



Specializing in Residential Property Management



Tenant Handbook

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Letter of Welcome

Dear Tenant,

I am writing to introduce to you the property management services of Wilson Management Group (WMG). We are pleased to have you as our tenants. Our aim, on behalf of the owner of the property, is to give you quality property management service. In return we look forward to your being a responsible tenant who pays the rent on time, takes care of the property, and enjoys the place you have rented.

Our regular office hours are from 9:00 am. to 5:00 p.m., Monday – Friday; we are closed daily from 12:00 p.m. to 1:00 p.m. Saturday & Sunday are by appointment only. The office phone number is 407-896-1200. Anyone who answers the phone will be happy to assist you, but it is best to ask for your property manager. If you ever have an emergency occur at a time outside our normal business hours, you can reach our on-call staff, by following the prompts in our company's after hours automated phone system menu. The emergency line is monitored 24/7 by an on call person.

One property manager has been assigned the responsibility of overseeing the property you are renting. A couple of that manager's business cards have been included in your lease folder for easy reference. If they are unavailable when you come to the office or call you may leave a written or voicemail message and they will contact you in a reasonable time. If you have an emergency anyone at the office or the on call person will help you.

Along with your Lease Agreement, this Tenant Handbook is a very important reference tool. It contains much helpful information that will make your tenancy a satisfying one, so I urge you to keep it handy, and refer to it often.

We are looking forward to having you as part of the WMG tenant family, and hope your rental experience with us will be a long and pleasant one.

Sincerely,

David Wilson
Licensed Real Estate Broker
President and Owner



WMG

All Payments due to Wilson Management Group should be made by money order or cashier's check. Wilson Management Group *does not accept cash payments*.

Once a Lease Agreement has been signed and the security deposit & first month's rent have been paid, payments due may be made by personal check, or eCheck (via the Tenant Portal) *except as follows*:

1. *When you provide a check as payment, you authorize Wilson Management Group to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. If payment is by check, only one check for the entire payment due shall be accepted.*
2. If the payment due is received after the 1st day of the month, Wilson Management Group will not accept a personal check for payment. Payment must be made by cashier's check or money order.
3. If a personal check has been returned *for any reason*, Wilson Management Group reserves the right to insist that payments be made by cashier's check or money order.
4. If it is determined that a check would not be honored by your bank if presented immediately for payment, Wilson Management Group reserves the right to refuse the check and insist that payment be made by cashier's check or money order.
5. Any returned check must be redeemed with certified check or money order. Another personal check will not be accepted to redeem a returned check.
6. Wilson Management Group reserves the right to refuse *third party checks* and insist that payments be made by personal check, cashier's check or money order.
7. Post-dated checks are *not accepted*.



General Rules & Regulations

Part of Your Lease:

This TENANT HANDBOOK is part of your lease agreement and is legally binding on both parties.

The Property:

You have leased a home—think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the Property Owner, and you are expected to care for and maintain the premises accordingly.

Rental Payments:

All rents are due and payable, in advance, on the first day of each month.

Monthly bills will not be sent. Payments should be made by eCheck (through the Tenant portal), personal check, money order or other certified funds and made payable to:

WMG
5071 Edgewater Drive
Orlando, FL 32810

Please note that only one check shall be accepted for the entire payment due. Please mail or deliver your payment to the above address. *Write your address on your payment to ensure proper credit.* All accounting is done by address on the property. Also, to avoid any confusion, please put your complete address on every correspondence with this office. You



may pay in person. Our regular office hours are from 9:00 am. to 5:00 p.m., Monday – Friday; we are closed daily from 12:00 p.m. to 1:00 p.m. Saturday and Sunday

are by appointment only. If you would like to drop your rent off, but cannot come during normal business hours, you may deposit your payment into our document drop, which is located near the front door of our office. *Post-dated checks are not accepted.* Rents remaining unpaid beyond the 1st day of the month are considered late and subject to a late fee of 10% of the total monthly rent amount.

Phone Number:

All residents should provide WMG with their home and work numbers. Please be sure to notify WMG if you change home or work phone numbers; even unlisted phone numbers should be provided. You should include your home and work numbers with your first rental payment after you move in or you may send it to us via fax @ (407) 896-4090 or email to your property manager. Please include your full name and address with the phone numbers so the correct information will be placed in your file.

Returned Checks:

The amount of any check not honored by your bank, plus the returned check charge of \$40.00 must be paid in certified funds or money order within 24 hours of notification or legal action

Lease Termination:

During the initial term of your lease agreement, there is no early termination provision unless the owner of your property has directed otherwise. However, during any subsequent lease renewal, you may terminate the agreement by giving a 30-day written notice to WMG.

Thirty-Day Written Notice:

Tenant shall give Landlord a *thirty-day written notice* prior to the end of this term, of Tenant's intent to vacate Premises or of Tenant's desire to remain in Premises. Failure to provide proper written notice to the landlord shall obligate Tenant to one additional month's rent in addition to any and all Tenant obligations required by the lease agreement.

A 30-day written notice must be provided to WMG before vacating the premises. The thirty days is counted from the first of the month following the date the notice is received at the office of WMG. The 30-day written notice is required *even when you intend to vacate at the end of the lease term*.

Keys and Locks:

Exterior door locks are either changed or rekeyed between tenants. Keys are issued at the time of possession. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other



attachments to the interior or exterior doors requires the approval of WMG. WMG must have keys to each lock on the house. All keys are to be re-

turned to WMG upon vacating the premises. If you are locked out of your home, you may borrow a key from WMG Monday through Friday, 9:00 a.m. to 5:00 p.m. We are closed daily from 12:00 p.m. to 1:00 p.m. Valid photo ID and confirmation of legal occupancy will be required for release of keys. WMG makes no guaranty or promise regarding the availability of property keys. Please contact your property manager directly with any questions. There will be a charge for any borrowed key that is not returned within 24 hours. If tenants wish to add, change or in anyway alter locks to the premises, you should first request permission in writing from WMG. Permission will not be withheld unreasonably, and any such modifications will be at tenant's expense.

