

WELCOME

We Manage Your Home Like it is Our Own

Thank you for choosing Premier Home Rentals of Florida, LLC to manage your investment. We are aware that you may have had several choices and we appreciate that you have selected us as your property management company.

Premier Home Rentals works to achieve the highest professionalism in Real Estate/Property Management Services. Therefore, we have prepared the Home Property Management Owner Manual to assist you in a successful business relationship with our company. We urge you to take the time to review the information enclosed. We feel this will further clarify many of the procedures for our Property Management services. After reading the material, if you have questions or any concerns, contact your management team immediately, using the company contact information provided in the following pages.

Premier Home Rentals forms have also been included with this manual. There are some to fill out upon receipt unless you have already completed them. There are additional forms to assist you in the future. Completing and using the forms assists Premier Home Rentals. in setting up and maintaining an accurate account for you and your investment.

Special note: the information provided in the Premier Home Rentals Owner Manual is subject to change. Landlord/Tenant laws, personnel, policies, and procedures change according to events that take place. Premier Home Rentals works diligently and continually to improve services and personnel training as well as remaining current with all landlord/tenant legislation.

Once again, thank you for choosing Premier Home Rentals as your Property Management Company. We look forward to a successful business relationship.

OWNER DOCUMENTS

A copy of your management agreement is included with the Premier Home Rentals Owner Manual. Refer to it as needed and keep it with this information for a handy reference.

It is important that Premier Home Rentals receive all critical information as we begin management. You may have completed the documents listed below. If not, they are available for you to download online on our website www.PremierHomeRentalsofFlorida.com should you need them. Please return the appropriate forms via fax to 239-603-8055 or via email to info@phrfl.com

Owner Information

This information enables Premier Home Rentals to set up your account.

Electronic Banking Authorization – ACH form (Optional)

This form enables HPM to send your funds directly to your bank. If you do not wish to start ACH at this time, you can use this form in the future.

Utility Authorization (Optional)

This form enables Premier Home Rentals to make payments and obtain information from the utility company when needed.

Insurance Authorization (Optional)

This form requests the insurance company issue a copy of your property insurance to Premier Home Rentals and that they name Premier Home Rentals of Florida LLC as “additional insured” on your policy.

Please complete all forms and return to us. We will send them to the appropriate organizations.

As your management continues, information can change. Please be prepared to send us a fax, email or letter should any of the following occur:

Change of owner information

Notify Premier Home Rentals of any important change when it happens – address, telephone, fax, email, etc.

Owner Work Request/Authorization

This is for authorizing work requests from telephone conversations with your management team.

Owner Vacation Notice

This is for notifying Premier Home Rentals when you will be unavailable for more than two weeks so that Premier Home Rentals is prepared in the event of an emergency.

PREMIER HOME RENTALS MANAGEMENT

Premier Home Rentals is a property management company operating in **Lee County**, specializing in full-service property management and residential sales.

Premier Home Rentals is an abbreviation used in lieu of the full company name, Premier Home Rentals, and will be used throughout the Premier Home Rentals Owner Manual.

Premier Home Rentals Mission Statement

The Mission of Premier Home Rentals is to provide quality service in property management and real estate sales in the **Lee County** community, demonstrating integrity and professionalism.

Premier Home Rentals principals

The owners/principals of Premier Home Rentals are **Scott & Lynn Morrison**. Scott is the broker of Premier Home Rentals and has collectively, over **30 years** of experience in the real estate industry. **Scott Morrison** provides the guidance and direction of Premier Home Rentals. They personally oversee all contracts, policies, and procedures, and works to educate the personnel to provide excellent service to our clients.

Communication is a key to the success in any relationship and the Premier Home Rentals/ Owner relationship is certainly not an exception. We work constantly to improve communications with all of our clients or prospective clients. This includes everyone – owners, tenants, applicants, vendors, buyer, sellers, and the public.

Company communication

On the next page, you will find all general office information such as addresses, telephone numbers, email address, website, and office hours.

