



Dear Tenant,

Welcome to your new home. We are very pleased that you have chosen one of our properties as your new home. We know that you are eager to get settled into your home and we want to help you make the transition as seamless as possible. We understand that problems can arise with any move and have tried to anticipate your needs for a smooth transition.

Please take the time to review the information in this handbook as it provides important information about your new home and answers to frequently asked questions. Clear communication is the key to a successful relationship between the Property Management Team and its tenants and we hope that you will find this book useful.

If, at a future time, you should decide that you would like to purchase a home, our staff of professional and knowledgeable Realtors® are ready and able to help you find the perfect home to meet your needs.

Kellar Realty & Property Management, Inc. is committed to providing quality service to all of our tenants. Each of our team members plays a specific role to best serve your needs. If you have a question or require further assistance, please do not hesitate to contact your Property manager.

We look forward to working with you.

Sincerely,

Kellar Realty & Property Management, Inc.
Property Management Team

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TENANT HANDBOOK

Taking Possession of Your New Home:

At the time of lease signature, a signed copy will be provided to you and your Property Manager will schedule a move-in inspection. At the walk through inspection, any defects noted will be included on the property checklist. The property is rented to you in an 'as is' condition and therefore, only major defects considered unacceptable or hazardous will be repaired.

Utilities:

Please remember to have all the utilities put in your name effective the first day of your lease. If you have any gas appliances, including a gas hot water heater, the gas must also be put in your name. Please see attachment for a list of local utility companies.

Contact Information:

All tenants are required to have telephone accessibility and to provide us with their home, cell and work phone numbers and email address. Please be sure to notify your Property Manager if any of your information changes.

Tenant Portal:

The portal can be accessed through our website at: www.kellarrealty.com
An activation code will be emailed by our management team that will allow you access to the portal. You will be able pay your rent and submit maintenance requests.

Renters Insurance:

Kellar Realty & Property Management, Inc. or the owner, shall not be liable or responsible for loss or damages to articles of personal property belonging to the tenant. It is advised that ALL tenants maintain fire and theft insurance for their personal property as well as liability coverage. The property owner's insurance does not cover your personal property. Hurricane, Fire, or broken water pipes are examples of situations that cause damage or loss to personal property. If your home is located in a low lying area or near a body of water, there may be a risk of flooding. Please discuss appropriate coverage with your Insurance Professional.

Change to Named Tenants:

Before a new person (18 years or over) can be added as a tenant, they are required to complete an application and pay the \$50 application fee. If their application is approved, their name will be added to the lease as a tenant. Minors can be added by submitting a written request to our office.

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Pets:

Not all property owners will allow pets of any kind in their properties. Please check with your Property Manager for information on whether domestic animals are allowed. If you have a pet at the time you sign the lease, your pet's information will be included in the lease and a non-refundable fee will be charged at the time of lease signature. Pets that visit you on a regular basis must be added to the lease and a non-refundable fee paid. If you wish to add a pet during your tenancy, please contact our office for prior approval. Your lease requires that you have your carpets professional cleaned and treated for fleas upon move out. Copies of invoices for these services should be handed to your Property Manager.

Parking:

All vehicles shall be parked in assigned areas (garages, parking lots, driveways or parking pads, etc.) or, curbside on Public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed, insured and operable at all times. No vehicle repair (except minor repairs such as changing a tire) is allowed at any time. No oil/fluid stains are permitted 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.

Keys:

Kellar Realty & Property Management, Inc. keep extra keys for each property.

If you lose your keys, you can come to the office and collect a replacement during normal working hours. Please call ahead and let us know so that we can have one available. A \$20 charge must be paid at the time of collection.

After normal business hours keys are not available. Please call a locksmith at your own cost. If the lock is changed you must furnish Kellar Realty & Property Management, Inc. with two copies within 72 hours.

Please note that Property Management Vendors are authorized to enter your property to do an inspection, they are required to secure the premises when they leave including, deadbolts and locks – Please ensure you have your keys with you at all times to avoid a lock out.

Changing Paint Colors:

If you want to change the décor in any way, please put your proposal in writing and submit it to your Property Manager along with a sample of the paint color or drawing of proposed work. If approved, you will receive written confirmation. All work tasks must be done in a professional manner and must be inspected and approved by Kellar Realty & Property Management, Inc.

