of the property you are renting has retained CPMG as their Property Management Company and representative. Therefore, you should contact CPMG when you need any assistance. Instructions on how to contact us are available in this handbook.

If you have any questions or concerns regarding any of the information contained in this Tenant Handbook, please feel free to contact our office. We are here to help!

We wish you a successful and enjoyable tenancy in your new residence.



COMPASS PROPERTY
— Management Group —

* Due to the fact that leases change over time, your lease will always prevail over any information provided in this handbook.

CPMG Personnel

We have a complete staff to assist you with any of your need. You should be familiar with our staff at this time, but if you need more information please contact us.

Position	Name	Phone	Email
Broker	Toni Burley	904-598-1557 Ext. 11	toni@CompassPMG.com
Accountant	Callie Mills	904-598-1557 Ext. 15	callie@CompassPMG.com
Office Manager	Dakota Waters	904-598-1557 Ext. 10	officemanager@CompassPMG.com
Property Manager	Tara Dulitz	904-598-1557 Ext. 13	tara@CompassPMG.com
Property Manager	Christine James	904-598-1557 Ext. 18	christine@CompassPMG.com
Property Manager	Wynetta Harris	904-598-1557 Ext. 12	wynetta@CompassPMG.com
Property Manager/Sales	Raenell Wilkison	904-598-1557 Ext. 22	raenell@CompassPMG.com

Tenant Communication

On the following page, we have provided general office information. Communication makes a difference in any area of life, and it will only enhance your tenancy to let CPMG know your needs. Please contact us via phone, email, or written correspondence. What is important, is that you DO contact us when you need assistance. Remember, we are here to help!

Telephone Calls During Office Hours

During office hours, there is generally a live person available to answer your call, excluding one hour for lunch. Please state the reason for your call as well as your property address, so this person can either assist you personally or direct your call to the appropriate party. Your property manager may not be available or in the office at the time of your call, but another member of the office staff may be able to assist you.

Voicemail/After Hours Calls

If you reach our voicemail system during office hours, use the extension number for the party you are trying to reach. If they are not available please leave a message, including your name, address, phone number and a brief description of the issue. Someone will return your call as soon as possible. The benefit of using a voicemail system is the ability to leave a message for someone twenty-four hours a day, seven days a week. The voicemail system will take all messages after office hours.

Emergency Calls

During normal business hours, please immediately make it clear that you have an emergency when your call is answered. If you reach the CPMG voicemail system during office hours or after the office is closed, immediately call the emergency answering system at **904-721-9682**.

Maintenance Requests

Maintenance requests can be turned in via phone, written notice, email, or using your tenant portal at CompassPMG.com. For any maintenance requests that need immediate attention, calling is the best option. Property managers could be in the field and may not see online requests immediately. Please note that all work must be approved by the property owner before it can be handled, and we will make every effort to ensure it is handle as quickly as possible.

Change of Information

It is important that you notify CPMG immediately of any changes in your contact information.

Email

Email is a great way to communicate and we request that you provide your email address. CPMG will put your email address in our database, which will enable your property manager to contact you quickly and efficiently. They will be able to send you important information. Email is also a great way to keep a record of communication.

Website

www.CompassPMG.com contains important information such as needed forms for tenant as well as your online portal. The online portal can be used to see current balance, pay rent and submit maintenance requests.

General Office Information

Jacksonville Branch (Main Office)

Mailing/Physical Address- 2044 Gilmore Street, Jacksonville FL 32204

Phone- 904-598-1557

Fax- 904-598-1561

Website- CompassPMG.com

Office Hours- Monday through Friday 9AM-5PM

Palm Coast Satellite Branch

Physical Address- 389 Palm Coast Parkway SW Suite 4, Palm Coast FL 32137

Office Hours- Monday through Friday 8:30AM to 5:30PM (Open until 7:30PM on Wednesdays)

Saturdays 9:30AM to 12:30PM

* Note- this office is a shared office space. The staff are not employees of CPMG. Please direct any issues to the main office.

St. Augustine Satellite Branch

Physical Address- 320 High Tide Drive Suite 100-F, St. Augustine FL 32080

Office Hours- No designated office hours but there is a drop box for rent payments

Protect Your Rental and Credit History

Inevitably, you will one day move out of the property you are renting. It is important that during your tenancy you care for your rental and credit history. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a satisfactory credit report. By avoiding late rent payments, caring for the property and moving out properly, you will give CPMG the pleasure of being able to provide a good reference for you after you have moved.