Premier Home Rentals personnel communicate by:

- Telephone
- Fax
- Email
- Written correspondence

Premier Home Rentals website www.PremierHomeRentalsofFlorida.com

Premier Home Rentals stays current with business technology. The Premier Home Rentals website, www.PremierHomeRentalsofFlorida.com has proved to be a tremendous asset. Here are a few of the benefits for clients on the Premier Home Rentals website:

- Prospective tenants can search our site for available rentals and download our application, apply to rent online.
- Tenants can access important information or send Premier Home Rentals an e-mail from the site.

GENERAL OFFICE INFORMATION

Premier Home Rentals of Florida, LLC
General Information

Address information

Mailing address: 2110 Pondella Road
Cape Coral, Florida 33909

Communication

Business #: 239-603-8050
FAX #: 239-772-1957
Email: info@phrfl.com
Website: www.PremierHomeRentalsofFlorida.com

Office Hours

Property Management: Monday – Friday 9:00 am – 5:00 pm
Saturday: 10:00 am – 3:00 pm by appt
Sunday: by appt
Holidays: Closed

Emergencies

Call: 239-850-0066

OWNER COMMUNICATION

Communication works both ways. We need communication from you, the owner. It is important that you let us know of any significant change that can affect your account. Premier Home Rentals needs to know when you are moving, if you have a problem with your account, if your social security number has changed to a Tax ID, or any other important information. To assist in communicating any changes to us, we have provided the "Change of Owner Information" form with this manual that is easy to use.

Email

Premier Home Rentals encourages all owners to use email to contact us. It is fast and effective. Please supply us with your email address on all the Premier Home Rentals forms. We will enter your email address in our database.

Special note: When using email, we request that you put the "property address" in the subject line. With the problems of spam, worms, viruses, trojans, and more in the Internet world, this helps us identify the importance of your message, and avoids oversights or deletions of messages.

Owner vacation notice

Premier Home Rentals respectfully requests that owners notify Premier Home Rentals of vacations that are two weeks and over. Another alternative is to inform your Emergency contact listed on the Owner Information Form. The purpose in asking for this information is only so Premier Home Rentals is prepared in the event of an emergency repair or major problem concerning the owner's property and/or tenant. A convenient Vacation Notification Form is included with this manual.

OWNER RESPONSIBILITIES

A successful business relationship works both ways. Premier Home Rentals takes their management responsibilities seriously, and requests owners to do the same.

Owner responsibilities are:

- Notify Premier Home Rentals of any ownership change or eminent owner change for the managed property.
- Supply Premier Home Rentals with accurate information so Premier Home Rentals can service the management account properly.
- Review online or printed statements at least monthly and notify Premier Home Rentals of any discrepancies found as soon as possible.
- If using ACH, check statements monthly for accurate or missing deposits and notify Premier Home Rentals if there are problems immediately.
- Support Fair Housing Laws and guidelines, as well as all necessary legislation.
- Maintain a current insurance policy for their property.
- Review their property insurance yearly and update as needed.
- Exercise responsibility for required maintenance and the safety of their tenants.
- Treat Premier Home Rentals personnel with courtesy and notify Premier Home Rentals principals if there are problems with Premier Home Rentals personnel so they can be resolved quickly.
- Visit the property periodically or watch the online video property inspections sent to you via e-mail, and if an owner cannot perform this function, Premier Home Rentals requests the owner assign a third party to represent them in this capacity. Please note that all visits should be scheduled through your property management team.

THE SCOPE OF PROPERTY MANAGEMENT

What is included in Premier Home Rentals Property Management services?

We want you to know what Premier Home Rentals does for you as your property management company. Therefore, Premier Home Rentals has outlined details on our policies and procedures in future pages of this information. There are so many details and aspects of managing property, that we can only include the basics in this manual. If you have more questions, contact your management team.

Again, these are general guidelines and when necessary, policies will change. Please bear in mind that we are unable to do “everything” that is required to service a property under our management fees.

What is not included in Premier Home Rentals Property Management services?

