



## TENANT HANDBOOK

727-867-3767

**TENANT HELP LINE** ext. 1  
**TENANT EMERGENCY** ext. 2

**E-Mail [tenant@rexrentals.com](mailto:tenant@rexrentals.com)**  
**[WWW.REXRENTALS.COM](http://WWW.REXRENTALS.COM)**

## Questions & Answers

**MAIN DOORS OPEN**  
**M - F 9:00 AM - 5:00 PM**  
**CLOSED SAT/SUN & HOLIDAYS**



Rex Rentals & Realty, Inc. does not discriminate on race, color, religion, sex, national origin, familial status, disability or source of legal income. We comply with all federal, state and local laws concerning discrimination.





## **Numbers You Can Use**

### **Duke Energy**

443-2641

Central Office

### **Frontier**

1-800-921-8102

### **Teco Gas**

826-3300

1800 9th Avenue

North

### **Spectrum Media**

1-855-594-1175

### **City of St.**

### **Petersburg**

Water Department

893-7341

325 Central Avenue

### **City of Gulfport**

893-1000

2401 53rd Street

South

### **County Water**

464-4000

### **Pinellas County**

### **Schools**

586-1818

### **Emergency**

911



## The Emergency Line

Use of the emergency line is available to you as a Tenant. **This is Voice Line 2.** Please think out if the call is an emergency or a call that just needs to be returned.

### **Some emergencies would be:**

- ☎ Refrigerator Not Working
- ☎ Broken Water Pipe(not drain line)
- ☎ Heat Not Working
- ☎ AC System Not Working
- ☎ Toilet Backing Up
- ☎ No Hot Water

### **Non-Emergency, but please report on Voice Line 1:**

- ☎ Drain Line leaking under sink
- ☎ Roof Leaking
- ☎ Dripping Faucet/Running Toilet

It is our goal to have a service tech out the same day. However it is not always possible. If you use the emergency line for non-emergency messages, most likely you will not receive a call back.



## Smoke Detectors

Your housing comes equipped with a smoke detection device. It is located in an area that Fire Marshal's recommend. Because of the location it should not go off prematurely. This warning appliance could save you and your family's life.

In your lease agreement you have agreed to maintain the smoke detector. Monthly you should push the test button and make sure that it is functioning properly. It also is against the law to tamper with , to make not work, or remove it.

If the smoke detector is not operating properly please report it immediately.

If you have a fire call 911 after you get yourself and family to safety. Please report the fire to us thereafter.

## Referrals

The greatest compliment is to tell your friends and co-workers about us. We are always willing to help in finding clean affordable housing.

We pride ourselves in our service to you, tell others!



# Your Cooling System in



&

# Heating System in

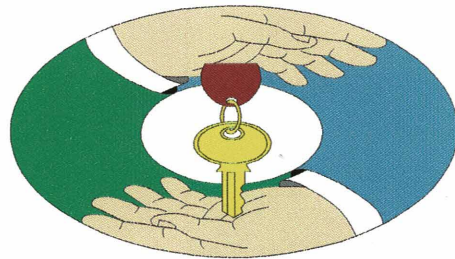


No matter what type of system you have some basic practices hold true for all air-conditioning packages.

The most important aspect is to keep the filter clean. This means change the filter every 30-45 days. If you are not doing so the system will over work, costing you more money, and most likely break downs.

If you are not sure how to change your filter contact us. We will be more than happy to show you how.

It is also very wise to check your system to insure that it is going to operate properly. The first week of April you should start the AC and see if it is working, in the first week of October you should start up the heater. If you are having problems contact us. This will save every one a headache. A little in advance planing can make sure that the change of seasons does not get to you.



## Locked Out?

If you are locked out you may call us on the emergency line. However this is not a free service nor is it a priority call. You will be required to pay a \$15.00 service fee, all additional lock out calls will be \$25.00.

**TAKE PRIDE IN  
YOUR HOME**





## The check is in the mail is no excuse

It is your obligation to deliver your payment at our office. It is located at 3110 1st Avenue North Suite 2-N. It must be in our office by 5:00 pm. The central doors are normally open from 9:00 am to 6:00 p.m.. Monday - Friday. The office is not open on weekends or holidays.

If you decide to use the US Postal Service your payment is considered late if it is not Postal dated by the first day of the month. Sorry in house stamping systems are not acceptable(i.e. Piney-Bowes).

The date on your check does not matter, it is the date of reception in our office. Late fees will be attached to any late payment.

**FOR YOUR OWN  
PROTECTION  
DO NOT BRING CASH,  
MONEY ORDER OR  
PERSONAL CHECKS ONLY**



## Carpet & Floor Care

Carpet and floor care are an important factor in household upkeep. It is your responsibility to keep the carpet and floors stain and tear free.