Rental/Lease Agreement

Prior to moving into the property, you should have received a copy of your rental/lease agreement. We recommend you keep the aforementioned paperwork with this handbook for easy reference. Please always remember that a rental/lease agreement is binding. If you have any questions regarding your lease, please call your property manager.

Utilities

When you agreed to rent this property, CPMG cancelled utility services in the owner's or companies name, effective on the first day of your rental agreement. To avoid disconnection of service, please contact the utility companies immediately. If you are not aware of which companies service your rental property, contact the office.

Rent Payments

Rent is due on the 1st of each month with a grace period through the 5th of the month. If you know you will have a delay or problem paying your rent by the due date, you must contact your property manager immediately. Rent is not considered paid until it is received by our office. If you are mailing or doing online bill pay through your bank, be sure to send a few days early to allot time for postal service. Rent payment can be made by US mail, in person at any of the branches, Seven-11 or Ace (must contact office for payment slip), or through the online tenant portal. We DO NOT accept cash.

Fees/Charges

If you fail to pay your rent on time and in full, you will incur the following charges:

- Late fee- CPMG's late fee is \$50. This will be applied if the rent is not received in our office by the 5th of the month. An additional \$5 per day will accrue until rent is paid in full.
- Posting Fee- CPMG's posting fee is \$25. For example, if a notice to pay or an eviction notice is served because rent was not received in a timely manner, you will be charged the posting fee.

Maintenance Charges- CPMG will charge back to the tenant, any maintenance bills that were caused by tenant negligence. Also, if you have made an appointment with a vendor but failed to meet them at the scheduled time, you will be charged a \$75 no-show fee.

Homeowner's Associations

While CPMG has its own set of standards, HOA Covenants and Restrictions will always take precedence. Requests for satellite dishes and fences often must be approved by the board first. Please be patient while awaiting approval. The Covenants and Restrictions of any HOA must be followed or fees and/or fines will be charged to you.

Care of the Property

Getting to Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take time to locate and become familiar with the following:

- Main circuit breaker- in the event power is lost
- Gas shut off valve (if applicable)- turn off during emergencies/disasters for safety
- GFI plug(s)- You can check them if your outlets or appliances fail to work
- Electric and/or gas meters- to check your utility bills
- The main water shutoff valve- in case of major flooding
- Water shutoff valve below sinks and behind toilets- in case of water leaks
- Cleaning method for the oven- to be sure appropriate products are used

If you are uncertain about the location/use of any of the above items, contact your property manager.

Maintenance

When you rented this property, your lease contained detailed maintenance instructions; please review them before requesting a work order. There are additional tips provided in this handbook. Please note that if your home is considered “new” and is under warranty, we must follow proper procedures and work through the warranty department of your home’s particular builder. We cannot use our vendors, or the owner’s warranty will become invalid. This could require patience on your part.

Tenant Renovations/Alterations

It is CPMG’s policy that tenants shall not take on any repairs or alterations to the property that they are renting. You agreed to this in your rental/lease agreement. If you would like to make a special request for renovation or repair to the property please;

- Submit your request in writing **before** making any changes
- Do not proceed with any work until you are notified of approval by CPMG

CPMG will consult the property owner(s) for approval of request. If approved, tenant must complete the following prior to vacating the home:

- If the owner stipulates that the alteration/repair remain, leave the change as is.
- If the owner stipulates that the property is to be returned to its original state, you must make these changes, as well as pay for any necessary work to restore the alteration/repair to its original state.
- Sign a CPMG agreement regarding the alteration/repair.

Tenant Maintenance Responsibilities

The property owner has a duty to maintain your residence so that it is in compliance with uniform codes of safety established by landlord/tenant law. We want you to report items in need of maintenance, however, there are items that are the tenant’s responsibility to maintain/replace. Such as;

- Replace smoke alarm batteries.
- Replace light bulbs with the correct size and wattage.
- Replace A/C Filters every month with the correct size filter.
- Report non-functioning smoke alarms (if replacing batteries does not solve problem) immediately.
- Report all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while residing in the property.
- Normal insect and rodent control.
- Landscape cleanup if a service IS NOT provided and report lack of landscape cleanup if service IS provided.
- Landscape watering unless provided by the HOA.
- Report malfunctioning irrigation systems or sprinklers, even if it is the responsibility of the HOA.
- Dispose of all garbage in the proper receptacles using the weekly pick-up service.
- Dispose of animal feces on the property, even if you do not have a pet or it is not from your pet.
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals used in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Dispose of toxic waste properly, in accordance with all local and county laws.