Because Premier Home Rentals provides owners with a very wide range of services, it can be easy to request something that we cannot perform. Some tasks go beyond the normal scope of property management or require additional fees/services (see below). There are also areas licensed real estate agents dare not tread, unless they have obtained the proper licensing or degrees. We ask that you remember this when making a request. In keeping with paragraph D of Management Responsibilities of the Property Management Service Agreement which states “Manager may assess an hourly fee for special services not specified in this agreement”, the following are examples of services not specified in the Property Management Service Agreement:

Owner understands and agrees that normal Property Management does not include providing on-site management services, property sales, refinancing, modernization, fire or major damage restoration or rehabilitation requiring a permit from a General Contractor, obtaining or giving income tax, accounting, or legal advice, representation before public agencies, advising on proposed new construction, debt collection, counseling, or attending Homeowner Association meetings.*

- Our vendors routinely pull permits as required by law, however Premier Home Rentals cannot legally pull a permit. Any work requiring a GC license is beyond the scope of our normal services.

If you have any questions on what is included or not included in property management, please let us know. We have more information on additional services later in this manual.

COMPANY POLICIES

It is very important in the field of Property Management, that Premier Home Rentals follow local, state, and federal legislation and guidelines. Our company takes pride in our industry, and we further implement guidelines and policies of several organizations, such as the National Association of Realtors, NAR® and the Florida Associations of Residential Property Managers, FARPM. Additionally, we train all personnel by requiring them to read and follow the Premier Home Rentals Property Management Policy and Procedures Manual and Premier Home Rentals Employee Manual.

Department of Real Estate Requirements

The **Florida Real Estate Commission (FREC)** requires licensing for all persons conducting Property Management and Real Estate Sales in our state. Premier Home Rentals requires all personnel that are Brokers, Property Managers, and Real Estate Agents to have a **Florida** Real Estate license.

Code of ethics

Premier Home Rentals follows the Code of Ethics outlined by, FARPM and NAR®. Premier Home Rentals considers this a top priority in conducting business, and is required of all Premier Home Rentals personnel.

Drug-free policy

Premier Home Rentals has a drug-free policy for all personnel, vendors, and tenants. Premier Home Rentals incorporates this policy into Premier Home Rentals rental/lease agreements, tenant, personnel, and vendor documentation.

Legislation

Premier Home Rentals adheres to the laws and guidelines of federal, state, and local legislation, and incorporates this into all documentation, policies, and procedures. Here are some of the agencies and acts Premier Home Rentals follows:

- Fair Housing (HUD) - Premier Home Rentals supports and follows Fair Housing laws and guidelines; the Premier Home Rentals office displays Fair Housing signage
- Equal Opportunity - Premier Home Rentals is an Equal Opportunity employer; the Premier Home Rentals office displays Equal Opportunity signage.
- SCRA Act – Serviceman’s Civil Relief Act, which has replaced the Soldiers’ and Sailors’ Act of 1940
- URLTA - Uniform Residential Landlord Tenant Act
- FCRA - Fair Credit Reporting Act
- EPA – Environment Protection Agency
- Any other local or state legislation that may apply to a specific city.

Lead-based paint

Lead-based paint became a major issue in the 1990s that prompted mandatory requirements for residential housing and continues today. Premier Home Rentals follows all mandated federal and state guidelines for lead-based paint. All properties prior to January 1, 1978 require disclosures to all tenants and owners. Tenants sign lead-based paint disclosures prior to renting a property and Premier Home Rentals provides them with the required EPA Pamphlet, Protect Your Family from Lead in the Home as published by The Environmental Protection Agency. Premier Home Rentals then forwards the required disclosure to owners for signature.

Property owners and/or Property Managers must also notify tenants, in writing, of any scheduled work necessary for lead-based paint on the property.

Mold issues

Premier Home Rentals regards mold issues as a top priority in property management. Owners should be aware that mold is another leading issue in the property management industry and failure to act if tenants report or discover mold can lead to costly lawsuits. Several cases regarding mold have awarded damages to tenants in the millions of dollars.

This is an area of extreme liability and Premier Home Rentals takes action if a tenant reports mold. Premier Home Rentals notifies owners as soon as practical of any mold issues so Premier Home Rentals and/or the property owner can take the proper steps.

ANSWERS REGARDING FUNDS

Banking

Premier Home Rentals holds your account in a trust fund mandated by the state of **Florida**. Premier Home Rentals accounts for each owner's funds separately in the trust account and does not co-mingle funds with broker monies, following **FREC** requirements.

Monthly statements

Premier Home Rentals sends printed monthly statements to owners usually on the 9th or 10th day of the month.. We are happy to assist you and answer your questions.