The easiest and best care for carpet is vacuuming it three times a week. Keeping soil and dirt build up out of the "pile" is the best thing for carpeting.

Once every six months you should deep clean the carpet either professionally or with a rented machine.

Your kitchen and bathrooms are vinyl covered with either tile or sheet products. It is very important that you do not drag items across the floor. Cuts and tears are your responsibility and you will be expected to pay for any such damage.

Remember upon move out that you must clean the carpets and flooring. On the carpets this means a "steam" or "deep" cleaning. We have this service available at fair rates.



## UNDERSTANDING MOLD

Mold consists of naturally occurring microscopic organisms which reproduce by spores. Mold breaks down and feeds on organic matter in the environment. The mold spores spread through the air and the combination of excessive moisture and organic matter allows for mold growth. Not all, but certain types and amounts of mold can lead to adverse health effects and/or allergic reactions. Not all mold is readily visible, but when it is, can often be seen in the form of discoloration, ranging from white to orange and from green to brown and black, and often there is a musty odor present. Reducing moisture and proper housekeeping significantly reduces the chance of mold and mold growth.



## PRECAUTIONS & CLEANING

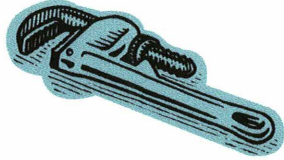
It is a known fact that many problems with mold can be effectively taken care of by using simple household cleaning supplies and regular household inspections..

- ✓ AVOID EXCESSIVE MOISTURE
- ✓ AIR OUT BATHROOMS WHEN DONE USING
- ✓ INSPECT REGULARLY FOR WATER LEAKS UNDER SINKS, LAUNDRY ROOMS
- ✓ KEEP AC FILTER CLEAN AND INSPECT DRAIN LINES

Most importantly it is to control water spills and overflows in the household.

Cleaning is essential part of mold control and is the tenant's responsibility. Many household products are very effective.





## Keeping the Sewer System Free & Clear

If a plumbing problem arises and a health risk we try to have a qualified service tech out that day. On weekends, it usually takes longer for a response due to the fact that only one plumber is on call.

If the problem is minor and not a health risk, the plumber will be out usually no later than the next day.

### **HEALTH RISK**

We consider it a health risk when the sewer line is backing up. How can you tell the difference between a sewer line problem and a plugged toilet? Normally if it is a sewer line problem there will be back up in the shower stall or bath tub.

If it is a toilet problem only, it will be the only system problem. **DO NOT** continue to use the toilet when it is backing up.

### **CLEARING A TOILET**

Many times a backed up toilet can be cleared by plunging it. The use of a plunger is a simple process. You create a suction in the base of the commode by pushing the suction cup of the plunger in the bottom of the toilet. The suction action is caused by pushing down and pulling up, this must be done vigorously.

When the waste in the commode recedes, flush the toilet, and at the same time as the bowl is filling use the plunging action again. As the water recedes back in the commode, do this process again. It may take several times

to clear a toilet, if you can not get it cleared by plunging, please call then.

**NEVER** pour liquid drain cleaners down a toilet. This will not clear a toilet and can be very hazardous to you. It can cause a back splash into your face.

### **NON-HEALTH RISK**

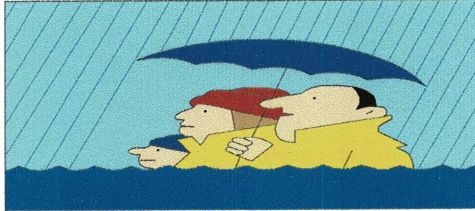
What about a sink that is backed up? Most often a sink will back up when something is blocking the J-Bend in the drain line. Again a use of a plunger many times can clear this problem. It is basically the same process as a commode, but you are covering the strainer (drain) with the plunger. Again you will use the same up & down action.

If you decide to use a "drain cleaner" follow the manufacturer's instructions. **DO NOT** use a plunger with and type of drain cleaner.

### **HELP YOUR SEWER SYSTEM**

- ✎ Do not flush any foreign mater in the toilet. This includes any type of feminine hygiene products. Even though they say "flushable", plumbers will tell you they are not!
- ✎ Believe it or not, diapers are not flushable! Nor is paper towel products.
- ✎ In the kitchen the number one cause for drain back up is grease. **DO NOT** pour your cooking fats down the sink. Pour into a can and throw away with the trash.
- ✎ Hair is the major cause of bathroom clogs. Don't "wash" the hair down the sink. Remove with Kleenex or toilet paper and place in trash. Don't flush it down the toilet!





