



Tenant Handbook

Welcome to your new home!

Welcome to your new residence and All County® Preferred Property Management. We would appreciate it if you would **let us know your new phone numbers** as soon as possible. Remember to also **have all the utilities put in your name** effective the first day of your lease.

The following information is designed to answer frequently asked questions and to minimize confusion related to caring for the property and interacting with All County® Property Management.

Included in this package is:

- All County® contact numbers
- Maintenance guidelines
- Care and use information
- Utility and service directory
- Local Police and Fire department phone numbers
- Move-out procedures

Please review these documents and keep them on file for handy reference.

All County Preferred Contact Information

All County®
Preferred Property Management
1802 S. Fiske Blvd. #108
Rockledge, Florida 32955
All County® Preferred main phone line is (321) 607-3700
Email address is: Contact@AllCountyPreferred.com

PAYING RENT

- Rent is due on the 1st of each month. Rent may be paid via CashPay or paid online.
- **Remember that for Residents on an All County® Preferred lease agreement, late charges begin on the 2nd of each month** (rent must be received by the 1st to avoid late fees). Rent paid after the 1st must contain late fees and any applicable posting fees. Payments after the 1st of the month must be paid via CashPay.

MAINTENANCE

- If a maintenance issue should arise, a maintenance request form must be filled out and submitted to the office. These forms are printed on blue paper and will be given to you at the time of your lease signing. You may complete a maintenance request at www.AllCountyPreferred.com or fax your request to (321) 607-3707. We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request.
- When making a request, be specific about the problem and where it is located. Remember to include your name, address and the best time and contact number(s) to reach you.
- Tenants must be prepared to schedule time and make themselves available during normal business hours to let a vendor or repair-person into the property. Otherwise, you must give permission for All County® to provide a key for the vendor to enter during your absence. Please note: all vendors are licensed and insured, but are not affiliated with All County®, as we do not have a maintenance staff.
- Tenants are responsible for securing any pets that vendor may encounter. Failure to do so will result in work request not being completed and Tenant being charged for the service call.

EMERGENCY MAINTENANCE

- If you have an emergency that cannot wait until the next business day and it is before or after regular business hours, you can call our office and choose the **emergency maintenance request option**. Leave your name, address, telephone number and nature of the emergency. **Make sure the number you leave will accept private calls**. Phone numbers that do not accept private calls will not receive a return call and the request will not be answered.
- An emergency is considered a fire, flood, or any other hazardous or dangerous condition.
- An emergency is **NOT** your air conditioning not cooling, the oven not working, a problem with the neighbor, etc.

LOCKED YOURSELF OUT?

- All County® keeps extra keys for each property. During regular business hours you may come by and borrow a key, which must be returned to our office within 24 hours. After business hours, keys are not available and you will have to call a locksmith.
- Be sure to carry all your door keys (handle and deadbolt) with you. When vendors are authorized to enter a property, they are required to secure the premises when they leave. That includes setting the deadbolt or locks whether you set them or not.

CARE AND USE INFORMATION

The following information has been gathered in response to requests from residents looking for guidelines at move-in and move-out times. If you have questions about the use and care for items not on this list, please call All County® Preferred Property Management.

PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY

AIR CONDITIONING AND HEATING UNITS

- All Tenants are responsible for cleaning and replacing the filter at least one time per month. Problems caused from the failure to clean/replace the filter may be the tenant's responsibility.
- Dust can accumulate at room vents as well as the return vent. A small broom brushed against the vent openings will clear away dust and help the unit work more efficiently.
- Do not place furnishings or anything against the return vent that will block airflow.
- Make sure outside unit is clear and unobstructed. Placing objects upon or against unit will cause it to burn up the motor.
- In the event air conditioning is not functioning, make sure the circuit breaker is not tripped. If you detect water around the unit, it generally is because the drain line is clogged. This is usually a result of not changing the filter regularly. A drain line can be unclogged by sucking it out with a wet vac. Pouring vinegar periodically will also keep the line free of buildup.

DRAINS AND TOILETS

- Avoid letting food, hair, grease and too much paper get down the drain.
- Clogged drains caused by food, hair, grease and excessive paper are the tenant's responsibility. Some dishwashers will clog from food left on dishes when put in the machine. Always rinse dishes prior to loading dishwasher.
- An excellent drain cleaning/clearing solution recipe is: 1 cup salt, 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- After bathing remove excess hair left at drain catcher to avoid clogs.
- Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Never put sanitary napkins, diaper or handy wipes, napkins or paper towels down the toilet.