Disbursement of monthly funds

Premier Home Rentals generally disburses available rental funds to owners **electronically** within 2 business days of receipt. If this day falls on the weekend, Premier Home Rentals issues funds on the next business day. (Premier Home Rentals does not disburse funds on weekends and holidays). Premier Home Rentals can not issue owner checks unless there are sufficient funds in the owner's account. Unless otherwise agreed, 'available rental funds' are all monies over the maintenance reserve of \$500 and any additional recurring monthly expenses.

Premier Home Rentals distributes available owner funds in two ways:

- ACH **direct deposit** into an owner's bank account within 2 business days of receipt of rents. An ACH authorization form is available online at www.PremierHomeRentalsofFlorida.com
- Company check mailed to the owner's bank account on the 10th.

End of year procedures

At the end of each year, Premier Home Rentals is required to file 1099's for income received over \$600. Please note that this amount is for "total income received," and not the yearly total of owner disbursements. The Internal Revenue Service dictates the "total income received" requirement. Please note that security deposits are not included in this amount.

It is necessary that you supply Premier Home Rentals with the necessary Social Security/Tax ID information so the 1099 is accurate. Premier Home Rentals will send the 1099 for the rent by January 31 for the previous tax year. If there is a change in your tax information such as a new trust or address, please notify us with the Owner Change of Information form. If you need another change form, please contact us.

Premier Home Rentals also issues 1099s for disbursements to vendors for work over \$600.00. Therefore, owners do not have to issue 1099s for work completed and paid through the Premier Home Rentals trust account. Owners are responsible for issuing 1099s to any vendor paid through the owner's personal account.

The last statement of the year will reflect "total amounts" for income and expenses that have transpired throughout the year, such as management fees, leasing fees, landscape, utilities, repairs and maintenance, etc. The amounts will not reflect any funds issued through the owners personal account. Owners can submit their last statement to their tax person along with other information for income tax reporting. Premier Home Rentals does not issue statements to the owner's tax preparers.

RENTING YOUR PROPERTY

Preparing to rent the property

When prospective tenants view your vacancy, Premier Home Rentals wants the property to look its best and compete with area rentals. An Annual Property Review (APR) report and rental market survey is completed. The Premier Home Rentals management team will contact you to discuss the details of your vacant property and any necessary maintenance.

Setting the rent

Supply and demand determines rent. If there are multiple rentals available in the area of your property, it is necessary to be very competitive. If very few are "for rent" in the same area, it can make it easier to rent the property. Markets change and Premier Home Rentals advises owners on the "current rental market."

How long will the property be vacant?

This is the most commonly asked question Premier Home Rentals receives from owners. There is no way to predict how long a property will remain on the market, even in the best market conditions. However, Premier Home Rentals works diligently to rent the property as quickly as possible. What is important to remember is that the most important objective is to have "a quality tenant."

Premier Home Rentals, or any other property management company, can rent properties “quickly” if they do not have standards for obtaining good tenancy. However, bad tenants will only create more expense and another unwanted vacancy; therefore, waiting for the “right tenant” is worth the additional time it can take to rent the property.

ADVERTISING / MARKETING

Internet/website

Premier Home Rentals has found that the Internet and the Premier Home Rentals website, www.PremierHomeRentalsofFlorida.com receives tremendous exposure, as well as using **Multiple Listing Service (MLS)**. Additionally, we routinely market our listings on other popular websites.

InterOffice Marketing

As a member of the Regional MLS, Premier Home Rentals works closely with many leasing agents. When calling, prospective tenants quickly receive all the information, including when and how they can see a property. With the cooperation of so many agents, your property will receive maximum exposure!

Signage

Premier Home Rentals displays “For Rent” signs prominently where permitted. Signs promote calls to our office, but they also direct people to our website where they can learn all about your property.

Showings and applications

The Premier Home Rentals property managers conduct showings for each vacant unit. We arrange showing times for your property in advance through our voice messaging system, and appointments by contacting the Premier Home Rentals office directly. When prospective tenants see the property, the management team answers questions and distributes applications. Applications are available in the Premier Home Rentals office, at the property showings, and on the Premier Home Rentals website. Tenants can also apply to rent a property ONLINE on our website. We also conduct a Vacancy Review frequently to make sure your property shows well.

