

Welcome Home!



*Congratulations on leasing your new home through
Professional Real Estate Management.*

*We look forward to having you as a tenant and
making our association a pleasant experience.*



**PROFESSIONAL REAL ESTATE
MANAGEMENT & INVESTMENT SERVICES INC.**

Welcome to Your New Home!

Congratulations on selecting a home with Professional Real Estate Management. We look forward to having you as a tenant and making our association a pleasant experience.

Our goal, on behalf of the owner of the property, is to provide you with superior Property Management service. In return, we look forward to you being a responsible tenant who pays the rent on time, takes special care of the property, and enjoys the home you have selected.

We hope your rental experience with us will be a long and pleasant one.

Sincerely,

The Staff and Management of
Professional Real Estate Management and Investment Services, Inc.

Phone: 727-447-5100 | Email: Admin@PremisRealty.com
2705 Sunset Point Road | Clearwater, Florida 33759

PROFESSIONAL REAL ESTATE MANAGEMENT & INVESTMENT SERVICES INC.

Moving In & Getting to Know Your New Home

- **Locate the breaker box** and notice the location of the Ground Fault Interrupt (GFI) breaker and the breakers for the stove/oven, water heater, and air conditioner.
- **Locate the water shut-off for the home.** This is usually located in the front yard near the house, on the garage side. Also locate the shut-off for the water heater and under all sinks and behind all toilets. Locating these now may prevent or minimize water damage later.
- **Complete and return the move-in checklist within 10 days** of your moving in.
- **Do not install a satellite dish. No dish can be attached to any exterior wall or roof of the house.** If you must have dish television service, the dish can be attached to a pole in the yard.

And Now... *You're In Charge*

Professional Real Estate Management works with the owner to provide you with a safe, clean, structurally-sound environment with properly operating mechanical equipment. Now, we are entrusting you with the day-to-day maintenance of this property by leasing it to you. That includes keeping it clean and safe inside and out, and assuming the responsibility of maintaining the working condition of the mechanical equipment provided through proper usage. The owner is not responsible for repairs necessitated by you or your guests, or by your neglect.

We highly recommend you invest in a few small tools: hammer, screwdrivers, pliers, etc. If it just needs to be tightened, we expect you to tighten it. We also suggest you get a ladder for cleaning out gutters, changing recessed light bulbs, reaching ceiling A/C filter vents, cleaning ceiling fans, and so forth.

■ **Air Conditioning:** Change the air filter at least every two months. If you have pets or suffer from allergies, change the filter more often. Our vendors recommend using the less expensive filters and changing them more often. The “super HEPA” filters can actually cause damage to the air conditioner by reducing air flow. Not changing filters will make your electric bills higher, can clog the drain, or cause the unit to break down. You will be charged for damage caused by neglecting to change the filter. Call if you need help.

■ **Toilets:** The water shut-off valve is located just behind the toilet; turn it tightly to the right to stop an overflow. Invest in a plunger to undo clogs caused by too much toilet paper. **Never** flush wipes, paper towels, tampons, sanitary pads, condoms, or anything else – toy truck, diapers, and underwear are some of our “better” experiences. You will pay the plumbing invoice if any foreign items are pulled from the clog. If your toilet keeps running, check and change the flapper first. Flappers are sold in grocery stores, pharmacies, and hardware stores. If a service call is required to change a flapper, it will be at your expense.

■ **Disposals:** A garbage disposal will not dispose of bones, seeds, large chunks of food, or oyster shells, among many other items. Large amounts of potato or other such peelings will jam the rotors or clog the J-pipe under the sink. Please avoid the Thanksgiving kitchen sink back-up by disposing of these items in the trash. If the disposal stops working entirely, locate the restart button on the bottom of the disposal. If a service call is made to reset this button or to clear a clogged drain due to misuse, you will pay the bill.

■ **Dishwashers:** **Never** put dishes into the dishwasher without rinsing first. Only use dishwasher detergent. Check regularly for broken pieces of glass or plastic items in the bottom of the washer that might cause a clog. If you handwash your dishes, the dishwasher should be run through a cycle at least once a week so seals don't dry out and the motor does not freeze up from lack of use.

■ **Smoke Detectors:** You are responsible for maintenance of smoke detectors.