Repair/Replacement List

Below is our estimated repair/replacement list. This gives a general idea of the common repair/replacement items that could be encountered.

Note: This list reflects items that are commonly repaired/replaced. This is NOT a complete list of items that could be repaired/replaced. Prices are general estimations and may vary.

Carpet	
Steam Clean Carpets	\$175-200
Apply Pet Neutralizer	\$100-125
Treat Carpet Stains	\$40-75 per stain
Deep Scrub	\$50-125 additional
Steam Clean and Dye	\$400
Replace Carpet and Padding	\$14.75 per sq yard

Cleaning	
Trash Removal	\$65 Min
Interior Cleaning	\$175 - 250

Pressure Washing	
Exterior	\$175
Sidewalks, Driveways, Garage	\$125-175

Interior Painting	
Drywall Repairs	\$25-100
Walls	\$0.85 sq ft
Add Primer Coat	\$0.65 sq ft
Baseboards	\$0.50 sq ft
Closets	\$50 each
Window Sills	\$25 each
Interior Doors	\$30 each
Door Frames	\$20 each
Exterior Entry Door	\$100 each

Garage Doors	
Remotes	\$55 each
Programming Remotes	\$75
Garage Door	\$795-995
Garage Door Opener	\$350

Appliance Replacement- Varies based on type and model

Lawn	
Extreme Mow and Edge	\$80+
Mow and Edge	\$40
Trim Hedges/Bushes	\$40-75
Clean and Mulch Beds	\$75-\$135
Sod Replacement- 1 Pallet Min	\$400/Pallet

Blinds	
Installation Charge	\$65
2" Faux Wood- Double Window	\$125 each
1" Aluminum- Double Window	\$55 each
2" Faux Wood- Single Window	\$55 each
1" Aluminum- Single Window	\$35 each
1" Vinyl- Single Window	\$25 each
Side Light Mini-Blind- Short	\$20 each
Side Light Mini-Blind- Long	\$40 each
Sliding Glass Door Verticals	\$80-135
Blind Wands	\$6 each
Blind Slats	\$6 each

Bulbs	
Exterior Flood	\$9 each
60 Watt Standard	\$5 each
40 Watt Vanity	\$5 each
65 Watt Spot Interior	\$5 each
40 Watt Appliance	\$3 each
40 Watt Ceiling Fan	\$3.50 each

Miscellaneous	
Clean AC Evaporator Coil	\$175
Minimum Service Call	\$65
Window Screens	\$25-40 each
Sliding Glass Door Screens	\$40-65 each
Door Stops	\$2 each
Range Pans	\$5-6 each
1" AC Filter	\$25-35
Rekey if keys not returned	\$90
Rekey with keys due to lease break	\$65

Procedure for Requesting Maintenance

Prior to completing a request for maintenance, please complete the following:

- Determine if the issue is a true emergency or a non-emergency.
- Check to see if you can determine the cause of the problem you are experiencing, unless you have an emergency.

In the Event of an Emergency

There are few true emergencies. An emergency is a life-threatening situation such as fire, flood and/or uncontrollable water, electrical problem, the smell of gas, etc. If you are experiencing one of these situations, please do the following:

- For emergencies that pose an immediate danger call 911.
- For emergencies involving gas, call the gas company and 911 if necessary.
- For emergencies involving IMMEDIATE electrical danger, call the utility department and 911 if necessary.
- After contacting the above sources, call CPMG office and report the problem.

Not having heat and/or air condition is NOT an emergency, but CPMG recognizes that these are important and will make it a priority to have these services in working order as soon as possible. Non-working dishwashers, sprinklers, etc. are not emergencies.

