



Sundance Rental Management, Inc.

Tenant Handbook

Maintenance Requests:

Please call (850) 863-3292

Submit through tenant portal or

Email your request to maintenance@sundance-rentals.com Please

state **Maintenance Request** in subject line.

Emergency Maintenance Requests call (850) 863-3292

Sundance Rental Management, Inc.

650 N Beal Parkway Fort Walton Beach, FL 32547

Office: (850)863-3292 Fax: (850)862-3440 Email: MS@sundance-rentals.com

Website: www.sundance-rentals.com

Tenant Portal: www.sundance-rentals.com/tenant-portal

General Rules and Regulations

Rental Payments – All rents are due and payable, in advance, on the first day of each month and no later than 5pm on the fifth day of each month. Payment may be paid with check, money order, online, or certified funds when paying in the office (**CASH PAYMENTS WILL NOT BE ACCEPTED AT ANY TIME**) and made payable to:

**Sundance Rental Management, Inc.
650 N Beal Parkway
Fort Walton Beach, FL 32547**

Please mail or deliver your payment to the above address. WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by address of the property. You may pay in person, Monday thru Friday, 8:00am to 5:00pm, at 650 N Beal Parkway Fort Walton Beach, FL 32547. A receipt will be provided upon request. You may also place your payment in the drop box, after hours, located in the front of the office. Rental payments placed in the drop box after 4:00pm will be posted the next day. We do not accept post-dated checks.

You may set up an account through www.Sundance-rental.com/tenant-portal and make your rental payment securely online. You can also access your tenant portal through the free mobile app, download Online Portal by Appfolio in your app store.

Rent remaining unpaid beyond the 5th day of the month is delinquent and is subject to the 10% late fee plus an additional \$5.00 per day for each day thereafter as noted in the lease. If the 5th falls on a weekend or holiday and the office is closed rent is due by 5pm. Any payments made after the 5th at 5pm must be certified funds and are subject to late fees including but not limited to payment placed in the drop box.

Returned Checks – The amount of any returned checks, plus the NSF fee in the amount of \$50.00 must be paid in certified funds. After a check is returned for insufficient funds twice during the Lease Term, all future payments must be certified funds. If the returned check makes your rent payment late, a late fee will also be added, 10% of the rent amount after 5pm on the 5th day of the month and \$5.00 each day after until the rent amount has been paid in full.

Default by Tenant – If the rent is not paid by the 5th of the month you are in default of your lease. We will post a 3-day notice, which will give you 3 days to pay in full or the eviction process will be started.

Administration and Notice Fees – A three-day notice will include a \$10.00 server fee, a seven-day notice will include a \$50.00 service fee. There is a \$25.00 fee per transaction for addition or subtraction of tenants upon Property Manager/Owner approval.

Breaking Your Lease – You are responsible for the entirety of your lease term. If you are unable to fulfill your lease for any reason, contact your property manager to see what options are available. Military clause applies.

Thirty Day Written Notice – Upon lease expiration if you will be not renewing your lease a thirty (30) day advanced written notice must be provided to Sundance Rental Management, Inc. before vacating the premises. **THE 30-DAY WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE OR HAVE MILITARY ORDERS.** The notice must include your last day of residency and showing instructions. The notice can be delivered to our office in person, mail, drop box, or e-mail. The 30 days will not start until the notice is received. The notice is available on our website or can be picked up from our office.

Trash, Garbage and Recycling – All garbage, trash and recyclable materials must be placed in the appropriate containers, (Sundance Rental Management, Inc. nor the owner provide these.) All containers are to be discreetly stored. The tenant is required to make arrangements to have garbage and trash picked up. Any fines levied by city, county, HOA, etc. will be the tenant's responsibility.

