



**FEDERATED MANAGEMENT GROUP, INC**

**TENANT HANDBOOK**



7855 Argyle Forest Blvd, # 401, Jacksonville, FL 32244 • Bus: (904) 730-8060 • Fax: (904) 730-6214  
www.federatedmanagementgroup.com

**FEDRATED MANAGEMENT GROUP, INC.  
TENANT HANDBOOK**

**FMG**

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[www.federatedmanagementgroup.com](http://www.federatedmanagementgroup.com)

## **FMG WELCOMES YOU**

Federated Management Group, Inc. welcomes you as a new resident. FMG is an abbreviation used in lieu of the full company name, Federated Management Group, Inc. and is used throughout this Handbook.

To achieve a successful tenant/management relationship, we prepared the FMG Tenant Handbook to assist you with your tenancy. We recommend you keep it in a convenient location so that you can refer to it easily.

In this handbook you will find general information, maintenance guidelines, rental payment instructions, safety tips, vacation guidelines, holiday tips, emergency instructions, and more.

FMG wants 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 Federated Management Group, Inc. as their Property Management Company and representative. Therefore, you should contact FMG when you need assistance. Instructions on how to contact us are available on pages 5, 6, and 7 of this handbook.

If you have questions or concerns regarding any of the information contained in the Tenant Handbook, please contact our office at any time. FMG is here to help you.

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

## FMG PERSONNEL

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

- **Property Manager:** FMG has assigned a property manager to your account. This property manager will concentrate on assisting you with all the details of your tenancy. Please contact them to answer your questions.
- **Sales Team:** FMG also has a sales team that is available to assist you with real estate-related issues such as buying or selling. The sales team is comprised of only licensed and experienced real estate agents.

Position	Name	Phone	Email
Property Manager	<b>Raenell Wilkison</b>	<b>904-854-2412</b>	<b><a href="mailto:rwilkison@federatedmanagementgroup.com">rwilkison@federatedmanagementgroup.com</a></b>
Property Manager	<b>Dianne Patterson</b>	<b>904-854-2414</b>	<b><a href="mailto:dpatterson@federatedmanagementgroup.com">dpatterson@federatedmanagementgroup.com</a></b>
Property Manager	<b>Ron Wilkison</b>	<b>904-854-2424</b>	<b><a href="mailto:ronwilkison@federatedmanagementgroup.com">ronwilkison@federatedmanagementgroup.com</a></b>
Property Manager	<b>Bert Briel</b>	<b>904-854-2470</b>	<b><a href="mailto:bbriel@federatedmanagementgroup.com">bbriel@federatedmanagementgroup.com</a></b>
Property Manager	<b>Rose Stokes</b>	<b>904-854-2422</b>	<b><a href="mailto:rstokes@federatedmanagementgroup.com">rstokes@federatedmanagementgroup.com</a></b>
Property Manager	<b>Rachel Briel</b>	<b>904-854-2419</b>	<b><a href="mailto:rbriel@federatedmanagementgroup.com">rbriel@federatedmanagementgroup.com</a></b>
Property Manager	<b>Leanne Duncan</b>	<b>904-854-2417</b>	<b><a href="mailto:lduncan@federatedmanagementgroup.com">lduncan@federatedmanagementgroup.com</a></b>
Inspections	<b>Royce Munn</b>	<b>904-446-9594</b>	<b><a href="mailto:rmunn@federatedmanagementgroup.com">rmunn@federatedmanagementgroup.com</a></b>

## **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 FMG know what you need.

Please contact us via telephone, email, the FMG website email access, or written correspondence. What is important is that you DO contact us when you need assistance. Remember – FMG is here to help you.

### **Telephone calls during office hours**

During office hours (listed on page 7), there is generally a live person available to answer your call. Please state the reason for your call 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 we will do what we can to help you with your request.

### **Voicemail**

If you reach our voicemail system during office hours please leave a message; include your name, property address and the telephone number(s) where FMG can reach you (both day and evening). 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.