PROCESSING TENANT APPLICATIONS

Tenant screening

Thorough screening is crucial to successful Property Management. Premier Home Rentals requires all applicants to fill out a detailed application and submit it for processing/approval. A credit check is NOT enough! Our company conducts a careful review of their credit, income, and tenant history or ownership.

You can count on a closely supervised and consistent screening process with Premier Home Rentals!

All applicants must submit verifiable information on their income to show they can support the property. Rental history or previous home ownership is carefully checked. Cross-referencing all three areas – credit, tenant history, and income - provides the answers to qualify or disqualify prospective applicants. If a pet is allowed on the property, the screening includes the pet (please review the upcoming pet policies).

Cosigners

Premier Home Rentals normally does not typically accept cosigners. Premier Home Rentals policy is that the applicants should have the ability to rent on their own merits. However, sometimes there are conditions that may warrant taking a cosigner on a property, handled on a case by case basis.

Pets

Statistics show that more than half of all tenants have pets. By excluding pets from their property, an owner will substantially reduce the available number of tenants – which can prolong vacancy time! As such, Premier Home Rentals policy is to allow pets at all properties unless specific written instructions to the contrary are provided.

If a tenant has a pet, Premier Home Rentals increases the deposit even more. Premier Home Rentals does not use the term “pet deposit.” By avoiding this terminology, Premier Home Rentals can use the amount of the entire security deposit when there is animal/pet damage.

Many tenants have or want pets. It is legal for property owners to discriminate against pets. You may wish to do so. However, whether you have or have not decided to allow a pet in your property, the Premier Home Rentals application has a place for prospective tenants to list pets and how many. It is important NOT to discourage full disclosure on pets while taking an application. Premier Home Rentals does not place inappropriate pets in a property.

Premier Home Rentals recommends to owners that when the property is on the market, that pets are “negotiable.”

This can solve two problems.

1. First, this encourages prospective applicant to disclose any pets.
2. Second, by listing pets as negotiable, it avoids eliminating an excellent tenant that does care for their pet, has an excellent tenant history, and owns a pet that is suitable to your property.

Service animals

Special note: “Service animals” for handicapped/disabled persons are NOT pets by Federal law, and owners cannot discriminate against handicapped/disabled persons with a service animal. Fair Housing legislation does NOT allow owners or property managers to collect deposits of any kind for service animals.

However, Landlords can still process applicants who are handicapped or disabled on the same criteria as other applicants: income, credit, and tenant history. If they fail to qualify in these areas, the landlord/manager can still deny the application, handicapped or not.

THE TENANT MOVE IN

Rent and security deposits

Premier Home Rentals verifies that all funds have cleared prior to issuing possession to a tenant. Premier Home Rentals does not allow “payments” on security deposits – we require all funds paid in full prior to renting the property. This eliminates prospective tenants who really do NOT have the necessary funds for renting.

Once approved, all applicants must pay in full, the first month’s rent, and a high security deposit, in certified funds. It is normally Premier Home Rentals policy to require a higher security deposit than the rent.

Rental/lease agreements

Once Premier Home Rentals receives funds, a thorough rental/lease agreement with the applicant is completed. If the accepted applicants are a foreign nationality and cannot read and understand the documentation, they must supply an interpreter at their expense, of legal age for signing the rental/lease agreements.

Video Documentation

A vital part of the tenancy is a detailed video taken before each tenancy, documenting the condition of the property when they move in. Unless extenuating circumstances prevail, the Premier Home Rentals team completes the video before the tenant takes possession of the property. When the tenant moves out of the property, there is a sound basis for the security deposit refund or claim. Current pricing for each video is \$35, billed to the owner’s ledger.

Tenant handbook

Tenants immediately receive the “Premier Home Rentals Tenant Handbook.” This detailed booklet gives them additional information on how to care for the property, report repairs, maintain the property, make timely payments, how to give proper notice to vacate, leave the property in good condition, and more.

Tenant education and preparation

Taking the time to prepare tenants for their residency is another step toward a successful tenant/landlord relationship. Additional forms that the tenants may need are included with the “Premier Home Rentals Tenant Handbook.” Premier Home Rentals wants both owners and tenants well informed.