## Emergency Awareness

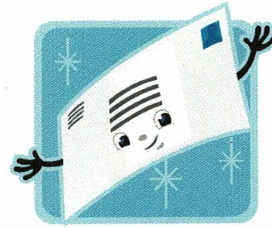
The reason we love Florida so much is the weather. When most of the nation is buried in snow, temperatures below freezing, we have the luxury of the beautiful gulf breezes and the 70's. However, here in the "Sunshine State" we have other considerations of weather.

From June through November we have the *Hurricane Season*. Even though we have advance notice, can track them on maps and watch them on the television, do we prepare for them? Usually not.

Rex Rentals & Realty, Inc., is not liable or available to help you and your family during these times of emergency. It is the responsibility of you the tenant for the securing your household, protecting your family, and knowing the evacuation routes.

In your lease it states you are responsible for your personal possessions. It is highly recommend that you purchase a **RENTERS** insurance policy. Ask your agent what is covered.

Questions 727-867-3767



## Your Address Please!

Contrary to popular belief we at Rex Rental & Realty, Inc. are not mind readers or physics. **Please** on your payment make sure you put your address. This will help insure that it is properly posted to your account

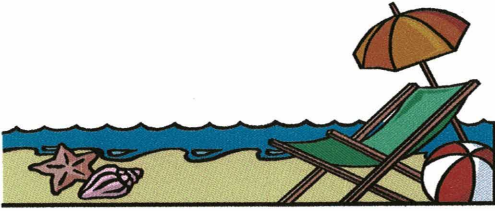


## Water Restrictions

Pinellas County is still under water use restrictions. Once again our water supply is low and the ground level is at flash fire state. What this means is less rain than normal and much dryer conditions.

If you have or suspect a water leak, let us know. Usually these repairs are a minimal cost and can save you \$\$\$ on your utility bill.

Check with your local utility company on days you are allowed to water the landscape of your home.



## Temperature Rising

Weather conditions have been extremely HOT & DRY. Florida Power is using record amounts power as each day breaks a new records for heat. Your power bill is going to be higher than in the past, but some simple tips can help save some \$\$\$\$.

- ☞ Replace the AC Filter every 30 days. The number one cause of unit break down is clogged coils. The filter is the units oxygen mask.
- ☞ DUKE ENERGY LOAD MGMT Is a poor idea to have on your AC unit. To keep your home comfortable you can not afford to have some one turn off your AC when they want to. You are not only cooling the air, but also the walls, carpets, furniture and everything else.
- ☞ Get light colored window coverings. Dark colors actually draw heat.
- ☞ Don't STARE into the refrigerator. Get your items out quickly. Leaving the door open will make the unit work harder and lose its cool. Over loading will cause the system to fail

also, air circulation is very important.

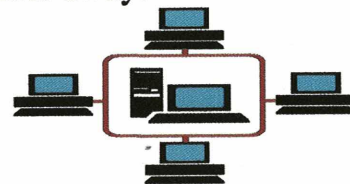
- ☞ Cook out on a grill. Using the oven in the summer time really can add to that electric bill.



## Living Together

No matter if you live in one of our single family homes or in one of our multi-communities you have neighbors. Keeping your yard or common area neat and clean is not only part of your lease its just being a good neighbor. Do you like looking at trash or living in trash? We sure hope not. PITCH IN and help, if you see trash laying about, pick it up.

If you have a multi-community trash bin, close the lid when finished. Help us, help you keep the pests away.



## .On the WEB??

If you are the WEB, you can always reach us at our E-Mail Address.

kym@rexrentals.com OR  
www.rexrentals.com

Make sure your header line is business sensitive, otherwise it goes to E-mail delete.





## Thinking of Buying?

Did you know that we are a fully licensed Real Estate Company? With us knowing your background and a long term working relationship, why go to any other agent when you want to buy?

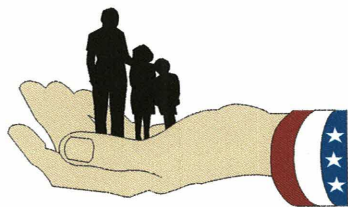
We do not do general solicitation to the public for sales. As a matter of fact, we do not solicit at all. If we do not have a good long term relationship with you, most likely we would not be able to help you in purchasing a home.

Most likely if you are our tenant we have a good relationship. We have the resources and the years of experience to help you in making not just a home purchase, but a good investment.

We have the tools, such as MLS. The people, such as loan officers. And over 35 years of experience.

Thinking of making the most important investment of your life?

Give us a call, we'll be happy to help.



## \$50.00 To YOU!

We have always believed that a good referral is a great way of doing business. We now can offer you a \$50.00 fee for every new tenant you bring us. The rules are easy and the rewards great.

Please make sure you read the rules to insure credit and your referral dollars.