Yard Waste, Garbage, & Recycling

All garbage, trash, and recyclable materials must be placed in appropriate containers. WMG does not provide trash receptacles and/or containers. Tenant is required to make arrangements to have garbage and trash picked up weekly. All containers are to be stored out of view from the front of the house. Containers are not to be out of the storage area except on trash pick

any way by Tenant, members of Tenant's household, or Tenant's occupants, shall conduct themselves in a way that will not offend or disturb the neighbors and/or passersby.

Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction. This includes, but is not limited to loud, lewd music, vulgar or profane language. If music or other sound can be heard outside the perimeter of the leased premises, it is considered too loud.

Check-In/Check-Out Condition Report:

Included with your Lease Agreement folder is a Check-In/Check-Out Form. WMG provides this form for you to note the condition of the premises, listing any and all defective items. *This is not a repair request form. This is only a statement of the condition of the property into which you are moving.* Please sign the form and return it to WMG within 3 business days of taking possession of the premises. If the Check-In/Check-Out Form is not returned as required, the property will be assumed to be in acceptable condition and any defects brought to the attention of WMG after this date will be considered a Tenant responsibility.

Periodic Inspections:

As part of our agreement with the Owner of the premises, WMG will conduct routine inspections of the premises to note its condition. You will be notified of deficiencies, if any, that are a Tenant responsibility, and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Lease Agreement and grounds for termination.

Vehicles and Parking:

All vehicles shall be parked in assigned areas (garages, driveways, parking pads, parking lots, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks, and other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed, and operable at all times. No oil/fluid stains are allowed on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks oil or fluids, place a protective covering or pan under the vehicle to catch the leaks.

Guests:

A reasonable number of guests may occupy Premises without prior written consent of Landlord if stay is limited to seventy-two (72) hours.

Any person or persons staying for more than fourteen (14) days will be considered Tenants, unless prior written permission has been obtained by WMG. Only those persons listed on your rental application and Lease Agreement have permission to occupy the premises. You are responsible for the behavior of your guests. All portions of your Lease Agreement apply to your guests.

Emergency Maintenance And/Or Repairs:

An emergency is when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls. To report an emergency, call the office of WMG at (407) 896-1200, and follow the directions in the voicemail system for emergencies. Be sure to report the specific emergency and include a telephone number where you can be reached, in your message. See Emergency Maintenance Repairs for additional information.

Insurance:

Tenant understands that Landlord's Insurance does not cover Tenant's personal property or protect Tenant from loss or liability. Tenant is responsible for obtaining, *and is urged to obtain*, renter's insurance to protect Tenant's personal property against loss or damage. Tenant *is urged to obtain* personal liability protection in the minimum amount of \$300,000, naming Landlord as an additional insured and, if there is a pool or hot tub/spa, guest medical coverage of \$1,000.00 per person, and provide Landlord with copies of insurance binder or policy immediately.

It is strongly urged that you obtain a renter's insurance policy. A copy of your declarations page should be given to WMG the first month you move in. Please notify your insurance company that WMG is your Landlord, and must be notified of any changes to your policy.

Animals:

No pets, animals, snakes, birds, fish, etc. of any kind are allowed on the premises without written permission of Landlord and a signed Animal Agreement. The Animal Agreement requires a minimum *non-refundable animal fee of \$100.00 per animal, and the security deposit shall be increased by \$200.00 per animal*. See Lease Agreement, page 3, paragraph 11: "ANIMALS" and *Animal Agreement And Rules* for additional information.

When You First Move In**Get To Know Your Property**

When you first move in, locate the breaker box, and note the location of the Ground Fault Interrupt (GFI) breakers or switches, and the breakers for the stove/oven, water heater, and air conditioner-heating system. Also, locate the water shut-off valve for the house; it is usually in the front yard,

near the sidewalk or road. Also locate the water shut off for the water heater and for under all sinks. Locating these items now may prevent or minimize damage later.

In and Around The House**Heating, Ventilating, Air Conditioning (HVAC) Systems:**

All HVAC system filters should be changed on a monthly basis. See Care And Maintenance Of Your Heating, Ventilating, Air Conditioning System and Property Care And Maintenance for additional information.

Circuit Breakers:

Circuit breakers move slightly when tripped. One may appear to be ON when it has "popped" or tripped. The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations—they are usually used in locations where a water source may be present, such as bathrooms, kitchens, exterior plugs, and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI breakers located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the plug outlet. There may be more than one GFI plug in the house. If these "pop" or "trip", reset them. See Troubleshooting Problems In Your House for more information. Refrigerators, freezers, automatic lawn sprinkler systems, and other appliances that require constant power, should not be plugged into GFI outlets.



Pest Control:

Please report any pest problem within 48 business hours of taking possession of the premises. If not reported within the specified time period, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, with the exception of termites, carpenter ants, and pharaoh ants, is considered a Tenant responsibility. Tenant is responsible for reporting any suspected or known insect infestation. WMG assumes no responsibility for the control of roaches, ants, fleas, mice, rats or other pests. Tenant will be charged for any damage caused by uncontrolled pests, including, but not limited to ants building nests in the HVAC system and damaging the system.

Changing Wallpaper, Paint, Etc.:

If you wish to change the house decor in any way, please put your proposal in writing and submit it to WMG along with a sample of the paint, wallpaper or a drawing of the proposed work. You will receive written confirmation if approved. All work must be done in a professional manner, and inspected and approved by WMG after completion. Reimbursements agreed to, if any, will not be given until after inspection and approval by WMG. If authorization to change the paint color in the property is given, all areas painted by Tenant must be returned to their original color prior to vacating the premises.



repair requests in writing, using this form. Be specific about the problem and write clearly, and legibly. Please contact WMG via telephone if you are not contacted by a repairperson within 48 business hours. You may fax your requests to (407) 896-4090.

Scheduling Maintenance:

If you have contacted WMG for maintenance and/or repair, you are responsible for scheduling any necessary service calls with the vendors once the vendor has contacted you.