WORKING WITH YOUR TENANTS

Collecting rent

Rents are due on the **first** day of the month and late if not received in the Premier Home Rentals office by the **first** of the month.

Premier Home Rentals recognizes that many things can happen where it concerns rent; rent can really be lost “in the mail”; employers can delay the tenant’s paycheck, there are real tenant emergencies, and more. Therefore, we make a serious effort to determine why the tenant is having a problem. Premier Home Rentals also can automatically draft rental funds from the Tenants bank account each month. Rents are almost always distributed to the owner within two banking days of receipt by Premier Home Rentals.

Notice to pay or quit

If Premier Home Rentals does not receive rent by the due date, Premier Home Rentals prepares and delivers a 3 day eviction notice to pay or quit, as the law allows. Premier Home Rentals makes every effort to mail and post notices properly should legal action be required. If Premier Home Rentals determines the tenant is not going to pay the rent during the notice to pay or quit period, or shortly thereafter, Premier Home Rentals contacts the property owner and works out a plan of action.

Other notices

There are other notices that may be involved with tenants. Premier Home Rentals serves notices as situations warrant, such as a notice to clean up the landscape, HOA violations, a notice to enter the property, a notice to perform survey/inspections, a notice regarding an illegal pet, illegal tenants, etc. These tenant violations may be in the form of a letter or a legal Notice “form.” Often, these notices are simply to correct minor tenant problems and most tenants comply. However, if necessary, Premier Home Rentals contacts the owner with the information to discuss the situation.

Tenant problems

Premier Home Rentals policy is to obtain good tenants, eliminating many tenant problems. However, even good tenants have problems. Premier Home Rentals treats each problem with common sense approach, follows landlord/tenant law, and uses the appropriate documentation. If the situation is serious, Premier Home Rentals contacts the owner, and works to find a solution for the problem.

Our company policy is to take a “what if” approach. Premier Home Rentals documents tenant problems in the event that it becomes a legal problem. One of the reasons you hired a property manager is for “peace of mind.” This is what Premier Home Rentals recognizes and works to prevent legal issues from arising.

Legal action

Although Premier Home Rentals works diligently to avoid the necessity to begin an action, such as an unlawful detainer or eviction proceeding, it can happen. In the event any legal action is required, Premier Home Rentals will contact the owner prior to taking action, discuss what is needed, and obtain owner authorization.

MAINTENANCE

Preventative maintenance

The best approach to maintenance is “preventative maintenance,” and this is the Premier Home Rentals policy.

First, Premier Home Rentals has already started with educating the tenant by:

- Completing a detailed Premier Home Rentals Rental Agreement, which includes a thorough outline of what are tenant responsibilities regarding maintenance as well as owner obligations
- Completing a move in video documenting the condition of the property before the tenant takes possession
- Supplying tenants with the “Premier Home Rentals Tenant Handbook,” which provides additional instructions on the care of the property and how to report maintenance issues.

We want the tenant to know from the beginning of their tenancy that the Premier Home Rentals /landlord expectations are to “care for the property.” This approach can prevent costly maintenance.

Next, we use “preventative maintenance” techniques when work is required and utilize competent contractors. Often the minor expenditures save the most money such as doorstops, new filters, checking appliances, testing smoke alarms, adjusting doors, window latches, deadbolts, caulking, grouting and more. Many small repair items can prevent maintenance that is more expensive. Consider the cost of repairs like holes behind doors, clogged heaters and air-conditioners, appliance problems, dry rot, safety issue and more. Then of course, there are the major issues in a home such as the roof, the exterior condition of the building, carpeting, interior, and exterior paint, etc. When left to deteriorate, it usually means the owner will have to spend more in the future. It is equally important to keep up with maintenance while the tenant occupies the property. Often people think no news is good news; this can be just the opposite. Instead, “delayed news can become very bad news.” This is why, in our tenant instructions, we require them to report maintenance. For example, what is worse than finding out dry rot could have been prevented or discoloration of the linoleum if the tenant had reported the leaking toilet in the bathroom? Avoiding major maintenance costs are certainly more favorable in such cases.

The Premier Home Rentals management teams contact owners regarding maintenance above the current \$500 minimum that is listed in the Premier Home Rentals Management contract, unless the situation is an emergency. Our Customer Service Manager will frequently communicate repair information to an owner for items that are below the minimum cost as well!