Move-In Inspection Report – Included in your lease packet and received when picking up keys; this is your opportunity to document the condition of the property as you take possession. This report will be used to compare the condition of the property for the Move-Out Final Inspection. Tenants are to return this within 48 hours of move in. **If this report is not returned, it is deemed that no damage existed upon Tenant's taking possession of the premises.**

Yearly Renewal – Your property manager will conduct a yearly interior inspection prior to lease renewal if offered. Additional interior inspections may be conducted upon property manager or owner request.

Guests – If any guests stay with you more than 10 days please notify your property manager. We do a monthly drive-by to visually check the condition of the property, if an unauthorized person or vehicle is continually seen at the property you will be questioned and could be served a 7-day notice for noncompliance. Unauthorized tenants are grounds for immediate eviction.

Insurance – We do not require rental insurance (unless liability insurance is required per owners request or by state law for properties with a pool/hot tub or jacuzzi) but, **HIGHLY RECOMMENDED.** We want to advise you that tenants are under no protection of the homeowners' insurance. Renters insurance covers your personal belongings, injury of any person on the property, and protects you in areas of negligence.

Pets – All pets are subject to owner approval with a nonrefundable pet fee, any damage made by a pet will be taken out of the security deposit; only authorized pets are allowed on the property. **The authorization to have a pet on the premises may be revoked at any time without terminating your lease agreement if you do not keep the pet in accordance with the pet addendum.** No pet properties have no pets permitted, no visitors with pets and are not permitted to feed strays at the property. Unauthorized pets may result in loss of entire security deposit and/or eviction.

Contact Information – Keep your contact information current and up to date. Notify office if you change your telephone number or email address.

Upon Move In

Get to Know Your Property – **When you first move-in**, thoroughly inspect, fill out the move in inspection check list and promptly return. Make sure all appliances are in proper working condition, check smoke and carbon monoxide detectors (if applicable).

General Repairs/Maintenance

All of these items may be found on our direct website: <http://www.sundance-rentals.com/> under the title Tenants → DIY Maintenance. Photos and videos are provided for further assistance.

Maintenance/Repairs – All maintenance/repair requests may either be made online through your tenant portal, mobile app, or directly to maintenance department that may be reached through our direct line, (850) 863-3292. Any afterhours calls roll over to our afterhours answering service. If your property has any type of warranty you must notify maintenance or afterhours of that when calling.

Heat/Air Conditioning Units/Smoke Detectors – Tenants are required to maintain a clear condensation drain line by using a half a cup of bleach or white vinegar every 30 days. Tenants are also required to change AC filters every 30-days, do not use the thick “HEPA” filters as they make the AC work too hard to pull air through, over time causing damage to the unit. **Tenants who call for a service technician will be responsible for clogged drain lines and any damage or breakage caused by not properly maintaining the unit.**

Outlets/Breakers – If you are experiencing electrical issues with power, we ask that you troubleshoot by first resetting all of your GFI outlets, then checking the inside and outside electrical panels to ensure there are no tripped breakers. If the above troubleshooting does not solve your problem, please call our maintenance department.

Extermination – **Please report any pest problems within 48 hours of possession.** If pest control is not included in your lease, any issues then become the responsibility of the tenant. We do not hold tenants responsible for termite prevention, however we need you to alert us **immediately** if you see or find termite activity and/or damage. You can be held responsible for not reporting this issue.

Changing Paint, Wallpaper, Etc. – Any changes made to the property must first be approved in writing by the owner. Communicate any requests with your property manager, your property manager is your communicator with the owner.

Maintenance Damage and Repair

You are expected to maintain the property in the same condition as when you took possession. Only repairs required because of normal wear will be made by Sundance Rental Management, Inc. Tenants will be charged for repairs caused by misuse or neglect. Tenants are not authorized to repair any items at the property without permission by your property manager.

Who Does What – All “breakdowns”, system failures, and structural defects must be reported to Sundance Rental Management, Inc. immediately. If an urgent repair is needed (i.e., water heater leaking) **YOU** are responsible for stopping further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. Sundance Rental Management, Inc. will schedule necessary repairs within a reasonable time. While Sundance Rental Management Inc. will coordinate the maintenance exclusively (except those managed by the owner) we have a contractual obligation with the OWNER that does not allow maintenance cost to exceed \$200.00 without prior OWNER approval.

