

QUICK REFERENCE GUIDE



**The information contained in this document is intended as a quick reference only.
For more detailed information on any given topic please refer to your lease.**

RENT:

Rent payments are due on the 1st day of each month. Payments must be received by our office on or before the due date. A late fee of \$50 plus \$5 per day thereafter will be due as additional rent if tenant fails to make rent payments on or before the 4th day of the month. For your convenience, you will have access to an online Tenant Portal where you can make rental payments at any time of the day or night. Please contact our office at 407-892-0040 if you need help accessing your tenant portal.

Rent payments can also be hand delivered or mailed to our office at the following address:

2901 E. Irlo Bronson Memorial Highway, Suite A
Kissimmee, Florida 34744

There is a mail slot in the door for your convenience for after-hours payments. Please note that cash payments are **NOT** accepted. Do **NOT** put cash in the mail slot or mail cash to our office.

MAINTENANCE AND REPAIRS:

For non-emergency repairs please use your Tenant Portal to submit repair requests. You can do this by clicking on the "Contact Us" tab in your Tenant Portal and sending us a message describing in detail the issue you are experiencing. For emergency repairs **ONLY** call Steven at 407-908-9413.

INSPECTIONS:

We perform two (2) property inspections during the lease period. The first is typically performed in the 4th month of occupancy and the second in the 10th month. We will contact you to schedule this inspection.

PETS:

Tenant shall not keep any animal or pet in or around the rental premises without prior written approval. This includes any visitors to the property who may bring a pet with them.

SMOKING:

Smoking is **NOT** permitted on the premises by tenant, guests or invitees. Tenant understands that smoking on the premises shall be considered a material default under the lease agreement. In the event the premises are damaged in any way due to smoking on the premises, tenant will be fully responsible for eradication of smoke-related odors and repair of any damage due to the smoking. Tenant agrees that smoke related damages will in no way be considered ordinary wear and tear.

FIXTURES AND ALTERATIONS:

Tenant must obtain written consent before painting, installing fixtures (to include satellite dishes), making alterations, additions or improvements. If permission is granted any alterations, additions or improvements become the owner's property and shall remain on the premises at the termination of the tenancy. Alteration requests can be made by clicking on the "Contact Us" tab in your Tenant Portal and sending us a message.

RISK OF LOSS:

Tenants are urged to obtain renter's insurance for their personal property. The owner's insurance does NOT cover the tenants contents within the premises.

AIR CONDITIONING FILTERS:

Please remember to change the A/C filter at least every 60 days to ensure optimum performance of the air conditioner. A supply of air filters has been left for your convenience. Once you have used all these filters, it will be your responsibility to purchase additional filters.

CHANGE IN CONTACT INFORMATION:

If a tenant's phone number has changed please notify our office. You can do this by clicking on the "Contact Us" tab in your Tenant Portal and sending us a message with this new information so we can update our files.

CHANGE IN VEHICLES:

If the vehicles listed in the lease agreement change please notify our office. You can do this by clicking on the "Contact Us" tab in your Tenant Portal and sending us a message with this new information so we can update our files.

CHANGE IN OCCUPANTS:

If there are changes to the occupants living at the premises, whether someone moves out or in, please notify our office at 407-892-0040 with this new information so we can update our files. **Any new occupants must fill out an application, be approved and added to the lease prior to taking up residency in the property.**

SCHOOLS:

Call or visit the appropriate website for school information:

School District of Osceola County	www.osceolaschools.net	407-870-4600
Orange County Public Schools	www.ocps.net	407-317-3233
Polk County Public Schools	www.polk-fl.net	863-534-0500

UTILITY PROVIDERS

Tenant understands and agrees that Tenant will initiate in Tenant's name any and all necessary utility services that are appropriate for the property (electric, water, gas, etc.). The Tenant shall be responsible for the payment of all necessary deposits required to initiate service.

Tenant acknowledges that the Landlord can order utility services to be terminated out of Landlord's name within 2 days after lease commencement and that Tenant may therefore have no utility services if Tenant fails to initiate such services in a timely manner. Failure of Tenant to initiate and properly maintain utility services can result in default under the lease.

Electric	407-957-7373	Orlando Utilities Commission (OUC) – St. Cloud
Electric	407-423-9018	Orlando Utilities Commission (OUC) – Orlando
Electric	407-933-7777	Kissimmee Utility Authority (KUA)
Electric	800-700-8744	Duke Energy
Water	407-957-7344	City of St. Cloud
Water	863-496-1770	Toho Water Authority
Water	407-836-5515	Orange County Utilities (OCU)
Water	407-423-9018	Orlando Utilities Commission (OUC)
Gas	407-352-7133	TECO People's Gas – S. John Young Parkway
Gas	407-847-3582	Suburban Propane – E. Carroll Street
Phone	855-977-6178	Century Link
Cable	407-847-8001	Brighthouse
Garbage	866-909-4458	Waste Management – Osceola County