Over the years as fuel costs and inflation rise, Premier Home Rentals reserves the right to adjust the maintenance minimum as needed to properly maintain an owners property.

Emergencies/Disaster

When an emergency and/or disaster strikes, Premier Home Rentals has policies in place for the property and tenants. Premier Home Rentals notifies the property owner as soon as practical. The nature of the emergency and/or disaster determines the action needed by Premier Home Rentals.

There are times when a property manager must “act” in order to prevent great financial risk to the owner. For example, when a property is flooding, action is necessary, particularly if the property owner is not immediately available.

Hurricanes and Shutters

Hurricanes watches and warnings frequently afford Floridians no more than 48 hours to secure their homes. **With a limited staff and many of homes under management, Premier Home Rentals is unable to guarantee hurricane preparation assistance to any owner. While some tenants may be able to shutter a home, many may not. Owners are advised to make provisions to secure their own properties, possibly with a local friend, neighbor or relative.**

While Premier Home Rentals is unable to guarantee ANY owner that their property will be secured, our preparation routines generally include securing homes in order of the following priority:

1. Vacant homes with automated or accordion type shutters installed
2. One story homes with removable shutters
3. Two story homes with removable shutters
4. Occupied units with tenants who request assistance

Due to obvious time constraints, Premier Home Rentals will not always be able to honor last minute requests to direct vendors to purchase or install plywood at a property.

Neither Premier Home Rentals nor Premier Home Rentals vendors assumes any liability for the performance of any shutters or plywood!

Shutters will be taken down when time permits, and generally only AFTER all emergency issues have been resolved at all of our managed properties.

Frequently several of Premier Home Rentals vendors will assist in shuttering properties, including carpet cleaning vendors, painters and the like. For this reason, labor rates for shutter installation and removal often vary depending on which vendor performs the work. Premier Home Rentals cannot assure owners which vendors are available to do the work and therefore Premier Home Rentals cannot guarantee pricing for shuttering!

The key to hurricane preparedness is addressing your shuttering concerns yourself, well in advance of any storm. Accordion shutter tracks should be cleaned and lubricated frequently, and the owner is encouraged to attend to this, or request it be performed by Premier Home Rentals during the annual property review (APR).

WHEN A TENANT VACATES

Notice to vacate

When there is a notice to vacate, the move out procedures with tenants are as critical as when Premier Home Rentals moves in a tenant. The preparation for this really began when the tenant moved in with a detailed rental agreement, video and Premier Home Rentals Tenant Handbook. These documents gave instructions to the tenant on how to move out.

Communication with owners and tenants

Premier Home Rentals notifies the owner when a tenant gives notice to vacate. Owners can assume that Premier Home Rentals will automatically proceed with re-renting the property. Premier Home Rentals immediately places the property on the market to rent unless the owner notifies Premier Home Rentals in writing to take other measures.

Premier Home Rentals also responds to the tenant notice with information detailing the steps to complete a successful move. Rent is required until the end of the notice unless otherwise stated in the rental/lease agreement.

Tenant move out video

Premier Home Rentals conducts a move out video similar to the one performed when the tenant moved into the property. Premier Home Rentals records any maintenance required and discloses a list of damages to the vacating tenant. Digital photographs and videos taken when the tenant move out are compared to move in media to document the condition of the property and support any deductions from the security deposit.

After assessment of the tenant move out, Premier Home Rentals advises owners of any tenant damages or any maintenance required to re-rent the property. Digital videos are available to the owner to view ONLINE, within a few days of when the video is taken.

Security deposit refunds

Proper handling of the security deposit refund is crucial. Any tenant deductions are determined in a timely manner, and a security deposit transmittal is prepared in accordance with state laws. **List what the law require Premier Home Rentals, such as the amount of time to return deposits and if invoices are required.** Owners receive a copy of the transmittal with their monthly statement, showing any deductions and monies refunded.

Collections

If collecting damages is required, Premier Home Rentals will refer the matter to a qualified consumer collection service at the instruction and authorization of the owner. Premier Home Rentals management does not include recovering tenant damages, but leaves this to companies with expertise in debt collection. Premier Home Rentals will supply consumer collection companies with the necessary documentation needed.