You are responsible for granting the vendor access to the Premises. *WMG does not provide keys to vendors without signed authorization from the tenant prior to any service call.* Be polite to the vendors. The vendors are there to solve your maintenance problems. They did not cause the problem, and they are not obligated to remain on the premises if you are verbally or physically abusive or threatening in any way, *even if the repair is not complete.*

Who Does What:

All "breakdowns", system failures, and structural defects must be reported to WMG immediately. If an urgent repair is needed (i.e. water heater is leaking) **YOU ARE RESPONSIBLE FOR PREVENTING FURTHER DAMAGE FROM OCCURRING.** 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 (refer back to "When You First Move In", item "A"). WMG will make any necessary repairs within a reasonable time. You will not be reimbursed for unauthorized repairs you make.

Maintenance, Damage, & Repair

Put Maintenance/Repair Requests In Writing:

Repair Request Forms are included with your Lease Agreement move-in package. Put all routine maintenance/

You are expected to maintain the property and keep it in at least as good a condition as when you took possession. Only repairs required because of normal wear will be made by WMG. You will be charged for repairs caused by Tenant misuse, abuse or neglect. See "Property Care and Maintenance Repairs That Are Landlord/WMG Responsibility" for additional information.

Unauthorized Repairs:

WMG must authorize ALL repairs and/or maintenance that Tenant wishes to do. Rent cannot be withheld because of needed repairs, nor can the cost of needed repairs be deducted from the rent without specific prior written authorization and receipts.

Lawns & Grounds:

Tenant is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care includes, but is not limited to, regularly cutting the grass, fertilizing the lawn, trimming shrubs, edging all driveways, walkways, and curbs, treating fire ant mounds, treating for chinch bugs in St. Augustine grass, cleaning the roof and gutters of leaves, debris and pine needles, and preventing vines from growing onto the house. Keep shrub and tree growth away from the roof, eaves, and sides of the house. Tenant is required to report any condition that can cause damage, either permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of year for their species, and all flower/shrub beds must be kept free

from weeds, grass, etc. Tenants must maintain mulch cover.

Lawn Irrigation/Sprinkler Systems:

Any problems or repairs needed to the irrigation/sprinkler system, must be reported *in writing* to WMG within 48 hours of taking possession of premises. If no notice is received, WMG will assume that the irrigation/sprinkler system is in good working

order, and any needed repairs/maintenance will become the responsibility of the Tenant. It is the responsibility of the Tenant to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary, and replacing broken sprinkler heads.

Light Bulbs:

At move-in, all light 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 move-out, all light fixtures must be equipped with the proper number and kind of bulb. For decorative bulbs, all bulbs must match.

Plumbing/Septic Systems:

Tenant is responsible for keeping all sink, tub/shower, lavatory, and toilet drain lines open. Do not allow anyone to throw anything into the plumbing system or to use it for any purposes other than what it is designed for. Sanitary products, diapers, diaper wipes, condoms, cotton swabs (Q-Tips), coffee grounds, cooking fats or oils are not to be flushed down any toilet or other-



wise deposited into the house sewer. If your house is on a septic tank sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the house sewer. These materials will not decompose, and will fill the septic tank, and plug the system. Additionally, use a toilet tissue that breaks up easily when wet. To determine if the toilet tissue breaks up easily, put a handful of toilet tissue in a jar half filled with water. Close the lid tightly, and shake the jar. If the tissue breaks up easily, the product is suitable for the septic tank. High wet-strength tissues are not suitable. As long as the tissue breaks up easily, **colored** toilet tissue has no effect on the septic tank. However, many **scented** toilet tissues have high wet strength, and are not suitable. Tenant will be responsible for any damage or stoppage unless caused by mechanical failure of the plumbing system. See Repairs To Be Paid By The Tenant for additional information.

Waterbeds or Flotation Bedding Devices:

Tenant will be responsible for ANY damage caused by a waterbed or flotation-bedding device.

Walls & Ceilings:

Please keep the walls of the house clean and unmarred. This does not mean, however, that you cannot hang pictures, as long as proper wall hooks or picture hangers are used. Painting or wallpapering without prior written permission from WMG is prohibited. All walls, baseboards, and trim must be washed, and ceilings dusted, and free of cobwebs, before vacating premises. If you are a smoker, you will be held responsible for any smoke/tar residue, odor, and/or damage to premises

that results from smoking. Additional security deposit may be required for smoking on the premises.

Vinyl/Ceramic Tile Flooring:

With normal household use, vinyl and tile floors may be washed with a solution of warm water and soap. Do not use gasoline, benzene, naphtha, turpentine or any agents containing these solvents. Do not apply any type of wax to ceramic tile floors. Tenant will be held responsible for damage to the flooring such as broken tiles, torn vinyl or improper cleaning procedures.

Hardwood Floors:

See **Hardwood Floor Care Rules** for instructions on proper care of wood floors.

Carpet Care:

Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet, and to keep the pile upright and erect. Heavy traffic areas require more frequent vacuuming. Before a Tenant takes possession, the carpets are professionally cleaned.

Upon vacating of premises by the Tenant, Landlord reserves the sole and exclusive right to have carpets cleaned and expense for same shall be deducted from Tenant security deposit. The deduction shall be for the actual cost of service, as invoiced by a licensed and insured professional carpet cleaning company.

Stoves:

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. Tenant will be charged for damage to the appliance caused by improper use or cleaning or lack of normal maintenance.

Dishwashers:

The dishwasher should be used at least once a week. Seals may dry out, and the motor may be damaged due to long periods of non-use.

Washing Machine Hook-Ups:

When installing a washing machine, check all hoses and washers to prevent or correct leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floors by the washing machine monthly for evidence of leaks.

Cleaning:

WMG works hard to deliver to you a clean, well-maintained, and comfortable house, with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the house, and its equipment safe, and usable for you. A properly maintained home is a team effort, involving:

The Property Owner, who keeps structural and mechanical maintenance up to date

The Property Manager, who keeps a record of necessary maintenance, and places responsible people in the property.

The Tenant, who keeps the property clean, performs cosmetic maintenance, and promptly reports any structural or mechanical failure to WMG.

See Cleaning Checklist and Cleaning Standards for additional information.

Fireplaces:

If there is a fireplace in your house, please **do not** burn pine or any other "sappy" wood, as this causes a buildup of residue in the chimney, and increases the possibility of fire. The fireplace is not a place to

burn cardboard, holiday wrapping, trash, etc. Chimneys should be professionally cleaned every two years. See Fireplace Agreement and Rules for additional information.