GARBAGE DISPOSALS

- Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

- Disposals are designed to grind up **organic materials only**. Exceptions include banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grinds, bones or any item that is particularly tough. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal.
- If the unit is not operating check the reset button. Make sure everything is cleared from unit and nothing is jamming it. **Problems caused by users are the tenant's responsibility.**

POWER OUTAGES

- If the power goes out in your home, check to see if the whole area is without power. If it is out in the entire area, chances are the provider is already aware, but you can try to call and report it.
- If the power is only out in your home/unit, check the circuit breaker box. One or more circuits may be tripped and you may see them in the off position. If no switch is **off**, turn each switch **off** then **on** to reset the circuits. If this doesn't solve the problem call your energy provider and report it. If they inform you that it is a problem with your individual unit, then call All County®.

REFRIGERATOR COILS/CATCH PANS

- Keep coils on refrigerators free of dust.
- Most refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. It is normal for the drip pan to accumulate water. Please take a moment to get acquainted with your appliances.
- Refrigerators need to have a normal amount of contents in order to stabilize their temperature. Make sure you give your unit enough time to get properly cold.

OVEN RACKS AND PANS

- The easiest way to clean oven racks and pans is to put them in a heavy duty garbage bag (do this outside), add 2 cups of ammonia and seal the bag. Let it sit for a couple of hours, then carefully open the bag (without inhaling the strong odor). Remove racks and pans and the grease will wipe off with very little effort.

MILDEW

- Bleach is the best product for removing mildew that forms around the edges of showers, tubs, tile on the walls, around metal windows and anywhere there is moisture. The easiest way to remove mildew is to cut paper towels in half and fold them in one-inch strips. Dip each strip into the bleach bottle. Lay the bleach soaked strips directly on the affected area and leave it there for several hours. It works great! Remember to wear rubber gloves and have proper ventilation.

HOUSE PLANTS

- Be sure that drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

KITCHEN COUNTERS

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

WOOD DECKS AND PORCHES

- Potted plants and flowers add beauty and appeal to a property. If you have planters or pots, please put “feet” under them so that they are raised up off the deck a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the deck.

LAWN AND SHRUBBERY MAINTENANCE

- Lawns are to be kept mowed and in a neat fashion at all times. Bushes should be trimmed, so as not to grow unruly.
- Sprinkler timers should never be turned off. Hand watering is encouraged when rainfall is not sufficient for maintenance of the lawn, but should observe any local watering restrictions. Brown spots from lack of water and any loss of lawn (due to bugs not reported) will become the tenant’s responsibility.

SMOKE DETECTORS

- Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries at the beginning and end of daylight savings time.

GENERAL CLEANLINESS

- While most of us don’t need reminding, it is important to keep your unit in a clean and sanitary condition.
- Take trash out immediately to trash receptacles. Do not leave trash outside by your door. This will attract bugs and unwanted pests.
- Discard cigarette butts in proper containers, not on the ground. Smoking is not allowed inside of the property or under any covered structure.

FINAL NOTE

- Please be courteous to all neighbors.
- Watch out for children playing.
- Obey all local and state ordinances.

EMERGENCIES

- **If you have a medical or fire emergency, please call 911.**

Utility and Service Directory

Cable / Internet:

- Brighthouse Networks, 866-309-3279 (www.bighthouse.com)
- DirectTV, 1-855-838-4388 (www.directv.com)

Water and / or Sewer:

- City of Mims, 321-264-5130
- Titusville (www.titusville.com), 321-383-5791
- Merritt Island, Port Saint John, Cocoa, Cocoa Beach, Cape Canaveral, Rockledge, Viera to Pineda Causeway, 321-433-8400 (www.cocoafl.org)
- Barefoot Bay, 772-664-5916
- City of Palm Bay, 321-952-3420 (<http://www.palmbayflorida.org/utilities/>)
- West Melbourne, 321-727-7700 (<http://westmelbourne.org/index.aspx?nid=124>)
- Melbourne & Indialantic, 321-608-7100 (<http://www.melbourneflorida.org/watercon/>)

Electric:

- Florida Power & Light (www.fpl.com), 321-723-7795

Gas Utility

- Florida City Gas: <http://www.floridacitygas.com/>, 1-800-993-7546

Garbage:

- Waste Management (<http://www.wm.com/residential/waste-and-recycling-services.jsp>)
- Get the specifics for your area at <http://ww3.brevardcounty.us/swr/garbage.cfm>

GENERAL MOVE-OUT PROCEDURES AND INFORMATION

The following information, check-list, and suggested procedures are intended as advice only and do not necessarily guarantee your landlord will return your entire security deposit; however, it's a great place to start!