Non-Emergencies

For non-emergency issues please submit a work order by phone, email, mail, or through the on-line portal. CPMG will assign a vendor to contact you for scheduling. CPMG will not give vendors a key to your residence without your permission. Remember, this is a non-emergency and the vendor may not be able to schedule an appointment immediately. If you do not hear from a vendor within 5-7 business days call the CPMG main office and inform your property manager. If there are any issues after a repair, contact CPMG and inform your property manager. If you fail to report an unsolved recent repair (within the last 60 days) and there is further damage or expense, you may be responsible for these costs.

Preventative Cleaning Tips

- Always put away food and wipe up any food debris.
- Clean pet bowls regularly to avoid attracting insects.
- Do not allow grease to build up in kitchens: use a sponge and soapy water regularly on countertops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to grease build up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile, toilets, and other surfaces regularly to prevent the buildup of grime, mildew and rings.
- Mop tile, wood and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do NOT use wax on linoleum or tile. Only use cleaning products that specify they are for use on tile.
- Vacuum all flooring regularly, particularly carpets. This will save on carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.
- Change A/C filter regularly to reduce household dust.
- If your dryer does not have a dryer vent, place 2” of water in the dryer lint trap. This will reduce dust in the house. Change/refill this water on a regular basis.

Additional Cleaning Tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They are also helpful for people who have allergies to other cleaning products, and can be better for the environment than commercial cleaning products.

- For easy air freshener- place a bowl of vinegar in the kitchen or bathroom to absorb odors.
- To clean drains- for a great once-a-month drain cleaner, pour ½ cup baking soda in the drain, followed by ½ cup white vinegar (it will foam). Cover and let sit for 30 minutes, and then flush with cool water. For stubborn, slow-running drains, pour 1 cup baking soda and 1 cup salt down the drain. Follow this with 2 quarts boiling water. Let sit for 30 minutes, and then flush with cool water.
- To clean ceramic tile countertops- use ¼ cup baking soda and ½ cup white vinegar, 1 gallon warm water, and 1 cup ammonia to scrub. In between heavy scrubbing, regularly clean kitchen surfaces with spray bottle mixed with ½ cup vinegar and 1 quart water.
- Easy Glass Cleaner- Mix 3 tablespoons vinegar with 1 quart water in spray bottle. Spray and wipe with clean paper towel.
- To clean dishwasher- When empty, pour in ¼ cup vinegar and run the dishwasher. Even if you prefer not to use the dishwasher, run it at least once a week to keep seals from becoming hard and cracking.
- To eliminate refrigerator odors- clean the refrigerator regularly and place 1 cup baking soda in a bowl on a shelf to absorb odors. 1 cup dry, unused coffee grounds can also be used to absorb odors.
- To eliminate washing machine odors- ½ cup of baking soda can be added to a wash cycle with regular detergent to help eliminate mild odors.
- To clean toilets- remove waterline marks in a toilet bowl by pouring in 2 cups white vinegar. Let the vinegar soak in the bowl overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- To remove carpet stains- Vacuum the carpet if the stain is dry. If stain is still wet, blot gently to remove excess (blot do not rub). Lightly soak the carpet stain with clean water first to remove the stain (blot, do not rub). If the stain remains, mix 3 tablespoons vinegar with 1 quart water in a clean spray bottle and spray the stain (blot do not rub). If both of these methods fail to remove the carpet stain(s), consult a professional carpet cleaner immediately. The longer you wait, the greater the chance that the stain may not come out.
- To eliminate carpet odors- Regular vacuuming will cure most carpet odors, but if they persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy-Saving Tips

Saving energy and water is important for the environment and can mean a lower utility bill for your residence as well. To help save water and energy, please do the following:

- Always report water leaks to CPMG as soon as possible. This includes water dripping under sinks and running toilets. Standing pools of water and malfunctioning sprinklers or water using appliances such as dishwashers and washing machines should also be reported.
- Only run the dishwasher when it is fully loaded.
- Check water hoses on washing machines for leaks; change hoses every 3 years.
- Adjust water level in washing machines to match the size of the load, using less water for small loads.
- Avoid flushing the toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.

- Be sure your water heater temperature is set properly. Do NOT turn the water heater temperature up to “high”; this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” Landscaping; it is not healthy for plants and simply wastes water.