ADDITIONAL SERVICES

The following are “additional services” offered by Premier Home Rentals to each property owner. They are not included in the fees for managing and/or leasing the property.

Referrals

Do you know someone who is looking for management services in **Lee County**? If so, then notify your management team. Premier Home Rentals values their client business and believes in rewarding referrals from clients. Premier Home Rentals **pays a \$50 referral fee upon closing of a lease or signing up a new property, so send other owners and tenants to us!**

Annual Property Review(APR)

Premier Home Rentals maintains properties as part of their property management services. This survey goes beyond overseeing normal maintenance. A Premier Home Rentals representative performs this review, and the purpose is to check the property thoroughly each year in order to perform necessary or preventative maintenance. Photos and/or videos of the property are made available for your review, as well as an inspection report. Cost for this service is currently \$145.

The APR is generally scheduled 60-90 days prior to every lease anniversary date, to afford Premier Home Rentals and the owner the opportunity to evaluate the condition of the property before a lease renewal is negotiated. **Premier Home Rentals notifies all owners in writing before scheduling an APR, and an owner may opt out of this inspection by providing Premier Home Rentals written notice not to proceed with an APR.**

Supervision of extraordinary maintenance

Although not always taken, Premier Home Rentals reserves the right to charge an hourly fee for supervising work requiring extraordinary maintenance. The definition of extraordinary maintenance is as follows:

Premier Home Rentals defines extraordinary maintenance as rehabilitation work that exceeds \$5000.00 for insurance claims, and major systems replacements. (Examples include major tree work, vandalism, insurance claims, etc.)

The Premier Home Rentals policy is to consult licensed contractors for bids and solutions. Then Premier Home Rentals contacts the property owner for authorization and/or decision regarding the maintenance.

Real Estate services

The Premier Home Rentals Sales Division is available to assist you in buying more investment property or selling your property when ready, including those requiring 1031 exchanges.

A free market analysis is available at any time with no obligation. Please contact your property management team or one of our sales team listed to provide you with the information or services you need.

CANCELLATION OF MANAGEMENT

It is the goal of Premier Home Rentals to satisfy your management needs and engage in a successful business relationship, but some things do change over time. Owners sell properties; people give notices. If this happens, the Premier Home Rentals cancellation policy is to resolve your account in a professional, timely, and pleasant manner.

Please review the following policies for cancellation.

Written notice

- Owners are advised that lease renewals are frequently negotiated with tenants during the 10th month of a lease, and cancellations of the management contract may be subject to any lease renewal! For this reason, Owners are advised to give written notice of cancellation at least 90 days prior to lease renewal!
- The Premier Home Rentals policy is to give cancellation of management by certified US Mail. If an owner sends a cancellation of management by certified US mail, Premier Home Rentals must receive the notice within three business days of the date of the notice.
- Premier Home Rentals does not accept cancellation of management by email due to lack of signatures.
- Premier Home Rentals does accept fax cancellations.

Notice to current tenants

- Premier Home Rentals will notify current tenants the date Premier Home Rentals will no longer manage the property and that Premier Home Rentals forwards all security deposits to the owner.
- It is the owner's responsibility to advise tenants where to make future rental payments and work requests after the notice period.

Distribution of documents

- Premier Home Rentals will supply current tenant documentation to the owner.
- If the owner has employed new management, it is the owner's responsibility to instruct them to pick up documents, keys, and any other necessary materials at the Premier Home Rentals office.

Final distribution of funds

- Premier Home Rentals will distribute funds, including security deposits, and final statements to the owner within forty-five days of the terminating date of management, as agreed in the management contract
- Premier Home Rentals will issue a 1099 for funds collected during the current tax year when the tax year ends.

CONCLUSION

We hope you have found the Premier Home Rentals Owner Manual informative and useful. If so, please inform your management team. If you feel there is any other information Premier Home Rentals can provide, let us know so we can include it in the future. A reminder – do not forget to fill out the necessary Premier Home Rentals forms and use the others when needed in the future. Call Premier Home Rentals at any time or go to our website at www.PremierHomeRentalsofFlorida.com when you need any forms.

Again, we want to thank you for your business and we look forward to a successful management relationship.