Moving Out**Putting It In Writing:**

Before notice to vacate is accepted by WMG, it **must** be put in writing. The notice must not be less than 30 days before termination. Once WMG receives notice from you, we will mail you an Exit Letter, that will detail what you need to do to ensure the return of your full security deposit.

Marketing During the Notice Period:

After you have given notice that you intend to move, the property may be listed for rent. The most probable showing hours are between 9:00 AM and 6:00 PM Monday through Friday. WMG will make an effort to accommodate your schedule, however, the property must be available, and in good condition during the marketing time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests, and no one home are not acceptable reasons to reschedule. You will be notified at least 24 hours prior to showing. If there is no answer or no answering system, we will call your

work number to give notice of a showing.

Move-Out Inspection:

Once you have vacated the premises, and turned all keys in to WMG, we will schedule the Move-Out Inspection. Inspections are done during normal business hours. Once the inspection is complete, you will be notified regarding the condition of the premises



Breaking the Lease:

If you default on your lease, you will be responsible for all costs incurred in securing a new Tenant, as well as any damage to the Property Owner, monetary or otherwise, incurred as a result of your default. If you find you must move before the end of your lease, we will market the property promptly, providing you have given the required 30-day written notice. ***You must pay a full month's rent for every month until the property is re-leased or your lease obligation ends, whichever comes first.*** When the new Tenant moves in, your obligation ceases. You must follow all procedures for marketing, cleaning, and move-out. The following is a list of the most common charges for breaking a lease:

1. **A Re-leasing Fee** of \$550.00
2. **Rent** until a new lease agreement is signed or your lease expires. See Exit Letter Prior To End Of Lease for additional information.
3. **Lawn maintenance** until a new lease agreement is signed or your lease expires.
4. **Utilities.** If utilities have to be turned on by WMG for cleaning or marketing the property, you will be charged for the utility cost.
5. **Advertising.** See Exit Letter Prior To End Of Lease for additional information.
6. **Carpet Cleaning,** as per lease agreement requirements.
1. The full term of the Agreement has expired, and Tenant has complied with all other provisions of this Agreement.
2. No damage to Premises or its contents beyond normal wear and tear is evident. This does not include dirt and waste.
3. The entire dwelling, including but not limited to, bathroom fixtures, floors, windows (inside and out), window blinds, ceiling fans, light fixtures, all appliances, closets, and cupboards, are thoroughly clean, and free from insects.
4. All debris, rubbish, and all personal property has been removed from Premises, and disposed of properly.
5. Landlord reserves the sole and exclusive right to have carpets cleaned and expense for same shall be deducted from Tenant security deposit. The deduction shall be for the actual cost of service, as invoiced by a licensed and insured professional carpet cleaning company.
6. The HVAC system has been left clean, and in satisfactory condition, and the filter has been changed.
7. The lawn has been cut and edged, shrubs trimmed, and debris properly removed from Premises.
8. Where animals are involved, Premises has been *professionally* treated for fleas.
9. All unpaid sums have been paid, including rent, late payment fees, dishonored check fees, delinquency delivery fees, maintenance or repair costs that are a Tenant obligation, utilities costs that are a Tenant obligation, and any other fees or charges that may be required to

Return Of The Security Deposit:

Tenant may not dictate that the security deposit be used for any rent due!

The security deposit will be refunded within thirty (30) days of your move-out and return of the keys, and garage door openers if applicable. Return of the Security Deposit is subject to the following provisions:

be paid by Tenant. Tenant understands that any expenses incurred by Landlord to return Premises to the same condition as when Tenant moved in, allowing for reasonable wear and tear — that does not include dirt, and waste — shall be paid by Tenant.

10. All keys and forwarding address forms have been returned to Landlord, and a check-out inspection has been made by Landlord within 48 hours — excepting weekends, legal holidays or other days Landlord's office may be closed for business — after return of keys and forwarding address forms.

Security deposit refunds, if any, shall be by one check only, made out in the name(s) of all Tenants, i.e. last remaining Tenant(s) of record, as stipulated in paragraph 32 of Lease Agreement, and shall be made by certified mail only to primary Tenant's forwarding address, as provided by Florida law, and may not be picked up in person from the Landlord.

General Property Tenant Responsibilities & Obligations

Tenant, at Tenant's expense, agrees to, and shall:

- Keep the property clean, and sanitary at all times. This includes, but is not limited to the house interior, exterior, and all lawn/garden areas.
- Promptly dispose of all garbage in appropriate receptacles, and place curbside on assigned trash pick-up days.
- Keep all plumbing fixtures in Premises or used by Tenant, clean and sanitary, and in repair.
- Supply and change air conditioning/heating filters on a monthly basis (see Care and



Maintenance of Your Air Conditioner-Heating System for additional details).

- Supply and replace light bulbs, and smoke detector batteries. Smoke detectors should be tested on a monthly basis, and batteries should be replaced at least every six months.
- Replace or repair cabinet catches, knobs or handles
- Promptly eliminate and/or correct any dangerous condition on the premises caused by Tenant or Tenant's guests.
- Not permit any unusual or objectionable odors to permeate or emanate from Premises.
- Replace any lost or misplaced keys. If the Tenant changes any locks on the premises, Tenant must immediately supply a key for the new lock to WMG
- Maintain periodic, preventive pest control, and/or extermination of the Premises.
- Promptly notify WMG of any needed repairs.

The Heating, Ventilating, Air Conditioning (HVAC) System:

The HVAC system will operate trouble-free, if a few simple instructions for care and maintenance are followed:

- Change the filter on a *monthly*

basis, using a quality “pleated” style A/C filter

- Keep the A/C return vent(s) clear of obstructions, such as furniture, and clothing.
- Keep the “condensation drain line” clean, and clear of obstructions
- Keep the area around the condenser unit (outside unit) clear of debris, and other obstructions. Do not allow grass and weeds to grow up around the condenser unit. It can block the flow of air through the unit, and cause efficiency and performance to suffer, resulting in higher energy bills.