Air Conditioning

- During warm and hot months, close the windows and doors of your home early in the day to keep cool air in, particularly when the air conditioner is running. Use a reasonable level of air conditioning in the residence. The utility company recommends keeping the thermostat set at a temperature range of 75-78 degrees. Lowering the temperature on your thermostat on extremely hot days will cause your system to freeze and shut down. In Florida, if your house is 20 degrees cooler than the outside temperature, the air conditioning system is considered to be working at capacity. If you call CPMG for an A/C issue and the air conditioning system is running at capacity, you will be charged for the service call.
- Close window coverings on the sunny side of the house during the warmer times of the day’ this can lower the inside temperature dramatically.
- Replace the air filter often and with the right size filter, at a minimum of once each month. A clean filter helps the air conditioner run more efficiently.
- When leaving your residence, turn the air conditioner up a few degrees. A closed house without activity normally stays cooler. *This is particularly important when going on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do NOT turn the air off on very hot days- it will only take longer and use more energy to cool down.

Heating

- During cooler months, keep all windows and doors closed tightly.
- Report any major drafts to the CPMG office.
- Use a reasonable level of heat in the residence. Sometimes, turning the heat down even a few degrees can reduce your energy bill.
- At night, turn the heat down and use blankets and comforters to keep warm.
- When leaving your residence, turn down the temperature on your thermostat.
- Do NOT turn the heat off completely. It will only take longer and use more energy to warm the house back up than will be saved. In addition, this could cause pipes to freeze, which will cause additional problems.
- If your residence has a fireplace, close the damper when it is NOT in use. Please be sure to OPEN the damper if you start a fire.
- Replace the air filter often, at a minimum of once each month. A clean filter helps the furnace run more efficiently.

Renters Insurance

Property owners generally carry a standard fire and liability policy on the residence and have additional coverage with the landlord/rental insurance, but they normally cannot cover the contents or possessions of the residence. The reason that insurance companies do not provide this type of coverage is because they are “non-owner occupied properties.” Therefore, it is very important that YOU have adequate insurance coverage for your contents.

If you think this is not important, sit down and write out a list of your possessions in one column. In the second column, list how much it would cost to replace these items. You will be surprised how quickly the list adds up.

You should contact an insurance agent if you do not have renters insurance. You can find an agent by consulting a telephone directory, searching the internet, or asking a friend. The internet can also provide helpful information and the ability to compare agents and coverage options. **To avoid experiencing a loss, it is advised that you acquire renters insurance NOW.**

Safety Tips

The safety of you and your family is important to CPMG. Here are some tips to follow to make your residence as safe as possible:

- Unplug all heat-producing appliances such as toasters, irons, and coffee makers when they are not in use. Leaving these items plugged in can present a fire hazard.
- Never leave the stove or oven unattended when on, and always turn these appliances off when you leave the residence.
- Never leave heating pads and electric blankets on for extended periods of time, and always turn them off when leaving the residence to prevent a fire hazard.
- Never leave water running unattended, and never leave the residence with water running.
- If your residence has an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to CPMG.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when outlets are not in use.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage light bulb.
- Avoid running extension cords over walkways, under rugs or any other place that could cause someone to trip.
- If you suspect an electrical problem, please report it to CPMG immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for your safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys in walkways and on sidewalks.
- Keep outside light fixtures in working order so you can see outside when it is dark.
- Report any exposed tree roots to CPMG.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available at hardware supply stores.
- If you use a grill or BBQ, never leave it unattended when in use.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless you are certain that they are cold.
- Do not store fireplace wood against the residence.
- Always be certain that the damper is open before starting a fire in the fireplace.

Vacation Checklist

When going on vacation, you should take care of these items prior to leaving:

- If you will be out of town for an extended period of time, please notify CPMG of how long you will be gone and supply an emergency telephone number. Should any problems arise concerning your residence, we will have a way to contact you.

- Check your rent payment to ensure it will be received on time. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties, such as your next-door neighbors, the paper delivery person, the post office and any related service people of your impending absence. By doing so, you will avoid any panic that something is wrong.
- Ask someone to pick up items delivered on your doorstep to avoid enticing dishonest people.
- If you will be leaving a vehicle in the driveway, remove any valuables that could be stolen and garage door openers that could give access to your home. Put garbage cans away or arrange for someone to take care of them.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering machine informing people you are out of town and for how long.
- Set timers on interior lights to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances (large and small) such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning strikes or power surges.
- Turn your water heater to the low or “vacation” setting, but do not turn the water heater off.
- Is there anything living in your house with you, such as plants or pets? Be sure to water plants and have someone take care of your animals. Do NOT leave pets in the residence while you are gone unless a reliable person will be caring for them daily.