### **After hours calls**

The voicemail system will take all messages after office hours (please refer to the office hours on the following page).

### **Emergency calls**

During normal office hours, please immediately make it clear that you have an emergency when your call is answered. If you reach the FMG voice mail system during office hours or after the office is closed, immediately choose the emergency option, **#14, or call 904-723-2220. This is an Answering Service and they will notify the person on duty.**

### **Maintenance requests**

Please remember that all work orders must be in writing unless it is an emergency. You can send a work order request online at the FMG website ([www.federatedmanagementgroup.com](http://www.federatedmanagementgroup.com)), the tenant portal or at the FMG office. 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 handled in a timely manner.

### **Change of information**

It is important that you notify FMG of any changes in telephone/fax/cell numbers or email. Please contact our office with this information.

### **Email**

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

\*Please note that although communication by email is encouraged, FMG does not accept notices to vacate by email; we require a written notice to vacate.

## Website

The FMG website, [www.federatedmanagementgroup.com](http://www.federatedmanagementgroup.com), contains important information for tenants. Please visit it regularly to use the tenant services, where you can easily download needed forms and send emails to FMG. We also post current tenant information online.

## GENERAL OFFICE INFORMATION

Address		
Mailing/Street Address	<a href="#">7855 Argyle Forest Blvd. # 401 Jacksonville, Florida 32244</a>	
Telephone		
Business #	<a href="#">(904) 730-8060</a>	
FAX #	<a href="#">(904) 730-6214</a>	
Maintenance #	<a href="#">(904) 854-2411</a>	
Internet		
Website	<a href="http://www.federatedmanagementgroup.com">www.federatedmanagementgroup.com</a>	
Office Hours		
	Monday – Friday AM	8 - 12
	Monday – Friday PM	1 - 5
	Saturday	By appointment only
	Sunday	<a href="#">Closed</a>
	Holidays	<a href="#">Closed</a>
Emergency information		
	In the event of an emergency, please call <a href="tel:904-723-2220">904-723-2220</a> .	

## **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 residency 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 FMG 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 including maintenance instructions, a move-in checklist, and other necessary documentation. 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.

### **Moving checklist**

We have provided a great checklist to be used when you are moving. You can find the moving checklist in the back of this handbook.

### **Utility/cable companies**

When you agreed to rent this property, FMG cancelled utility service in the owner's name, effective on the 1<sup>st</sup> day of your rental agreement. To avoid discontinuation of service, please contact the utility/cable companies immediately. The moving checklist contains the telephone numbers of the utility and cable companies.

### **Rent payments**

Rent is due on the 1<sup>st</sup> of each month, with a grace period through the 5<sup>th</sup> of the month. Rent not paid by 5pm on the 5<sup>th</sup> day of the month is considered late. If you know that you will have a delay or problem paying your rent by the due date, you must contact your property manager immediately.

FMG accepts rent payments via the following methods:

- US mail
- In the FMG office
  - Please make sure that your address is on the memo line of the check.
- Thru an online third party company. Contact our office to set up ACH authorization.

FMG does NOT accept rent payments via these methods:

- Cash
- Rolled coin
- Credit card
- Debit card
- Post-dated check

### **Fees/Charges**

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

- Late fee – FMG's late fee is **\$75.00**. This will be applied if rent is not received by 5pm on the 5<sup>th</sup> of the month. An additional **\$5.00** per day will accrue until rent is paid in full.
- Service fee – FMG's service fee is **\$20.00**. If a notice to pay or an eviction notice is served because your rent was not received in a timely manner, you will be charged the \$20 service fee.



- Maintenance charge – FMG will bill you if you have made an appointment with a vendor but failed to meet them at the scheduled time. If FMG receives a service call billing, you are responsible for reimbursement.

### **Homeowners' associations**

While Federated Management Group, Inc. has its own set of standards, Homeowner Association Covenants and Restrictions will always take precedence. Requests for satellite dishes or fences must often go before an association's Architectural Review Board before approval is granted. Please be patient while awaiting approval. The Covenants and Restrictions of any homeowners' association must be followed or you will incur fees and /or fines.