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after completion. Any reimbursement amount agreed with Kellar Realty & Property Management, Inc. will occur after inspection and approval by your Property Manager.

Security/Alarms/Video/Television/Satellite Dish:

Please make NO additional or auxiliary security alarm/video/ telecommunication or satellite dish installation at the property without prior written permission. Installation of a satellite dish on any roof is prohibited. The security alarm code should be provided to Kellar Realty & Property Management, Inc. within 48 hours of the system activation of the system.

Routine Home Inspections:

Your Property Manager will be scheduling a routine inspection of your homes approximately every six months. The inspection is a contractual requirement and is included in your lease. Your Property Manager will notify you in advance when he/she is planning to do the inspection. You do not need to be home for the inspection. The Property Manager will need access to the entire house and yard. All pets must be secured for the duration of the inspection. The Property Manager will be taking photographs of any damage found in your home and documented. You will be notified in writing of the problem and you will be given 7 days to rectify the problem.

Maintenance Problems:

If a maintenance issue arises, you may submit your request in the following ways;

1. You may submit a request online via your tenant portal at www.kellarrealty.com when filling out the online work order request, be specific about the problem, and include your name and the best phone number where you can be reached.
2. If you do NOT have access to the tenant portal, you may contact us by phone at 904-269-7253

When your work request has been approved, you will be notified by one of our Vendors to set up an appointment. You are responsible for meeting with the Vendor at the appointed time. If you fail to keep the appointment, you may be charged by the Vendor for a trip fee.

PLEASE DO NOT TEXT YOUR MAINTENANCE REQUEST TO YOUR PROPERTY MANAGER

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Routine Maintenance:

As you become settled in your new home, you will need to address some routine maintenance procedures. Maintenance items that you are responsible for include, but are not limited to the following:

1. Light bulb replacement
2. Change Air Conditioner filters monthly
3. Regular lawn and yard maintenance (where applicable)
4. Smoke detector battery replacement
5. Dryer vent cleaning (where applicable)
6. Oven exhaust fan filter cleaning
7. Normal insect control (bees, spiders etc.)
8. Collection and disposal of pet feces.

Getting to know your home:

When you move into a new property it is helpful to familiarize yourself with the important items are located, please take time to locate the following:

1. Main circuit breaker
2. Gas shut off valve (where applicable)
3. GFI plug(s)
4. Electric & Gas meters
5. Main water shut off valve
6. Hot water heater

Plumbing Maintenance:

1. Clogged drains caused by hair, grease and soap are the responsibility of the tenants.
2. Kitchen sinks and garbage disposal maintenance is the responsibility of the tenant, please avoid putting foreign objects in the garbage disposal
3. Non-biodegradable Items that cannot be put in the disposal include, but are not limited to:
 - Plastic and metal
 - Bones from any animal
 - Grease
 - Egg shells
 - Corn cobs / husks or any fibrous vegetable
4. Regularly clean the disposal unit by using ice cubes. The hard ice chips help break down the buildup of waste below the seal and in the grinder wheel.
5. Grinding a citrus fruit such as a lemon can help eliminate the odor buildup, the citric acid is a natural cleaning agent.



Leaking Toilets:

Tenant is responsible for minor repairs such as leaky toilets due to loose or worn flapper, broken handles and chains. If you are unable to make the repairs please call us for help.

Sewer stoppage:

Stoppages are the responsibility of the tenant except for root intrusion into the lines. Care should be taken to avoid disposal of personal hygiene products, paper towels and excessive toilet paper. Tenants will be responsible for cleanup and repair of any damage caused by an overflowing toilet.

Septic systems:

Please ensure that you do not park on the septic tank or drain field and do not allow children to dig around this area. Do not flush feminine products down the toilet as this will not decompose or allow effluent to drain. If you are unsure of the location of your septic system please contact your Property Manager.

Water wells:

Some of our more remote properties may have a water well, please familiarize yourself with the location of the pump and the corresponding circuit breaker.

Irrigation systems:

Locate the position of sprinkler heads, be careful when mowing the yard around the location to avoid damage.