Holiday Tips

Everyone enjoys the holidays, but it is important to exercise caution during celebrations and remove decorations when each season is over. Please follow these holiday tips:

- Hang lights and decorations properly and carefully. Before hanging, check for bad plugs and loose wires. If you find any defects, dispose of the lights; do NOT hang them. Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload them, do not staple them to the residence, and if outside, only use cords that are approved for outside use.
- Never leave holiday lights on when leaving your residence; this can present a fire hazard.
- When using fireworks: Do not use illegal, dangerous, or explosive devices, only buy legal fireworks and be sure they are approved for use in your area. Utilize common sense safety rules when using fireworks, do not use fireworks in or around your residence. Keep all fireworks away from dry grass, trees and roofs. As an alternative, consider attending a fireworks celebration rather than buying them. This way, you can enjoy the fun without the responsibility.

Emergencies/Disasters

Unfortunately, emergencies and disasters can happen. The best suggestion is to be prepared.

There are different types of emergencies, including:

- Maintenance Emergencies

- These have been reviewed prior.
- Please follow the listed maintenance instructions and call CPMG when appropriate.
- CPMG requests that you treat our staff courteously while under the stress of an emergency situation- we will do everything we can to help you as soon as possible.
- Area Emergencies or Disasters
 - Be prepared
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or another force of nature occur, everyone experiences great inconvenience and difficulty. Please remember this, and be considerate of others.
 - CPMG requests that you call emergency services first in the event of a disaster, then notify the CPMG office as soon as possible.
 - CPMG will assign priorities during an area emergency/disaster, and will work to assist you as much and as quickly as possible.
 - When calling the CPMG office, we ask that you please be patient and calmly state the problem(s) you are experiencing.

Drug-free Housing

CPMG has a drug-free housing policy concerning our tenants and keeping your residence drug-free is a requirement of your tenancy. However, tenants can encounter drug problems presented by other residents, from the lowest-income neighborhoods to the highest. We want you to be aware of some signs of potential drug problems in any neighborhood, and how to handle them:

- Do not approach a house or building if you smell a strong chemical odor; report it to the authorities. House with drugs may contain volatile chemicals and explosions can easily occur.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People can create “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned objects to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood first report to the authorities then notify CPMG of your suspicions as soon as possible.
- Educate children of all ages about the signs of drug activity.
- Be aware and be alert- drug activities are a danger anywhere and to everyone.

Frequently Asked Questions

CPMG has compiled a list of most commonly asked tenant questions that may address many of your concerns in advance:

Q: Why did I receive a notice when I paid rent on the 6th of the month?

A: As outlined in this handbook, rent is due on the 1st of the month with a grace period until the 5th of the month. Regardless of grace period, we may legally post notice as of the 2nd. Habitual late payers may find this applicable. Generally, once the 5th of the month has passed, we begin preparing Three Day Notices to Pay or Eviction Notices. In your case, the notice was served before we received your payment. CPMG serves notices based on state landlord/tenant law requirements and on our obligations to the owner of the property.

Q: Why can't I clean the carpet of my residence myself?

A: We require professional steam cleaning of carpets to preserve the life of the carpet. Home machines cannot provide the necessary deep cleaning.

Q: Can I install extra telephone/cable lines?

A: You can install extra telephone/cable lines if you pay for the installation and disconnect them when you vacate the property. However, you must notify CPMG and obtain written permission to install the additional lines. Do NOT run phone lines through the walls or tape them to the baseboards.

Q: Can I have a satellite dish?

A: Prior written consent must be obtained. This must first be cleared with the home owner, HOA, etc. Under NO circumstances is it ever permissible to attach a satellite dish to the house. If clearance is given, the satellite must be on a pole in the yard.

Q: I did not have a pet when I moved in; can I have a pet now?

A: You must first contact the CPMG management team of your request to have a pet. You will be required to complete a pet application. DO NOT move a pet into the property without permission. Your property manager will contact the property owner and submit your request. If the owner gives permission to have a pet on the property, you must first pay a non-refundable pet fee and sign a pet addendum. If the owner does not allow a pet on the property, you must abide by that decision and your rental agreement.