### **Maintenance reimbursement**

Generally, FMG assigns a vendor to perform work you request at your residence. However, if you contact FMG requesting permission to perform a minor maintenance item and FMG agrees to reimburse you, please do the following:

- Pay the bill and send the receipt to FMG. FMG will reimburse you the amount due.
- Do NOT deduct the amount from your rent.

## **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 the time to locate and become familiar with the following items:

- Main circuit breaker – in the event that power is lost
- Gas shut off valve – turn off during emergencies/disasters for safety (If applicable)
- GFCI plug(s) – so you can check them if your outlets or appliances in the bathroom, kitchen, patio or garage 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 valves below sinks and behind toilets – in case of water leaks
- Cleaning method for the oven – so that appropriate products are used
- Oven timer – in the event the oven does not work, this may be on

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

## **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 maintenance department, or the owner's warranty will become invalid. This also will require patience on your part.

## Tenant renovations/alterations

It is FMG's policy that tenants shall not take on any repairs or alterations to the property 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 do the following:

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

FMG will consult the property owner(s) to see if the request is acceptable to them. If the request is acceptable to the owner, tenants must do one or more of the following prior to vacating the property:

- 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 an FMG 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 for landlord/tenant law. Therefore, FMG has provided you with Work Order Requests to use when legitimate repairs are needed. We want you to report items in need of maintenance.

However, there are items that are the tenant's (your) responsibility to maintain/replace, and we have listed them here for you.

- Replace smoke alarm batteries
- Replace light bulbs with the correct size & wattage
- Replace A/C filters every month with the correct size filter
- Report non-functioning smoke alarms immediately if replacing the batteries do not solve the problem
- Report all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service is not provided
- Report lack of landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless provided by the homeowners' association
- Report malfunctioning irrigation systems or sprinklers, even if it is the responsibility of the homeowners' association
- Dispose of all garbage in the proper receptacles and use of 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

## Procedures for requesting maintenance

Prior to calling FMG, please do the following:

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

### If there is 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 such as a fire, call 911
- For emergencies involving gas, call the gas company and 911 if necessary
- For emergencies involving IMMEDIATE electrical danger, call the utility service or 911
- After contacting one of the above sources, call the FMG office and report the problem.
- For emergencies such as backed-up plumbing or flooding, call FMG at **904-723-2220**, and speak to the operator. If necessary, also call 911.

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

### Non-emergencies

For non-emergency issues, please do the following:

- Fill out a tenant work order request form. Fax, mail, or bring the request form to the FMG office.
  - Work orders are available on the FMG website and in the FMG office.
- A representative of FMG will assign a vendor to contact you.
- FMG will not give vendors a key to your residence without your permission.
- Vendors are required to make appointments with tenants; a vendor will contact you to schedule an appointment.
- Remember, this is a NON-EMERGENCY item and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at a scheduled appointment with a vendor will mean a charge to you. Therefore, be certain to call the FMG office as soon as possible if you are unable to keep your scheduled appointment.
- If you do not hear from a vendor or repair person within 2 business days, call the FMG office and inform your property manager.
- A FMG staff member will contact the vendor to find out the cause of the delay, and then inform you when you can expect the vendor to call.
- If you experience any issues after a repair has taken place, please call FMG and inform your property manager of the issue(s).
- 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, per your rental agreement.