Hot water heaters:

In the event of a malfunction, turn off the water heater at the circuit box.

Electric Issues:

If the power is only off in your house/unit, check the circuit breaker box. One or more circuits may be tripped and you may see the switches in the off position. If no switch is off, turn each one off and then on to reset the circuits.

Circuit Breakers:

Most circuit breakers will be located in the garage or utility room. If you are experiencing problems, make sure that none of the circuit breakers have tripped, reset if necessary.

Heating, ventilating & Air Conditioning units (HVAC)

1. Filters need to be changed monthly
2. Intake vents should be vacuumed monthly

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3. Return vents should be kept clear of obstruction
4. Condensation line should clean and clear of obstruction
5. Areas around the condenser should be kept clear of debris and other obstructions
6. Do not allow weeds and grass to grow up and around the condenser unit
7. If your thermostat is digital, batteries may have to be changed twice a year

HVAC FAILURE, we understand this is an uncomfortable situation during the hot weather, and every effort will be made to schedule a service technician as soon as possible.

Roof:

Do not go up on the roof of your home for any reason. If you have a leak, please notify us as soon as possible. You are responsible for causing any further damage caused by the leak. Cover the area with a tarp or use a bucket to catch water leakage and remove anything from the area that may be damaged by further leaking.

Appliances:

We do our best to ensure that all appliances provided in your home are in good working order. In the event of appliance failure, the service technicians will have to order parts and there may be a delay in repair. Every effort will be made to repair promptly however, Kellar Realty & Property Management, Inc. Realty Inc. are not responsible for food spoilage.

PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS TO YOUR PROPERTY MANAGER IMMEDIATELY.

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Lease Termination:

Within 75 days of lease expiration, you will receive a notice inquiring about your plans to renew. Please indicate whether you wish to renew or vacate the premises. The letter of intent to renew or vacate must be in writing and received by us at least 60 days prior to renewal date. If we do not receive the 60 day notice to renew or vacate your lease will automatically renew on a month to month basis at an additional lease fee of \$150 per month until a new lease has been signed.

Upon receipt of your renewal intention letter, your Property Manager will contact the owner of the property to discuss the renewal. Your Property Manager will call you with the outcome of the conversation. If both owner and tenant are in agreement with the terms of renewal, you will get your new lease in the mail no later than 15 days prior to the expiration of your existing lease.

If you decide not to renew your lease, your Property Manager will contact you about placing a lockbox on your door to allow the home to be showed to prospective tenants. You will be given 24hrs notice before any showing. Please do not let any prospective tenants into your home unless accompanied by a licensed Real Estate Agent. Showings will be scheduled between the hours of 9.00 a.m. and 7.00 p.m. unless otherwise authorized. Your lease allows us to enter your home for the purpose of showing the property.

Breaking the Lease:

If you should break your lease, you will be responsible for all costs incurred in securing a new tenant and any rent owed until the home is rented again. We remarket the home in the same manner as we market other vacant homes. When the new tenants move in your financial obligation will cease and only the accrued amount will be owed. Kellar Realty & Property Management, Inc. reserves the right to utilize your security deposit in the event of non-payment or for costs associated with tenant securement.

Common charges incurred if your lease is broken:

1. Lease breaking fee
2. Rent until new lease takes effect
3. Lawn maintenance
4. Advertising

YOUR SECURITY DEPOSIT MAY NOT BE USED AS YOUR LAST MONTHS RENT

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Move out cleaning procedure:

1. Carpets should be professionally steam cleaned and deodorized – submit receipt to Property Manager at the time of inspection.
2. Clean home thoroughly including, ceiling fans, AC vents, baseboards, all cabinets inside and out.
3. Windows cleaned inside and out.
4. Appliances cleaned inside and out (leave refrigerators unplugged with doors open)
5. Repair screens as necessary
6. Clean and disinfect bathrooms thoroughly
7. Mow, trim, edge, rake and water the yard. Flower beds should be free of weeds and all bushes trimmed.
8. Dispose of trash in the appropriate manner
9. Garage and any outside structures should be free of debris and garbage
10. Pools should be cleaned and chemically balanced
11. If you own a pet, your home should be fumigated by a licensed exterminator, submit receipt to the Property Manager at the time of the inspection.
12. If home is not cleaned to an acceptable standard, Kellar Realty & Property Management, Inc. is authorized to retain the cost of cleaning from your security deposit.