- ⇒ On the application there is a area that asks: "How did you hear of us?" Your referral must put your name there.
- ⇒ To help with the process, call and leave message of the name of the person you are referring.
- ⇒ The referral must qualify to the same standards you did when you came on board.
- ⇒ Upon acceptance and lease signing the referral must make the 2nd month's payment on time.

It is that simple! Your check will be in the mail on the 10th day of the second month that your referral is renting.

**TAKE PRIDE IN YOUR HOME**





## Single Family Living

We want to be the first to say welcome to the neighborhood. Our goal to you is to have you take pleasure from the quiet enjoyment of your new home. With living in a single family home there are more responsibilities than apartment living. You now have a private yard, shrubs, sidewalks, etc. All of these items and so many more are part of your lease. Please keep all the elements of your home in good clean operating order.

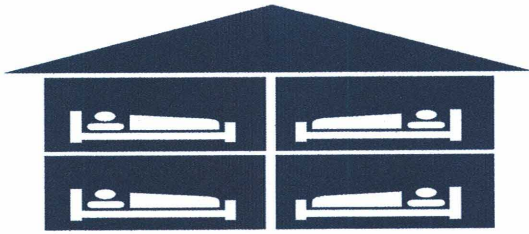
Many times a tenant is not sure of their responsibilities and we try to let you know up front, that we expect you to be diligent in making sure the property is always up to City Code. If you are given a notice from the City, we will be notified also. The home, is up to code upon occupancy, it is up to you to keep that way. If the violation is an Owner issue, it will be taken care of quickly.

If violations occur and they are tenant caused, and you do not respond, one of two things will happen. One you will be billed and payment demand will be made. Or you will be evicted for non-compliance of your agreement.

Communication is very important. Always let us know if you have a situation about your housing that you are unsure of.



Time is money and if you are posted a **“THREE DAY NOTICE”** the full amount of rent will be demanded for collection. If partial payment is made, you may find yourself in an eviction situation. Save yourself the problem. Pay on time! You signed an agreement, it is expected that you will honor that agreement. If you signed an agreement for \$500.00 per month, you have a late fee of \$50.00. You could also be charged a \$20.00 posting fee. Your total rent would be \$570.00 if late!!



## Multi-Family Living

Living in one of our multi-family communities is not always the easiest of life styles. There can be differences in cultures, family orientation, age, religion or a host of other variances. Usually though friendships grow from the closeness of the community.

If you are having a problem with a neighbor, it is your obligation to speak with the people first. If after you are still having problems, please call and let us know. Also for Rex Rentals & Realty, Inc., to get involved, your complaint must be in writing.

A great rule is the golden rule, always respect the rights of the other neighbors. Loud music or shouting is never appreciated by any one. Put yourself in your neighbor's shoes.

Children's toys and personal belongings are not to be placed in public view. At times this can be difficult due to limited space. However there are many portable mini-sheds available at home building supply stores at a reasonable cost. Not only will this help protect your belongings it helps keeping the complex neat and allows the yard maintenance company do their job more proficiently.



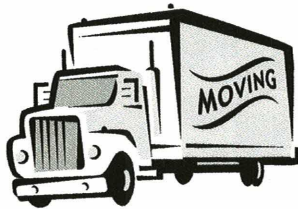
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## Leaving Us?

We hate to see good tenants go, but all good things do come to an end. Remember your responsibility is to give us a 30 day notice in writing prior to vacating. A common error is to give us notice when you pay rent. This is not proper. Florida law states that the notice must be given prior to the next leasing period. What this means if you want to move out at the end of July, notice must be given before June 30th.



## Moving

Over the time you have spent with us, damages are going to occur, this is only natural! These following reminders will help you in getting a security deposit refund.

- ✍ Clean the carpets & floors. We highly recommend that you use a professional company. Most

of the time they can get those stains out that you can't.

- ✍ Clean out the refrigerator of all food items. Use a good disinfectant cleaner (such as Clorox). Turn off appliance or unplug and leave the doors open.
- ✍ Clean the oven, stove top and drawer. Remember to clean the grease trap on the stove top. Replace the drip pans.
- ✍ Inside and out kitchen cabinets, cupboards, drawers must all be empty and cleaned.
- ✍ Bathrooms should not have soap scum build up on the tile. The bowl and vanity need to be cleaned and disinfected. Don't forget to clean the inside and mirror of the medicine cabinet.
- ✍ Overall you received the home that you lived in very good condition. We anticipate that you will return it in like condition.



## Key Delivery

Finally you have got the place back in tip top shape! Please remember to delivery your keys to our office. This is the legal act to show that you have given the property back to the landlord. With out doing so you may be considered as still in possession.