## Preventive cleaning tips

Valuable cleaning tips were included in the maintenance addendum of your rental/lease agreement. Following are some additional tips:

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to buildup in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to grease buildup 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 in 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 also are 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 into 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 tile countertops:
  - For ceramic tile, where mold and mildew can accumulate, use a combination of ¼ cup baking soda, ½ cup white vinegar, 1 gallon warm water, and 1 cup ammonia to scrub.
  - In between heavy scrubbing, regularly clean kitchen surfaces using a spray bottle mixed with ½ cup vinegar and 1 quart water.
- For easy glass cleaner:
  - When glass cleaning products leave a residue on bathroom mirrors, mix 3 tablespoons vinegar with 1 quart water in a clean plastic spray bottle. Spray glass and wipe with a clean paper towel.
- To clean your dishwasher:
  - When dishwasher is 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 cracked.
  -

- 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 the 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** again; 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 FMG 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.
- Replace your old washing machine with an energy efficient one – you could save the cost of the new machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every 3 years.
- Adjust the water level in your washing machine to match the size of the load, using less water for small loads.
- Avoid using flushing 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.
- To lower air-conditioning bills:
  - 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 FMG's maintenance department 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.
- To lower heating bills:
    - During cooler months, keep all windows and doors closed tightly.
    - Report any major drafts to the FMG 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 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 so OPEN the damper if you do start a fire.
    - Replace the 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 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 a 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 insurance agent by consulting a telephone directory, searching the Internet, or asking a friend. The Internet can 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 FMG. 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 you leave 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 FMG.
- 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 FMG 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 FMG.
- 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.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of 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 FMG 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 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. At the back of this handbook you will find a convenient Emergency/Disaster Checklist listing items to take care of before and during an emergency and/or disaster.

There are different types of emergencies, including:

- Maintenance emergencies
  - These are reviewed on page 11 of this handbook.
  - Please follow the listed maintenance instructions and call FMG when appropriate.
  - FMG 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, and use the FMG Emergency/Disaster Checklist located at the back of this handbook.
  - 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.
  - FMG requests that you call emergency services first in the event of a disaster, then notify the FMG office as soon as possible.
  - FMG will assign priorities during an area emergency/disaster, and will work to assist you as much and as quickly as possible
  - When calling the FMG office, we ask that you please be patient and calmly state the problem(s) you are experiencing.



## Drug-free housing

FMG has a drug-free housing policy concerning our tenants, and it is a requirement of your tenancy as outlined in your rental/lease agreement. 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. Houses 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 object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a sign of drug activity, particularly if you observe high security precautions surrounding the property.
- Always report unusual and disturbing activities in your neighborhood first to the authorities, then notify FMG of your suspicions as soon as possible.
- Educate children of all ages about the signs of drug activities.
- Be aware and be alert – drug activities are a danger anywhere and to everyone.

## FREQUENTLY ASKED QUESTIONS

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

*Q: Why did I receive a notice when I paid the rent on the 6<sup>th</sup> of the month?*

A: As outlined on page 8 of this handbook, rent is due on the 1<sup>st</sup> of the month, and is late if not received by 5pm on the 5<sup>th</sup> of the month. Once the 5<sup>th</sup> 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. FMG 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 lines?*

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

*Q: Can I have a satellite dish?*

A: No, satellite dishes are not permitted at any of our homes.

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

A: You must first notify your FMG management team of your request to have a pet. 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 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 increased security deposit 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. 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 needs to submit a partial notice to vacate. FMG will need documentation from you proving that you are able to support the property by yourself. FMG will NOT refund part of the security deposit to your roommate, as indicated in your rental/lease agreement. You and your roommate will have to settle any funds owed to one another, including any or all of the security deposit. Have your roommate complete FMG's Partial Notice to Vacate form, and call your property manager for additional details.

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

A: The prospective roommate must submit an application to FMG, and must be approved for tenancy PRIOR to moving into the property. You can obtain an application at the FMG office. If FMG denies the applicant, they CANNOT move into the property. If the applicant is approved, both of you must sign new rental/lease agreements.

Q: *Why is a Quarterly Preventative Maintenance Inspection being performed, and why do the owners want to see the property?*

A: We perform quarterly maintenance inspections to make sure that the owner's rights are being protected and that their property is being properly cared for. Many of our homes are still under warranty, and these inspections give us the opportunity to correct a problem while the home is still under warranty by the builder. We also must be kept abreast of the condition of the yard and air conditioners. Most of our owners are out-of-state real estate investors who have given FMG the responsibility of caring for the maintenance and condition of their investment. It is also their right to see the property, but they respect that it is currently your residence. An owner visit is nothing to fear. This is why FMG contacted you first to set up a date and time. Please note that you do not have to be present for the inspections; however, you should secure any pets and disengage any locks 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. FMG tenants are required to give a **30-day** notice to vacate in writing prior to moving, and the property should be left in move-in condition (see your tenant handbook – pgs. 19-22: "Preparing the Property").

