



TENANT INFORMATION

THANK YOU for renting through FLARENT, INC. It is a pleasure to welcome you as our tenant. The properties we manage are kept in a clean and well-maintained condition. This may be what attracted you to the property in _____ **(Property Address)**. 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. We believe that if you are familiar with some of your obligations and responsibilities, most misunderstandings will be avoided and consequently, a better relationship will be established between us.

We are managers for the owners of rental properties and bound by legal contracts with them, as well as with our tenants.

We believe we can best serve the interest of the owners by offering complete, courteous, and prompt service to you, the tenant. However, both parties to any lease or rental transaction have certain obligations and responsibilities. You are requested to read your lease agreement. We will be happy to answer your questions.

SHORT TERM LEASE: Flarent, Inc. does not subscribe to a short term lease (less than 6 months). A lease term that is over 6 months but less than 12 months is the minimum length lease that will be written. If you have elected to enter the minimum period lease your rent will be at a higher monthly rate for the privilege of having less than a one year lease.

INITIAL FULL INSPECTION: Your property manager and you (new tenant) will do the move-in inspection together before any furniture is moved in and after the make ready condition of the property is completed. The inspection form will be completed by the property manager and signed by you the tenant. This form is used to evaluate the condition of the property when you move in, and will be also used as a reference when you move out. This does not apply if you are currently renewing. The move-out inspection will be performed by a check list person, your agent and you are not included in this inspection.

OCCUPANCY AND ROOMMATES: If you are renting the premises with other Tenants, remember that you are each jointly and severally responsible for the entire Lease Agreement. Do not incorrectly assume that if you pay "your" part of the rent then you are relieved from any further responsibility. The rent in one amount. It is not divided up and apportioned to each Tenant individually. If one Tenant causes a default, the consequences can affect all other Tenants.

If you desire to have additional persons live on the premises you should contact your property manager first. As per guidance from the United States Department of House and Urban Development (HUD), maximum occupancy is two persons per bedroom.

Also, a separate application is required for each adult, 18 years of age or older, intending to occupy the premises. Any new applicant must be qualified just as you were. If an occupant vacates the premises during the term of the lease, they and/or any remaining Tenants should immediately notify the Management office in writing of this change. This could affect how the security deposit is held or later how it is disbursed.

EMERGENCIES: Occasionally you will need to contact your property manager when the office is not open. You should call the office number, 407-339-5797, choose the emergency option, and then leave your message. As soon as you hang up the phone, an on-call person will be paged and will return your call shortly. Help is only a phone call away. However, not every problem can be solved immediately. You have a responsibility to take reasonable steps to protect not only your personal property, but also the owner's property until additional help arrives.

Example 1: If your refrigerator quits cooling, it is your responsibility to take steps to protect your personal items – i.e. food, medicines, etc. – from spoiling. The owner's liability insurance will not cover your loss. Call the office immediately, but do not assume that a service call will be made within a few hours. It may take longer to have the appliance repaired or replaced.

Example 2: If you have a flood resulting from an air conditioner drain – i.e. water pipe leak or sewer line backup – it is your responsibility to take reasonable steps to keep the problem from getting worse: turn off the AC system, shut off the water, don't continue putting water etc. into the sewer. Also, do what you can to protect your personal property from damage. The owner's liability will not cover your loss. *If you have questions about what to do, it is better to call us than no to call.*

INSURANCE: Neither the Owner's nor Management's liability insurance covers you or your personal property. You are responsible for obtaining renter's insurance to protect you and your property. Refer to examples above under "Emergency".

PAYMENT POLICY: All payments due to Flarent, Inc. should be made by Money Order or Cashier's Check after the closing of business on the 1st. If a personal Check has been returned *for any reason*, Flarent, Inc. reserves the right to insist that payments be made by Cashier's Check or Money Order **ONLY, WE DO NOT ACCEPT CASH.** We reserve the right to refuse Third Party Checks, Checks that are out of state or from a payee that is not on the lease. No partial payments or split payments for rent installments.

SECURITY DEPOSIT: Your security damage deposit is made by you to indicate good faith that you will abide by all covenants of the lease agreement. If you do not fulfill your part of the contract, the deposit will be used to reimburse the owner for any loss suffered. If the deposit should be inadequate to cover the loss, you will be billed for the balance. Your security damage deposit is not to be used for the last month's rent. If there is no intention to impose a claim on your security it will be returned to you within 15 days from the end of your lease and vacating of the premises. The premises must be returned in the same condition as it was rented. In the event that damage was caused to the property, its contents, appliances or landscaping or if your cleaning deposit was not sufficient to cover the cost of cleaning, you will be notified by certified mail within thirty days of our claim on your security.

To insure full return of your security damage deposit the following conditions will apply:

- A) You are responsible for above normal wear on the property.
- B) Lawn mowed, rubbish removed, burnt out bulbs replaced (in the case of vanity lights should be the original size color and wattage). Air conditioner filter cleaned or replaced.
- C) The property is to be returned cleaned. **The carpets are to be professionally cleaned.** If you do not comply the mandatory deposit clause for cleaning will apply. In this event this office must be given the time for scheduling this job within your vacating the property. Please note the mandatory charge is minimal. If the condition of the property warrants more than this amount you will be charged. If the cleaning is done after you vacate you will be charged for the utility and rent till cleaning is complete. Please act accordingly not to incur a greater charge.
- D) No damage to the property, its contents, appliances or landscaping through misuse or maliciousness.
- E) In general the property is to be left in the same clean and well-maintained condition, as when you rented it.

- F) Property will be checked out only after you the tenant has vacated and the keys have been returned. During the term of your lease you will be required to take normal care and perform normal maintenance on the property and its equipment.
- G) The refrigerator coils are to be vacuumed, some models have coils on the back, some models have coils at the bottom under the plate, by keeping these areas clean the unit will run quieter and you will save on electric cost.
- H) The air conditioner contains one or two filters. It is your responsibility to keep these filters clean. They must be removed and cleaned or replaced at least once a month; this will save you money on your electric bill and save the unit unnecessary repair.
- I) You must keep your drains free of grease, lint, or food which can clog them, if they are not flushed out occasionally with a good chemical drain cleaner. In the event of garbage disposals, only liquid drain cleaner, which is recommended for use on garbage disposals, may be used. The owner will pay for only stoppages that are caused by faulty construction, such as mortar or stones in the sewer, or by tree roots.
- J) Your garbage disposal may at times need to be reset. This may happen if too much food is put down the drain at once without enough running water. The reset button is generally on the side or the bottom of the unit and should be pushed in. If this does not start the unit use a self-servicing disposal wrench, (obtained from any hardware store), to give it half a turn, (in bottom hole).

Please note if there is an overhead crawl space on the premises, this should not be used for storage, as it is not meant to hold weight upon it. Please keep this information with your lease. Do not hesitate to ask questions we prefer to have a clear understanding at the onset than to have a misunderstanding later.

Tenant(s) (TENANTS SIGN NAMES HERE)

SAMPLE