■ **Keys/Locks:** After hours lock out service is not provided. You will have to call a locksmith at your expense and provide us with a new key if your lock is re-keyed. If you change the keys for any reason, we must have a spare for emergencies.

■ **Carpet Care:** Carpets require a thorough vacuuming at least once a week to remove soil and keep the pile erect. Heavy traffic areas require more frequent vacuuming. Before moving in, your carpets were professionally cleaned. Carpets should be cleaned no less than once a year and professional steam cleaning is recommended. This is your responsibility. You must have the carpets professionally cleaned before vacating. A receipt is required at the time the keys are returned.

When You Do Have a Problem...

Call or Send Us an Email: (727) 447-5100 | Admin@PremisRealty.com

When a mechanical or structural system fails, and you have done what you can, report the failure to our office. We will gladly work with you and put in whatever service request is required to either get that system up and running again or work towards its replacement (if necessary).

Our office hours are Monday through Friday, 8:30am to 5:00pm and Saturdays, 9:00am to 2:00pm. We are closed most legal holidays.

If you have an after-hours emergency, call our regular office number; you will have the option to either leave a message for us to retrieve the next business day or to send us an emergency message.

What Kind of Situation Requires an Emergency Call?

An emergency exists when danger is present or property damage is occurring. A drip under the sink **is not** an emergency and should be reported for regular maintenance. A failed air conditioner **is not** an emergency and

should be reported for regular maintenance. A broken pipe in the wall or raw sewage backing up into the tub **is** an emergency, as is a tree falling on the house. In case of fire, first call 911 and get yourself and family members to safety, then call Professional Real Estate Management - **that is definitely an emergency.**

It is your responsibility to notify us when you are having a problem. We want to maintain the integrity of the property and provide you with a safe and comfortable living environment.

You are responsible for securing the home against any further damage. A tenant is expected to do everything the homeowner would do. You will be held responsible for any damages that occur due to negligence on your part.

Take immediate steps to prevent additional damage:

- Turn off the source of water, electricity, or gas as the situation demands.
- Notify Professional Real Estate Management – if it is after hours, use the emergency procedure.
- If it is water causing damage, controlling the water is a must; use a mop, towel, or wet vac.
- Notify your insurance company if personal property is damaged.
- Give ready access to any vendors sent to the property after your report so they can assess and repair the damage.
- Above all: stay calm, be reasonable, and be patient.

Disaster Preparedness

The chance of experiencing a hurricane, tornado, or heavy storm is always possible here in Florida. Have a plan now. Being prepared is everyone's responsibility. Advanced planning allows for fewer mistakes and greater safety for you, your family, and the home that is in your care.

Hurricane season is June 1 to October 31:

A Hurricane or Tropical Storm WATCH indicates that some storm activity is expected within 48 hours.

A Hurricane or Tropical Storm WARNING indicates that storm activity is expected within 36 hours.

A Tornado WATCH indicates that the formation of a tornado is possible in and near the watch area.

A Tornado WARNING indicates that a tornado has been sighted or indicated by weather radar.

What You Need to Do

As mentioned above, the tenant is expected to do everything the owner would do to protect the property. The first priority is to prevent damage. An emergency can happen at any time. Be prepared to be without utilities for an extended period of time. Have an emergency preparedness plan, a checklist, and a storm kit. Stay tuned to local news media and follow all recommended precautions and instructions.

During the storm or before leaving, please be sure to:

- Turn off the main breaker to the house.
- Turn off main gas line to house.
- Turn off main water supply to house.
- Take all recommended precautions issued by the local news media and storm bulletin publications. Do not put tape on the windows – it doesn't do any good and it is extremely difficult to remove after the storm.
- Secure your pets inside ahead of the storm. If you are forced to evacuate the property, take your pets with you.
- Secure all outside items. Bring in swing sets, lawn furniture, planters, bird feeders, and toys – anything that could turn into a projectile in high winds. An 80mph wind can pick up a lot of weight.
- Secure the house against damage. Follow all recommendations by the local news and the emergency preparedness teams for the area.

Please note: if you must evacuate, let us know that you are doing so and how we can reach you. Make certain we have a key to the property. Report any damages to us after the storm has passed.