Before giving your notice to vacate:

- Check your rental/lease agreement to ensure that you are eligible to give notice. Your agreement will specifically state when you can 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 a lease period, contact your property manager to discuss your options.

- Notices to vacate must be in writing. The day FMG 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.
- FMG does not accept notices via email because of lack of signature; we do receive notices via fax.
- FMG does not provide rental history to other landlords/property management companies unless the tenant has submitted a written Notice to Vacate and given FMG the authority to give out rental references.
- The FMG Notice to Vacate contains the authorization allowing us to give out rental references.

## Move-outs

- After you submit your Notice to Vacate, FMG will send you a postcard providing instructions for what to do during your last 30 days in the residence.
- FMG only performs the move-out walk-through after you have delivered the keys to our office. This is our notice that you have vacated the property.
- It is the responsibility of the resident to deliver ALL keys to the FMG office. Garage door openers should be left in a kitchen drawer.
- Failure to deliver all keys to the FMG office will result in additional charges.
- Turn in your professional carpet cleaning receipt.
- Use the FMG Moving Checklist so that you will remember important details.
- Remember to supply FMG with a forwarding address and telephone number in order to receive your security deposit refund.

## Preparing the property

When you are ready to move, if you have questions on how to prepare your residence, please call your FMG property manager to discuss your concerns with them. We want your move to be a pleasant and successful one. Below are the steps to take for your move.

## General cleaning

- The property should be cleaned thoroughly throughout the interior and the exterior.
  - This includes vinyl or tile floors, windows (inside and out), window sills, baseboards and door casings, mini blinds, wiping out drawers and shelves, all appliances (clean underneath the stove and refrigerator), sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant-caused dirt is NOT “normal wear and tear.”
- Pick up debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

## Carpet cleaning

- You will be charged 100% if FMG has to clean the carpet in the residence due to pets and/or carpets soiled beyond normal wear and tear.
- Regardless of how long you have lived in the residence, professional carpet cleaning is required prior to moving out. You WILL incur charges if the carpets are not professionally cleaned.
- If the carpets are professionally cleaned but damage and/or stains remain, you WILL be charged.
- Do NOT rent carpet cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company is acceptable.
- Call FMG for a recommendation on a carpet cleaner who will give you reasonable rates.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of FMG, and a receipt is required when turning in the keys to the FMG office.

\*Please note: FMG will NOT reimburse the tenant for any carpet cleaning.

### **Draperies/window coverings/windows**

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
  - You have caused excessive soiling or allowed them to incur water damage from open windows. Draperies with water stains may require replacement; discuss this with your property manager.
  - You have not been using the draperies provided and/or have not kept them in good condition
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

### **Replacements**

- The following must be in present, in working order, and clean when you vacate the residence to avoid charges to you:
  - Burned-out light bulbs
  - All drip pans on stove top
  - Smoke detector batteries
  - All doorstops
  - Furnace filters – change the filter just before you vacate the property, and make sure you use the correct size.

### **Landscape clean-up**

- The outside of the residence is to be neatly mowed, trimmed, pruned, fertilized, and watered in all areas addressed by your rental/lease agreement.
- Remove all trash and debris, placing them in the proper receptacles.
- Remove grease/oil drips, and dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether or not you have an animal and/or it is from your animal.

### **Trash**

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do NOT overflow trash receptacles.

### **Painting**

- We request that you do not spackle, putty, or touch-up paint unless you are sure the paint will match.
- Charges will occur if FMG must repaint the property due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear and the length of time in the property.