Q: What happens if my pet dies or runs away; can I have my pet fee back?

A: No, all pet fees are non-refundable.

Q: What happens if I want to get another pet?

A: Notify your property manager regarding what kind of pet you would like to get and submit a pet application. The property manager will contact the property owner and submit your request. If the owner does allow another pet, an increased pet fee will be required and a new pet addendum must be signed.

Q: My roommate wants to move, but I want to stay. What do I do now?

A: Your roommate must submit a partial notice to vacate and you will need to provide documentation that you can support the property by yourself, in some instances this may require you to submit a new rental application. CPMG will NOT refund part of the security deposit to your roommate. You and your roommate will have to settle any funds owed to one another, including any or all of the security deposit. If approved, you and your roommate will have to sign a roommate release form.

Q: I want to add a roommate; how do I do this?

The prospective roommate must submit an application to CPMG, and must be approved for tenancy PRIOR to moving into the property. You can obtain an application at our main office, on our website, or submit your request by email to officemanager@CompassPMG.com. If CPMG denies the applicant, they CANNOT move into the property. If the applicant is approved, both of you must sign a roommate addendum.

Q: I received notice of an inspection of the property. Why is this being performed and why do the owners want to see the property?

A: We perform, unless owner has requested otherwise, two inspections per year. The purposes of these inspections are to check for any preventative maintenance required to avoid larger issues later on and to be sure the property is being properly cared for. We must also check on the condition of the yard and air conditioning units. Most of our owners are out-of-state real estate investors who have given CPMG the responsibility of caring for the maintenance and condition of their investment. It is their right to see the property, although they respect that it is currently your residence. Please note that you do not have to be present for the inspections; however be sure to secure any pets and disengage any locks and/or alarms we may not have keys to.

When It Is Time to Move

Giving your Notice

Eventually you will move out of the property, and we want you to be prepared when this happens. CPMG tenants are required to give a **30-day** notice to vacate **in writing**, unless otherwise noted in your lease, prior to moving. The property should be left in move-in condition.

Before giving your notice to vacate:

- Check your rental/lease agreement to ensure that you are eligible to give notice. A lease is a binding agreement for a set period of time and you may still be bound to the lease.
- If you need to move and you are still committed to the lease period, contact your property manager to discuss your options.
- Notices to vacate must be in writing, the form can be found under tenant resources on our website. The day CPMG receives the written notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, intending the date you mailed it to be the notice date.
- CPMG does not provide rental history to other landlords/property management companies unless the tenant has submitted a written notice to vacate and has given CPMG the authority to give out rental references.
- Notice is always to the end of any rental period. For example, if you provide your 30-day notice on the 17th of July, you will still owe rent for the full month of August. Last months' rent is never pro-rated.

Move-outs

- After you submit your notice to vacate, CPMG will send you instructions for what to do during your last 30 days in the residence. A move-out and cleaning checklist can also be found under the tenant resources on our website.
- It is the responsibility of the resident to deliver ALL keys to the CPMG office. Garage door openers should be left on the kitchen counter.
- Failure to deliver all keys to the CPMG office will result in additional charges.
- Your property manager will schedule a walk-through as early as the next day after your date to vacate. While it is your responsibility to return the keys to our office, we will complete the walk through with or without them. If you have not returned the keys and we have no keys available, we will, at YOUR cost, drill the locks to access the property.
- Turn in your professional carpet cleaning receipt.
- Remember to provide CPMG with a forwarding address and telephone number in order to receive your security deposit refund.

Terms of a Lease Break

If you decide to break your rental/lease agreement, you WILL BE responsible for the following until the property is re-rented or the end of the lease agreement (whichever comes first):

- Monthly rent
- One-time fee for cost of new tenant placement- fee is generally \$495 or 50% of the monthly rent, whichever is greater
- Lawn Care
- Utilities
- Costs of Advertising
- Any additional costs associated with re-renting the unit

Preparing the Property

Below is a sample of our move-out instruction letter that you will receive after you provide notice.

Move-out Confirmation

Date

Tenant Names (Financially Responsible)

Property Full Address

We have received your notice to vacate as of **Tenant Move Out Date**. We are sad to say good bye but understand that life circumstances sometimes require change.