If the HVAC system is not operating properly or is not coming on at all, the following steps should be taken before contacting WMG for maintenance/service:

- Verify that the A/C filter is not dirty and/or clogged. A dirty filter can cause the system to freeze up, preventing air circulation.
- Verify that the thermostat is in the correct position—“Cool” and “Auto” for air conditioner operation, and “Heat” and “Auto” for heat operation.
- Verify that the breaker hasn’t tripped. Many times a breaker can be tripped, and still appear to be on. To verify that the breaker is on in the correct position, turn the breaker to the “off” position, then turn it back to the “on” position. There may be more than one breaker in the electrical panel for the air conditioner/heater, so verify that all applicable breakers are in the correct position. There also may be an additional breaker in a separate box on the exterior of the house, by the condenser unit. Verify that this breaker is also in the correct position.
- Verify that the pilot light is not out

(gas furnace only). If the pilot light has burned out, re-light it, according to manufacturer’s instructions.

If all the steps above have been tried, and the HVAC system still does not work, contact WMG for service.

FYI: When the heat index is high, the HVAC system may not lower the inside temperature more than 10-15 degrees below the outside temperature. This *does not* mean that the HVAC system isn’t working properly. It is not designed to cool the house more than this. To maximize the efficiency and cooling of the HVAC system in this situation, take the following steps:

- Close window coverings to block out as much sunlight as possible
- Keep all exterior doors closed to prevent cool air from escaping
- Do not run hot appliances, such as the stove/oven and clothes dryer.
- Do not set the thermostat at an extremely low setting. This will cause the unit to run constantly, and possibly overheat and fail.
- **NOTE:** An HVAC system failure *does not* constitute an emergency, except in an extreme temperature situation! Every effort will be made to get a service technician scheduled as quickly as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next regular business day.

Many times, a problem that occurs can be corrected with a minimum of time and effort, saving the inconvenience of having the disruption of a service call. Below are some situations that frequently arise, that *may* have *simple* solutions.

Electrical Outlets Do Not Work:

The GFI (Ground Fault Interrupt) outlet/plug may be tripped or the breaker may be tripped. Find and reset the GFI outlet/plug or the breaker. The GFI outlet/plug can be located in several different places, such as a bathroom, kitchen or garage. You may have more than one of these outlet/plugs in the house. If the reset button on a GFI outlet/plug has tripped, simply press the reset button back in. Locate the breaker in the electrical panel, and reset it by turning it to the “off” position, and back to the “on” position.

Garbage Disposal Only Hums and Won’t Turn:

Something may be jamming the blades. *Turn the disposal off*, and verify that the object jamming it isn’t something that shouldn’t be placed in the disposal, such as a bottle cap or kitchen utensil. Once you have verified this, you can free the blades. This can be done using a “hex key” or “Allen wrench” tool. On the bottom of the disposal housing, there is a socket in the center of the housing where you can insert the proper size “hex key” or “Allen wrench” tool. After inserting the tool into the socket, twist it back and forth, to free the obstruction. Once you have freed the obstruction, turn on the water, and run the disposal to flush the obstruction, and clear the line.

Garbage Disposal Won’t Come On At All:

The reset button or breaker may have been tripped. Locate the reset button on the bottom of the disposal housing and press it in. If the disposal doesn’t have a reset button, locate the breaker for the disposal in the electrical panel, and reset it by turning it to the “off” position and back to the

“on” position.

Garbage Disposal And/Or Sink Drain Is Leaking:

There may be a loose connection in the drain/connecting pipes under the sink. Check all pipe connections under the sink, and tighten if necessary.

No Hot Water:

If you have an electric water heater, the reset button on the breaker may have tripped. Locate the breaker in the electrical panel and reset it by turning it to the “off” position and back to the “on” position. The reset button is located behind an access panel on the side of the water heater. Some models of water heaters may have two access panels: one near the top, and one near the bottom of the heater. *First, turn the water heater breaker off in the electrical panel.* Remove the screws holding the access panel on. Remove the access panel, and pull the insulation out of the way, to expose **red** reset button. Press the reset button back in, and replace the access panel. If you have a gas water heater, the pilot light may have gone out. Re-light the pilot according to manufacturer’s instructions, and wait for the water heater to heat— about 20 to 30 minutes.

While the examples listed above are to be used as a troubleshooting guide, in some situations, these types of problems may have more serious causes, requiring more in-depth diagnosis and/or service. If none of the solutions described above work for these types of problems or if you have a problem you are unsure how to solve, contact WMG for further assistance.

Tenant Responsibility:

Tenant shall pay Landlord/WMG the cost to repair, including but not limited to:

- A condition caused by Tenant, an occupant, a member of Tenant's family or a guest or invitee of Tenant.
- Damage from wastewater stoppages caused by foreign or improper objects in lines that service the property. This may include the cost of any applicable service call to clear the stoppage.
- Water heater elements and/or tank if caused by empty tank.
- Any damage to doors, windows or screens
- Damage to premises from windows or doors left open
- Any unusual damage or extraordinary wear on any of the floors, walls, ceilings, caused by pets, animals, occupants, guests, smoking or any unusual or unreasonable use.
- Damage to fences and gates, outside walls, shrubbery, trees or plantings.
- Any other damage or condition caused by Tenant abuse, misuse or neglect.

Tenants shall promptly reimburse Landlord/WMG for any loss, property damage or cost of repairs or service to the property due to the above listed items or due to the negligence or improper use by Tenant, Tenant's guests, family or occupants.

NOTICE: Tenant is strongly urged to secure Tenant's own insurance coverage for protection against such liabilities and/or losses.

Trip Charges:

If Landlord or a repair person is unable to access the property after making arrangements with Tenant to complete a repair, Tenant shall pay any trip charges incurred.

Landlord/WMG Responsibility:

Landlord/WMG will pay the cost to repair the following:

- Failure of the air conditioner/heating system from normal use
- Failure of the water heater from normal use
- Failure of kitchen appliances from normal use
- Failure of electrical lines, breakers, and/or components from normal use
- Leaks in roofs
- A condition caused by the Landlord or the negligence of the Landlord
- Waste water stoppages or backups caused by deterioration, breakage, roots, faulty construction or malfunctioning equipment.
- Any improvements and/or additions to the property requested by the property owner.
- A condition that is not Tenant's obligation to pay under the terms of the lease agreement that adversely affects the health and/or safety of the Tenant.