Move out inspection policy:

Move out inspections are made between the hours of 9.00 a.m. and 4.30 p.m. Monday through Friday.

All personal items and furniture must be completely removed from the property and year prior to the inspection. Possession of the home must be surrendered before the inspection is completed by returning keys and remotes into our office at:

Kellar Realty & Property Management, Inc.
2219 County Rd. 220
Unit 318
Middleburg, FL 32068

Please note that utilities MUST BE left on until after completion of the inspection.

THIS IS A STRICTLY ENFORCED POLICY BY KELLAR REALTY & PROPERTY MANAGEMENT, INC.

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Return of Security Deposit:

Full security deposit refunds will be processed within 15 days upon satisfactory completion of;

1. Approved move out inspection
2. Lease provisions in full compliance
3. No damage to premises – must be in same condition as date of move-in.
4. No unpaid late charges
5. Forwarding address left with Property Manager
6. All keys and remotes returned to Kellar Realty & Property Management, Inc.

Where charges are due from tenants for cleaning, repairs etc. your security deposit partial refund will be returned to you with an explanation of charges within 30 days of your move out.

EMERGENCY PROCEDURES:

NON DISASTER – Kitchen fire, hot water heater burst, burst water pipe etc.

1. Secure the area from further damage where appropriate
2. Ensure everyone is safe
3. Turn off water, electricity or gas – as situation demands
4. Notify Kellar Realty & Property Management, Inc.
5. Contact your Insurance Agent.
6. Provide Emergency reports (fire, police, insurance etc.) to Kellar Realty & Property Management, Inc. within 5 days of occurrence.
7. Kellar Realty & Property Management, Inc. will arrange for repairs as soon as possible. Depending on the repair, the Property Manager may want to make a final inspection of completed work.
8. Advise Property Management of any other problems.
9. Tenants are responsible for any loss to the owner due to tenant or tenant guest negligence that is not covered by insurance.

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EMERGENCY PROCEDURES:

DISASTER – Hurricanes, flooding and lightning strikes are the most common form of disaster that we encounter in this area.

A Hurricane Preparedness guide can be obtained on our website at: www.kellarrealty.com

1. Have an emergency preparedness plan, a checklist and storm kit. Local newspapers publish a pull out guide or, go online.
2. Upon first notification that a disaster may occur, complete the Tenant Disaster Plan and fax back or, bring to our office: 904-644-8674. If you are planning on leaving town during the emergency, please make sure Kellar Realty & Property Management, Inc. has your temporary address.

Before emergency evacuation, please ensure you have:

3. Turned off main breaker to the house
4. Turn off all gas lines
5. Turn off main water supply
6. Take all precautions recommended by local news etc.,
7. Secure all outside items to avoid further damage to yours and neighboring properties

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USEFUL NUMBERS:

Clay County:

Police NON emergency	904-264-5555
Fire NON emergency	904-264-3411
Clay Electric NON emergency	904-272-2456
Water	904-272-5999
Garbage	904-278-3016
Animal Control	904-264-2635
School Board	904-284-6500

Green Cove Springs:

Police NON emergency	904-529-2220
Fire NON emergency	904-529-2233
Electric	904-529-2200
Water	904-529-2200
Garbage	904-695-0500
Animal Control	904-264-6342
School Board	904-272-8100

Duval County:

Police NON emergency	904-630-0500
Fire NON emergency	904-630-0434
Electric (JEA)	904-665-6000
Water (JEA)	904-665-6000
Garbage	904-630-2489
Animal Control	904-630-2489
School Board	904-390-2000

St. John's County:

Police NON emergency	904-630-0434
Fire NON Emergency	904-209-1720
Electric	904-665-6000
Water	904-209-2700
Garbage (Seaboard Waste)	904-285-0991
Garbage (Advanced Disposal)	904-287-1005
Animal Control	904-209-0746
School Board	904-547-7532

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