To help insure a smooth transition and to avoid any unnecessary funds being withheld from your security deposit, please follow the instructions below and review your lease agreement.

1. Forwarding Address- Provide us with your forwarding address so that we know where to send you move-out disposition and security deposit. You may email it to officemanager@compasspmg.com.

2. Payments- An unpaid charges summary is attached. Review and ensure that all rents and fees on your account are paid in full. *Your security deposit is NOT your last month's rent payment. If your last months' rent is not paid, we will consider your lease agreement not fulfilled and your move-out will be treated as a lease break.

3. Cleaning- General- Leave your home in a professionally clean, sanitary, move-in ready condition. We have a cleaning checklist available on our website to give you an idea of areas to cover to make sure your home meets our standards.

4. Clean- Carpeting- Have all carpeting in the home professionally steam cleaned, receipt required. Be sure to receive confirmation that we have received your receipt by either submitting it in person at our Jacksonville office or emailing the receipt to officemanager@compasspmg.com. Even if receipt is submitted, if carpets are not cleaned to our standards, we will re-clean them for you, at your cost. If you choose not to professionally clean your carpets or they require additional cleaning, we will do this for you and charge you an estimated carpet-cleaning fee of \$250.00. Additional fees may apply for deodorizing, repairs, stain removal or any other treatments charged to us by our carpet cleaning vendor.

NOTE: Renting a machine or using a personal carpet cleaner does not meet our professionally cleaned requirement.

5. Flooring- Replacement- If your home requires new flooring to return it to move-in condition, we will charge you for flooring replacement based on the length of time that you have lived in the home. Percentages are listed below.

0-12 months = 100%
12.01-24 months= 80%
24.01 - 36 months= 60%
36.01 - 48 months= 40%
48.01 - 60 months= 20%

6. Walls- Repairs/Touch-up Paint-

- A. Remove all items from walls (including but not limited to nails, stickers, vinyl's, etc.)
- B. Touch-Up Paint- If touch up paint is necessary, beyond "normal wear and tear," you will be charged the portion of the cost to paint that is considered beyond "normal wear and tear"
- C. Full Paint- If your home requires more than touch-up painting to return it to move-in condition, we will paint your home and charge you based on the length of time you have lived in your home.

0-12 months = 100%
12.01-24 months= 80%
24.01 - 36 months= 60%
36.01 - 48 months= 40%
48.01 - 60 months= 20%

7. Exterior- Be sure that entire exterior of home including yard, gutters and flowerbeds are free of all debris, personal items, leaves and weeds. Unless lawn is not your responsibility per your lease, lawn must be freshly mowed, edged and weeded.

8. Trash Removal- All trash and unwanted personal items must be removed from the home. Check with your waste service provider to make certain any items left on curb meet their requirements for a complete pick-up. Also check with your HOA to be sure items can be left at curb until pick-up date. If not, all items must be taken with you and personally disposed of elsewhere. Any items left behind, including amounts exceeding the pick-up capacity of the service provider, will be removed at your expense. Any personal garbage containers must be removed from the property.

9. Return of Items-

A. **Entry Keys-** Return your entry keys to our office. If you are returning them to an office other than our Jacksonville location, please inform your property manager when they have been dropped off. If keys are not returned by your notice date, the property manager will still complete the move-out inspection. If we are unable to enter the property, we will have maintenance help us gain entry and this cost will be charged to you.

B. **Additional Items-** Any additional items you may have (mailbox keys, garage openers, amenity and gate access devices, etc.) should be left on the kitchen counter.

10. Breakers- All breakers must be moved to the "OFF" position upon leaving the property. If the breakers are left on and we are unable to schedule utilities, a \$50 fee will be assessed to your account.

11. Receiving Your Disposition- We will send your security deposit disposition, which itemizes any deductions that have been made, within thirty (30) days of your notice to vacate date.

We have a cleaning checklist and general price list available if you would like to review them. They can be accessed on our website or you may email a request to officemanager@compasspmg.com and we will send them to you. If you have any questions or concerns about your responsibilities, please contact your property manager.

Thank you for being our valued resident.

Warm Regards,

Compass Property Management Group Team
904-598-1557
www.CompassPMG.com



CPMG hopes that you have found this handbook to be useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move-out. If you have any questions on the previous information, please contact your property manager.

Have a successful residency!