### **Your security deposit refund**

When you follow the move-out procedures and leave the property in good condition, it simplifies the task of FMG refunding your security deposit. FMG remits security deposit refunds within 15 days in accordance with the state landlord/tenant law.

# FEDERATED REPAIR/REPLACEMENT LIST

Note: This list reflects items that are commonly repaired/replaced.  
 This is NOT a complete list of items that could be repaired/replaced.

**Carpet**

Steam Clean Carpets		\$175.00
Apply Pet Neutralizer to Carpeting		\$125.00
Treat Carpet Stains		\$40.00-\$75.00
Deep Scrub Carpeting		\$125.00
Steam Clean and Dye Carpet		\$350.00
Replace Carpet and Padding	Per sq yd	\$13.75

**Cleaning**

Trash Removal	Min	\$50.00
Interior Cleaning		\$250.00

(To include, but not limited to: all appliances, baseboards, blinds, fans, flooring and plumbing fixtures)

**Pressure Washing**

Exterior		\$175.00
Sidewalks, Driveways and Garage		\$125.00-\$175.00

(Extra charge for stain removal)

**Interior Painting**

Drywall Repairs		\$25.00 - \$100.00
Walls	sq ft	\$0.75
Add Primer Coat to Cover Dark/Semi Gloss	sq ft	\$0.75
Baseboards	linear ft	\$0.50
Closets	ea	\$45.00
Window Sills	ea	\$25.00
Interior Doors	ea	\$20.00
Door Frames	ea	\$20.00
Exterior Entry Door	ea	\$75.00

**Garage Doors**

Remotes	ea	\$55.00
Programming Remotes		\$75.00
Garage Door		\$695.00-\$800.00
Garage Door Opener	ea	\$340.00

**Appliances**

Refrigerators: White w/Ice Maker	ea	\$800.00
Range: Freestanding White or Bisque Self-Cleaning	ea	\$575.00-\$600.00
Dishwasher: Black or White	ea	\$410.00

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 Initials

**Blinds**

Installation Charge	ea	\$75.00
<b>Double Windows – Blind Cost</b>		
2" Faux Wood	ea	\$90.00
1" Aluminum	ea	\$45.00
1" Vinyl	ea	\$25.00
<b>Single Windows – Blind Cost</b>		
2" Faux Wood	ea	\$47.50
1" Aluminum	ea	\$24.00
1" Vinyl	ea	\$12.50
<b>Side Light Mini – Blind Cost</b>		
Short Length Vinyl	ea	\$10.00
Longer Length Aluminum	ea	\$15.00
Sliding Glass Door Verticals /Installed	ea	\$123.00
Blind Wands each plus Installation	ea	\$5.50
Blind Slats plus Installation	ea	\$3.00

**Lawn**

Extreme Mow and Edge		\$80.00
Mow and Edge	ea	\$40.00
Trim Hedges/Bushes		\$40.00-\$75.00
Clean Landscape/Flower Beds Install Mulch		\$105.00-\$135.00

**Miscellaneous**

Clean A/C Evaporator Coil in Place	ea	\$125.00
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**Minimum Service Call** ea \$75.00

**Parts Prices – Service Charges Will Apply**

Window Screens	ea	\$40.00
Sliding Glass Door Screen	ea	\$65.00
Door Stops each	ea	\$1.25
Whirlpool 6" Range Pans	ea	\$3.38
Whirlpool 8" Range Pans	ea	\$4.22
A/C Filter	ea	\$2.50-\$35.00

**Light Bulbs**

Exterior Flood	ea	\$4.70
60 Watt Standard	ea	\$0.53
40 Watt Vanity	ea	\$2.38
65 Watt Spot Interior	ea	\$4.45
40 Watt Appliance	ea	\$1.15
40 Watt Ceiling Fan	ea	\$1.38

## **CONCLUSION**

We hope that you have found the FMG Tenant Handbook 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 enclosed information, please contact your FMG property manager.

*Have a successful residency!*

# **FMG**

**Federated Management Group, Inc.**