Examples of maintenance that you are expected to maintain or will receive tenant billing for to include but not limited to:

- Replace light bulbs
- Torn or damage screens
- Replace heat and/or air conditioning filters **EVERY 30 DAYS**
- Clean the condensation drain line on the HVAC **EVERY 30 DAYS**
- Keep roof and gutters free and clear of debris
- Lawn Maintenance
- Replace batteries in smoke/carbon dioxide detectors and notify Sundance if they are not working properly
- Resetting tripped GFI and electrical breakers
- Clearing jammed garbage disposal
- Winterizing and priming lawn pump

Lawns and Grounds – You are expected to care for the lawn and grounds unless service is included in lease, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass; trimming shrubs; edging all walkways, curbs and driveways; cleaning the roof and gutters of leaves, debris, and pine needles and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves, and sides of the house. You are required to report any condition, which can cause damage, permanent or temporary, to the grounds. Flower beds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by the Tenant. If lawn care is included, you are still responsible to report to our office if the lawn is not properly being cared for.

Lawn Irrigation System – If your property is equipped with a lawn irrigation system it is your responsibility to know how to operate and use the system to maintain the lawn. The pump **MUST** be drained prior to freezing temperatures, you will find a how to video on our web site under Tenants → DIY Maintenance <http://www.sundance-rentals.com/diy-maintenance> . If a lawn pump freezes and becomes damaged, you will be charged for repair or replacement. Broken sprinkler heads are your responsibility to replace. Please contact the office if you are not familiar with lawn irrigation system.

Light Bulbs – At move-in, all fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during the Tenant's occupancy (including floodlights). Upon moving out, all lights must be equipped with the proper number and kind of bulbs.

Walls and Ceilings – Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without written approval from Sundance Rental Management, Inc. If authorized, you are welcome to hang pictures on the walls; however, upon move out walls must be clean and unmarred. Tenants are responsible to fill and use touch paint up to cover any holes made during tenancy. No holes are to be made on wood paneling or wallpapered walls. **ALL SUNDANCE RENTAL MANAGEMENT, INC. RENTALS ARE NON-SMOKING; YOU ARE RESPONSIBLE FOR ANY SMOKE DAMAGE.**

Carpet Care – Routine carpet care is required, including thorough vacuuming and immediate removal of soil from the carpet. Carpets must be cleaned professionally by a truck mounted machine annually and for final inspection. A receipt must be provided at final inspection and carpets must be completely dry at the time of inspection, if you have a pet the pet deodorizer must be added to the service as well.

Garbage Disposal – Garbage disposals are to be used as a food disposal. Most disposals have a "RESET" button on the bottom or side of the unit, this acts as a "built in" circuit breaker. Depress this button to reset the unit. An "Allen" wrench will fit into the bottom of the disposal. With the unplugged, insert the tool into the bottom of the disposal. Move it clockwise and counter clockwise to loosen the jammed unit. Once the unit is clear of the jam, remove the wrench, plug the unit back in, and turn it on to see if it resumes normal operation. If this does not please call our maintenance department to report the issue. Service calls to repair clogged are the responsibility of the tenant. Photos provided on our direct web site under Tenants → DIY Maintenance <http://www.sundance-rentals.com/diy-maintenance> .

Washer/Dryer Hook-ups – Installing your washer and dryer, is a good time to check your hoses and washers for potential leaks. You will be responsible for any damage caused by leaks due to improper installation.

Cleaning And How To's

Counter Tops and Cabinet – Always use cutting boards and hot pads when chopping, cutting, or placing hot items on counter tops. Do not use abrasive cleaners on counter tops as they will scratch. All unpainted cabinets need to be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold).

Kitchen Appliances – Each kitchen appliance must be cleaned regularly, and light bulbs properly maintained. Including the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans.