Emergency Maintenance & What To Do:

What constitutes an emergency when it comes to needed repair? In many cases, what a tenant considers an emergency is not truly an emergency. There are few "true emergencies". Below are several examples of situations that constitute an emergency. However, emergencies are not limited to the examples given.

The House Is On Fire:

Immediately call 911 or the fire department, then notify WMG

Breaking And/Or Entering:

Immediately call 911

Major Water Leak:

Immediately turn off the water supply to the house, and contact WMG.

**Gas (Natural, LP, Propane, Etc.)
Leak:**

Immediately turn off the gas supply valve, and contact the gas company that provides service to your location, then notify WMG.

Many situations may arise that, while important, do not constitute an emergency. If you are unsure about a particular situation, contact WMG for clarification. An on-call person is readily available after business hours.

Living in Florida, the chances of experiencing a hurricane or heavy storm are quite high. It is important to know and follow proper procedures to safeguard yourself and the property you live in, and minimize potential risk and damage.

Know What A HURRICANE/STORM WATCH and a HURRICANE/STORM WARNING mean.

HURRICANE/STORM WATCH:

Hurricane and/or storm conditions are possible in the specified area of the *watch*, usually within 36 hours.

HURRICANE/STORM WARNING:

Hurricane conditions are *expected* in the specified area of the *warning*, usually within 24 hours.

Prepare A Personal Evacuation



Plan.

- Identify ahead of time where you could go if you are told to evacuate. You can contact the local emergency management office or American Red Cross chapter, and ask for the community hurricane preparedness plan. This plan should include information on the safest evacuation routes and nearby shelters.
- Keep handy the telephone numbers of those places as well as a road map of your local area. You may need to take alternate or unfamiliar routes if major roads are closed or clogged.
- Listen to local radio or TV stations for evacuation instructions. If advised to

evacuate, do so immediately.

- Take these items with you when evacuating:
 - ✓ Prescription medications and medical supplies
 - ✓ Bedding and clothing, including sleeping bags, and pillows
 - ✓ Bottled water, battery-operated radio, and extra batteries, first aid kit, flashlight
 - ✓ Car keys and maps
 - ✓ Cellular phone
 - ✓ Documents, including driver's license, Social Security card, proof of residence, insurance policies, wills, deeds, birth & marriage certificates, tax records, etc.

Assemble a Disaster Supplies Kit.



Include the following items:

- First aid kit, and essential medications
- Canned food and non-electric can opener
- At least three gallons of water per person
- Protective clothing, rainwear, and bedding or sleeping bags
- Battery-powered radio, flashlight, and extra batteries
- Special items for infants, elderly or disabled family members
- Written instructions on how to turn off electricity, gas, and water if authorities advise you to do so



Know What To Do When A Hurricane Or Heavy Storm WATCH Is Issued.

- Listen to local radio or TV stations for up-to-date storm information
- Prepare to bring inside any lawn furniture, outdoor decorations or ornaments, trashcans, hanging plants, and anything else that can be picked up by the wind.
- Prepare to cover all windows of your home. If your home does not have storm shutters, use precut plywood. **Note: tape does not prevent windows from breaking, so taping windows is not recommended.**
- Fill your automobile's gas tank.
- Check batteries and stock up on canned food, first aid supplies, drinking water, and medications.



Know What To Do When A Hurricane Or Heavy Storm WARNING Is Issued.

- Listen to the advice of local officials, and leave if they tell you to do so.
- Make arrangements for pets. Pets may not be allowed into emergency shelters for health and space reasons. Contact your local humane society for information on local animal shelters.
- If you are not advised to evacuate, stay indoors, away from windows.
- Be aware that the calm "eye" is deceptive; the storm is not over. The worst part of the storm will happen once the eye passes over and the winds blow from the opposite direction. Trees, shrubs, buildings, and other objects damaged by the

first winds, can be broken or destroyed by the second winds.

- Be alert for tornadoes. Tornadoes can happen during a hurricane and after it passes over. Remain indoors, in the center of your home, in a closet or a bathroom without windows.
- Stay away from floodwaters. If you come upon a flooded road, turn around and go another way. If you are caught on a flooded road, and waters are rising rapidly around you, get out of the car and climb to higher ground.

Know What To Do After A Hurricane Or Heavy Storm Is Over.

- Keep listening to local radio or TV stations for instructions
- If you evacuated, return home when local officials tell you it is safe to do so.
- Inspect your home for damage, and notify WMG if damage to the premises has occurred.
- Use flashlights in the dark; do not use candles



1. The Lease Agreement specifically prohibits keeping animals or any kind in, on or about Premises, without the express *written* permission of Landlord, regardless of whether such animals are owned by Tenant, another person or ownership is unknown.
2. An Animal Agreement, if required, hereby becomes a part of the Lease Agreement. *The Animal Agreement requires a minimum non-refundable animal fee of \$100.00 per animal, and the security deposit shall be increased by a minimum of \$200.00 per animal.* Should Landlord find that an animal is being or has been kept on Premises without the required permission and executed Animal Agreement, the *animal fee and additional security deposit per animal* shall immediately be assessed, and in addition, the non-compliance may be considered grounds for termination of the Lease Agreement.
3. Tenant agrees to keep animal(s) under control at all times.
4. Tenant agrees to keep animal(s) restrained, but not tethered, when it is outside his/her dwelling.
5. Tenant agrees not to leave animal(s) unattended for any unreasonable periods.
6. Tenant agrees to dispose of animal droppings properly, and quickly.
7. Tenant agrees not to leave excess animal food outside the dwelling in such a manner as to attract other animals and/or insects.
8. Tenant agrees to keep animal(s) from causing any annoyance or discomfort to others, and Tenant further agrees to remedy immediately any complaints made through the Owner/Agent.
9. Tenant agrees to get rid of animal(s) offspring within eight (8) weeks of birth.
10. Tenant agrees to pay immediately for any damage, loss or expense caused by animal(s).
11. No additional or different animal is authorized under the Animal Agreement to be on Premises.
12. Tenant agrees that the Owner/Agent reserves the right to revoke permission.