1. **LEASE END DATE.** Know the date your lease ends and when your landlord expects you to move-out; there are requirements on how you give notice that you are vacating. Your landlord will need to get into your residence and start making any necessary repairs and/or cleaning. You will likely be charged additional rent and some very steep fees if you stay longer than you are supposed to!
2. **TOUCH-UP PAINTING - DO NOT TRY** to do touch-up painting yourself unless you contact your landlord first and get approved paint colors. Invariably, if you don't talk to your landlord, they will have to re-paint what you did and you will end up paying for the painting twice!
3. **PERMANENT ADDRESS** – Give your landlord a permanent address where they can send your security deposit. If you don't, *any future correspondence (including security deposits) will be sent to the address you just vacated.*
4. **CHANGE OF ADDRESS FORM.** Place a change of address form with the Post Office.
5. **CHECK-IN SHEET.** Find the copy of your move-in sheet *and review it.* If there is additional damage to the property which is not noted on the Move-In/Move-out Sheet, you will be charged for it.
6. **RETURN YOUR KEYS.** Although it may be inconvenient, return your keys and any garage remotes or gate remotes to our office – do not simply leave them in the house where they are liable to be misplaced or possibly taken by some unauthorized person.
7. **CARPET CLEANING.** Tenants should have the carpets professionally cleaned. Ask the office if you need a recommendation for a reputable carpet cleaning vendor!
8. **CLEANING, CLEANING, CLEANING**
FIRST – Always remember that there is a HUGE DIFFERENCE between *SURFACE CLEANING* and *DEEP CLEANING*. Surface cleaning is fine during the year, but we expect you to *DEEP CLEAN* on move-out, meaning clean behind the 'fridge and stove and under the counters and in the oven, etc.

CLEANING SUPPLIES: Before you start cleaning, the following list of supplies will help:

Paper towels

Scrub sponges

Scrub brush

Windex (HINT: use old newspapers to wipe-off the glass after spraying with Windex)

Spic and Span, Mr. Clean, Pine Sol, or other detergent

Toilet bowl cleaner

Stain remover (if necessary)

Large pail or bucket

Trash bags

Light bulbs

Drip pans (for stove)

CLEANING CHECK-LIST

The following is a check-off list to help you deep clean your residence*. The list is general and is only a guide for your property:

I. GENERAL CLEANING/LIVING ROOMS/BEDROOMS

Brush off ALL cobwebs on porch, ceilings, in corners, inside closets, etc.

Clean all baseboards with a mild soap solution.

Clean all drapery rods and mini-blinds with a wet sponge.

Clean walls, floors, shelves in closets.

Wash and clean dirty areas on all walls.

Remove all nails; if you paint over patched holes, you may have to paint the entire wall if paint does not match.

Clean all doors, exterior and interior, sides and tops side with sponges.

Wash all windows, inside and out. Wipe spotless.

Wash and clean all window tracks and ledges spotless.

Clean hallway stairway banister if applicable.

Remove all globe covers of light fixtures, including porch lights, dining light fixture if applicable; wash inside and out.

Scrub all floors.

Vacuum all carpets (Including closet interiors). Replace all burned out light bulbs.

II. KITCHEN CLEANING

STOVE:

Do not apply excessive water to electric wires.

Clean surface areas, tops, rear, sides and front.

Do not use oven clean compound on exterior areas, broiler pan, or drip pans.

Clean or replace drip pans (if applicable).

REFRIGERATOR:

Defrost. Do not use sharp objects to scrape off ice!!!

Remove all water inside, remove shelves and drawers.

Clean all interior parts with warm soap solution, rinse, wipe dry and replace.

Clean all interior areas including ice trays, door shelves, etc.

Leave refrigerator plugged in and set low temperature setting. Do not leave unplugged.

OTHER:

Wash and clean exhaust fan filter and vent housing inside and out.

Wash and clean exterior and interior of dishwasher.

Wash and clean all cabinets and drawers inside and out

Wash and clean countertops and wood molding.

If applicable, remove rectangular housing for ceiling light; wash and clean.

Turn on disposal and flush thoroughly with water.

III. BATHROOM(S)

Wash and clean ceramic bath tile.

Use all mildew stain remover or shower cleaner to remove hard water stains or mildew stains.

Clean out interior and exterior of tub and toilet thoroughly.

Clean sink thoroughly, wipe, and dry all chrome fixtures.

Clean mirrors, light housing fixtures, interior and exterior of all cabinets, towel bar, tissue holder etc.

Don't forget registers, all woodwork, etc.

IV. OUTSIDE

Pick up and remove all trash, put in yard trash bags

Mow and rake the lawn, picking up any twigs, branches, etc.

Make sure all garden hoses and tools are not broken, replace as needed.

DO NOT TURN OFF the sprinkler system (if one is present)

*Please refer to your lease agreement, as you may be required to have a professional perform a general cleaning and floor cleaning at the property.