Fireplaces – If there is a fireplace in your property, please **do not burn anything without approval from your property manager. If approved do not burn anything other than interior approved burning materials ex: Duraflame.** Non-approved wood causes a build-up of residue in the chimney and increases the possibility of fire.

Moving Out

Put It In Writing – A 30 written notice is required if you do not wish to renew your lease; this is a form you can find on our website under TENANTS>Tenant Resources>Current Residents>Tenant 30 Day Notice or <http://www.sundance-rentals.com/pdf/Tenant%2030%20Day%20Notice.pdf?v4>

Re-Renting Your Property – After you have given notice that you intend to move, the property may be placed on the market that day. You will be given a form to fill out with showing instructions; you may either share your contact information and show the property yourself or give a key to your property manager who will show the property to potential tenants with advance notice. If the property is placed on the sales market the owner's agent will coordinate all of the showings during the last 30 days of your residency. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. The better a home shows, the more likely it is that it will rent or sell quickly. A home that shows well benefits everyone.

Move-Out Final Inspection – It is your responsibility to schedule your final inspection with your property manager or make arrangements to drop off the keys. The property must be completely empty at the time of inspection. If carpet is present it must be cleaned by a truck mounted machine, a receipt must be provided, and carpets must be completely dry at the time of inspection. You can find the final inspection check list on our website; TENANTS → Tenant Resources → Current Tenants → Tenant Final Inspection or <http://www.sundance-rentals.com/pdf/Tenant%20Final%20Inspection.pdf>

1. Tenants are responsible for maintaining power at the property until final inspection is passed.
2. If you are breaking your lease you are responsible for power until the property re rents (if applicable) or the end of your lease, whichever comes first.
3. All keys must be turned in to Sundance, garage door remotes (if applicable) are to be left at the property in the kitchen, on countertop or in a drawer at the time of final inspection. Tenants who fail to return garage door remotes will be charged for replacement and reprogramming.

Return of Your Security Deposit – **THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!!!**

If the owner in conjunction with Sundance Rental Management, Inc., determines there are no claims against your security deposit a check will be mailed to the provided forwarding address within 15 days from your date of vacancy. If there are claims, a certified letter will be mailed to the forwarding address provided or last known address within 30 days from your vacate date. You have 15 days to dispute any claims.

The following are requirements for a full refund:

1. A proper 30-day written notice was given.
2. Property was left clean, undamaged and in the same condition as date of possession.
3. Walls are clean and unmarred.
4. All charges, rents, and tenant fees have been paid.
5. All personal belongings, trash, and debris have been removed.
6. A forwarding address has been provided.
7. No unauthorized pets on the premises.
8. Acceptable Move-out Property Condition evaluation by the property manager and approved by the owner.
9. Lawn has been mowed, edged, flower beds have fresh mulch and generally clean.
10. Roof and gutters are clean and free of debris.
11. Carpets and tile, if necessary, have been cleaned by a truck-mounted machine and a receipt has been provided.

Disaster Emergency Procedures

Have an emergency preparedness plan, a checklist and storm kit. Please check our website under Tenant Resources for more information.

Stay tuned to the local news media and follow all recommended precautions and instructions.

If evacuating, prior to leaving, please be sure to:

1. Turn off main breaker to the property.
2. Turn off main gas to property, if applicable.
3. Turn off main water supply to the property.
4. Take all recommended precautions by the local news media and storm bulletins and publications.
5. Secure all outdoor items. Bring in anything that could turn into a flying object during high winds.
6. Secure property against damage. If the property has storm materials, please use them.
7. If you are leaving town, be sure to notify Sundance, if you are unable to reach someone via telephone please send an email and we will put the property on a list of properties that need to be monitored. Provide a key if possible.

For more information on how to prepare for a natural disaster, call your County Emergency Preparedness Division:

- Okaloosa County Emergency Management 850- 651-7444
- Walton County Emergency Management 850- 892-8065
- Santa Rosa County Emergency Management 850-983-5360