Hardwood Floors:

We hope you enjoy the hardwood floors in your rental unit. To keep your floor's shine and texture, we ask that you adhere to the following rules:

Dust Mop, Sweep Or Vacuum Floors:

Dust mop, sweep or vacuum floors regularly — as often as you vacuum your carpets.

Do Not Wet-Mop:

Do not wet-mop wood floors. Standing water can dull the finish, and discolor and damage the wood. Clean liquid spills with a dry cloth, and sticky spills with a slightly dampened cloth. When you need to mop the floors, use a wood cleaner applied lightly with a cloth or mop, and then buff dry.

Avoid Using Certain Cleaning Products:

Do not use soaps, detergents or oil soaps on your wood floors. Do not use cleaning products intended for vinyl or tile floors on wood floors. These acrylic waxes cause wood to become slippery, and appear dull quickly.

Do Not Let Water Accumulate:

Do not let any water drip, pour or accumulate on floors.

Prevent Scratches:

When moving furniture, pick it up completely and carry it — do not drag it along the floor. Put fabric-faced guides under the legs of furniture on floors to prevent scratching.

Prevent Tracking Of Dirt:

Put mats and throw rugs at doorway entrances to help prevent the tracking of grit, dirt, and sand.

Do Not Refinish Floors:

Resident shall not shellac or refinish floors without management's prior written permission.

Owner Reserves Right To Collect For Damage:

Owner reserves the right to collect for damage to floors caused by any violation of these rules.

NOTE: Spike or stiletto high heel shoes, especially those in poor repair, may cause denting and related damage to hardwood floors, due to the extremely high compressive force they generate. Such footwear can produce dynamic loads in excess of 1000 pounds per square inch, even when worn by someone of a slight or average build.



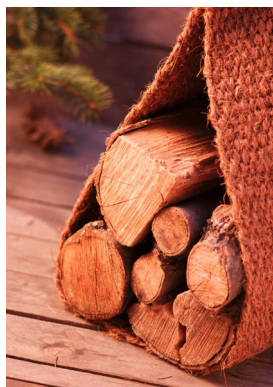
Fireplaces:

When using the fireplace in your residence, Tenant shall obey the following rules:

1. Open the flue before starting the fire, and keep it open until the ashes are cool enough to touch.
2. Close the fireplace screen or door when the fireplace is in use
3. Do not put anything, including paper and kindling, closer than three (3) feet of the fireplace while it is in use.
4. Never leave a fire unattended.
5. Burn only dry, seasoned hardwood. Do not use green wood, treated lumber or painted wood.
6. Never use combustible liquids such as kerosene, turpentine, lighter fluid or gasoline to start or accelerate the fire.
7. Do not stuff scrap paper, gift wrapping paper or old Christmas trees into the fireplace. Loose paper could fly out and ignite the roof. Gift wrapping paper may emit toxic fumes.
8. Do not use excessive amounts of paper or wood to create a roaring fire. A roaring fire may ignite creosote, a toxic

chemical that accumulates on fireplace walls.

9. Do not dispose of burnt logs or ashes until they cool completely. Dispose of cooled ashes in a metal container. Usually, you can reburn logs. If you must dispose of a log, wait until it is completely cool, then douse it with water, and place it outside, away from combustible materials.
10. Notify Landlord of any problem with the fireplace, such as smoke backing into the room or the flue not working.



Tenant/agent of tenant or agent of Landlord/WMG shall meet the following standards:

DUSTING:

A properly dusted surface is free of all dirt, dust, dust streaks, lint, and cobwebs

SWEEPING:

A properly swept floor is free of all dirt, dust, grit, lint, and debris, except embedded dirt and grit.

SPOT CLEANING:

A surface adequately spot-cleaned is free of all stains and deposits, and is substantially free of cleaning marks.

FLOOR MOPPING:

A satisfactorily damp mopped floor is without dirt, dust, marks, film streaks, debris or water.

SCRUBBING:

Scrubbing is satisfactorily performed when all surfaces are without embedded dirt, cleaning solution, film, debris, stains, marks, and standing water, and the floor has a uniformly clean appearance.

WALL WASHING:

Walls are considered clean when the surface of the walls have a uniformly clean appearance, free of dirt, lint, visible fingerprints, stains, cleaning marks, streaks, and graffiti. Painted surfaces must not be damaged. Hard-finished, glazed ceramic tile surfaces must be bright and free of film, streaks, and deposits.

LIGHT FIXTURE CLEANING:

Light fixtures are considered clean when all components, including bulbs, tubes, and adjacent surfaces, reflective and otherwise, are without insects, dirt, lint, film, and streaks. All lenses that have been re-

moved are to be reinstalled immediately per specification.

PLUMBING FIXTURE AND DISPENSER CLEANING:

Plumbing fixtures and dispensers are clean when they are free of all deposits and stains, and have no dust streaks, film, and odor.

METAL CLEANING:

Metal surfaces are clean when they are free of deposits or tarnish, and have a uniformly bright appearance. Cleaning agents must also be wiped off the adjacent surfaces.

GLASS CLEANING:

Glass is clean when all glass surfaces are without streaks, film, deposits, and stains, and have a uniformly bright appearance. Adjacent surfaces must also be wiped clean.

WAX REMOVAL/APPLICATION:

Wax removal is satisfactorily accomplished when all wax is removed from surfaces down to the floor material; the floor is left free of all dirt, stains, deposits, debris, cleaning solution, and standing water; and the floor has a uniform appearance when dry. Application of wax shall be complete when a thin, evenly applied layer of wax is clear, and dry, and ready for buffing to a uniform, glossy appearance.



ADDRESS OF PROPERTY: _____

CHECK EACH ITEM COMPLETED:

- _____ Clean fans and light fixtures. Replace all missing/burned out bulbs.
- _____ Sweep Away all spider webs around walls and windows.
- _____ Clean dirty spots off walls, doors, and door casings.
- _____ Clean baseboards.
- _____ Vacuum carpets.
- _____ Sweep and mop with cleaner/disinfectant all non-carpeted floor areas.
- _____ Wash all windows, inside and out.
- _____ Sweep patios, carport/garage, and all walk and driveway areas.
- _____ Dust and wipe all closet shelves.
- _____ Vacuum closet door tracks and sliding door tracks.
- _____ Vacuum air conditioner/furnace unit, closet, and all air conditioner grill vents. Clean or replace A/C filter.

Kitchen:

1. Clean stove completely: oven, top burners (including underneath), drip pans (replace if necessary), sides, and floor underneath.
2. Clean refrigerator: inside, outside (including top), floor underneath.
3. Clean cupboards: wipe all inside areas with disinfectant, make sure outside is clean and free of any grease residue.
4. Floor: sweep, mop with disinfectant cleaner.
5. Dishwasher: clean inside and front.

Bathrooms:

1. Clean with disinfectant: shower, bathtub, lavatory, toilet, and all tile, making sure all soap scum is removed.
2. Wipe inside of cupboards, clean mirrors.
3. Sweep and mop floors with disinfectant.

_____ Bag all trash and place at curbside for pickup.

_____ Other work performed: _____

Print Name: _____

COMPLETION DATE: _____

Signature: _____

AMOUNT: _____

Address: _____

WILSON MANAGEMENT GROUP

City, State, Zip: _____

5071 EDGEWATER DRIVE

ORLANDO, FL 32810

Phone: _____

(407) 896-1200

FAX: (407) 896-4090

The following is a list of *estimated* charges that *may* be deducted from your security deposit after your move-out. Please note that these charges are averages to be used as a guide and that actual charges may exceed those shown. Charges are applied only when work is required beyond what is considered normal "use and wear". Replacement charges in most cases included both parts and labor. *No repair of any kind is to be scheduled without prior approval by WMG.*

Cleaning:

Refrigerator -----	\$20.00 minimum
Dishwasher -----	\$10.00 minimum
Stove Top -----	\$10.00 minimum
Oven -----	\$40.00 minimum
Stove Hood -----	\$30.00 minimum
Burner Drip Pans & Rings -----	Replacement Cost
Exterior Of Cabinets & Drawers -----	\$3.00 per door or drawer
Interior Of Cabinets & Drawers -----	\$3.00 per shelf or drawer
Sink/Garbage Disposal -----	\$10.00 minimum
Kitchen Floor -----	\$35.00 minimum
Bathroom Floor -----	\$30.00 minimum
Tubs/Showers -----	\$25.00 minimum
Shower Doors/Tracks -----	\$20.00 minimum
Toilets -----	\$10.00 minimum
Sinks -----	\$10.00 minimum
Kitchen/Bathroom Walls & Ceilings -----	\$15.00 per surface
Entry Vinyl/Tile Threshold -----	\$25.00 per entry
Vacuum All Carpets -----	\$40.00 minimum
Greasy Parking Space/Garage Floor -----	\$60.00 minimum
Mold From Window Frames/Tiles/Paint -----	\$25.00 per hour
Interior Windows -----	\$2.00 per pane
Exterior Windows (Ground Floor) -----	\$5.00 per pane
Exterior Windows (Upper Floors) -----	\$10.00 per pane
Window Blinds -----	\$10.00 per blind
Closet Door Tracks/Guides -----	\$10.00 per closet
Cigarette/Fireplace/Candle Smoke, Etc., From All Wood, Appliances, Drapes, Wall/Ceiling Surfaces -----	\$75.00 per room minimum

Flooring:

Vinyl Repair -----	\$75.00 per hour
Kitchen Vinyl Replacement -----	Replacement Cost
Bathroom Vinyl Replacement -----	Replacement Cost
Ceramic Tile Repair -----	\$75.00 per hour
Ceramic Tile Replacement -----	Bid Price

Hardwood Flooring Repair/Replacement	Bid Price
Carpet Repair -----	\$75.00 per hour
Carpet Replacement-----	Bid Price

Plumbing:

Repairs:	Bid Price
Sink, Toilet, Fixture Replacement	Bid Price

Locks and Keys:

Door Locks/Deadbolts, Etc.-----	\$40.00 + cost of locks
Mailbox Locks -----	\$40.00 + cost of locks
Keys -----	\$5.00 per key minimum
Garage Door Openers-----	\$50.00 minimum

Walls:

Mildew Removal & Surface Treatment-----	\$50.00 per hour
Removal/Repair of Crayon & Other Marks -----	\$50.00 per hour
Repair of Holes	Bid Price
Wallpaper Removal	Bid Price
Repainting of Walls/Ceilings	Bid Price

Doors and Windows:

Hollow-Core Door Hole Repair -----	\$75.00 minimum
Door Jamb/Casing Repair	Bid Price
Hollow-Core (Interior) Door Replacement	Bid Price
Solid-Core/Metal (Exterior) Door Replacement	Bid Price
Sliding Glass Door Replacement	Bid Price
Sliding Screen Door Replacement	Bid Price
Sliding Screen Door Re-screen-----	\$50.00 minimum
Window Frame/Track Repair-----	\$50.00 minimum
Widow Pane Replacement-----	\$50.00 minimum
Window Screen Replacement-----	\$50.00 minimum
Window Re-screen-----	\$35.00 minimum
Garage Door Repair	Bid Price

Electrical:

Light Bulb Replacement (Regular)-----	\$2.00 per bulb minimum
Light Bulb Replacement (Fluorescent)-----	\$5.00 per bulb minimum
Light Bulb Replacement (Flood Lights) -----	\$5.00 per bulb minimum

Light Bulb Replacement (Decorative)-----	\$5.00 per bulb minimum
Ceiling Fixture Replacement-----	\$40.00 minimum
Ceiling Fan Replacement-----	Bid Price
Wall Switch/Plug Replacement-----	\$25.00 per switch/plug minimum
Cover Plate Replacement-----	\$5.00 per plate minimum

Miscellaneous:

Removal of Furnishing, Debris, Trash, Etc.-----	\$75.00 per hour + disposal/dump fees
Repair/Replacement of Damaged Counter Tops-----	Bid Price
Repair/Replacement of Damaged Cabinets-----	Bid Price
Repair/Replacement of Decks/Patios, Etc.-----	Bid Price
Smoke Alarm Replacement-----	\$20.00 each minimum
Smoke Alarm Battery Replacement-----	\$5.00 each minimum
Thermostat Repair/Replacement-----	Bid Price
A/C Filter Replacement-----	\$25.00 + filter cost
Appliance Repair/Replacement-----	Bid Price