

# Welcome to your new home!

To: All New Tenants  
From: PalmOasis Realty & Management Inc.  
Subject: Tenant Handbook

Welcome to your new residence and PalmOasis Realty & Management Inc. We would appreciate it if you would let us know your new phone number as soon as possible. **Remember to also have all the utilities put in your name** (where applicable) effective the first day of your lease.

The following is designed to answer frequently asked questions, and to minimize confusion related to caring for the property and interacting with PalmOasis Realty & Management Inc.

Included here are:

- PalmOasis Realty & Management Inc. contact list
- Maintenance guidelines
- Care & Use information
- Utility and service directory

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

PalmOasis Realty & Management Inc.

4411 Bee Ridge Road, Suite 233

Sarasota, FL 34233

PalmOasis Realty & Management Inc. Main Phone Line (941) 323-9513

Your Property Manager Is:

Chris McIver

## PAYING RENT

- Rent is due on the 1<sup>st</sup> of each month or otherwise stated in your lease agreement, and may be mailed to our office.
- Make checks payable to : PalmOasis Management, 4411 Bee Ridge Rd., Suite 233, Sarasota, FL 34233
- Rent may be paid by personal check, money order or cashier's check. NO CASH! **Remember that late charges are assessed five days after payment is due.**
- Please put your name and rental address on your check/money order *every time* to ensure that you are properly credited with the payment.
- Be sure checks/money orders are completed with names of payer & payee. **PalmOasis Realty & Management Inc. will not be responsible for cash or incomplete money orders left on the premises.**

## MAINTENANCE

- If a maintenance issue should arise, you may complete a maintenance request form at [www.palmoasismanagement.com](http://www.palmoasismanagement.com) and fax your request to 941-365-5511. 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 remember to include your name, address and the best number(s) to reach you.
- Tenants must be prepared to schedule time and make themselves available to let a repair person into the property, or give permission for PalmOasis Realty and Management Inc. to provide a key for the technician to enter in their absence.
- Tenants are responsible for securing any pets that the technician may encounter on their visit to the property.

## EMERGENCY MAINTENANCE

- If you have an emergency that cannot wait until the next business day and it is before or after our regular business hours, you can page us on our EMERGENCY CELL NUMBER 941-323-9513. Be sure that you are using a phone that accepts incoming calls.
- An emergency is a fire, flood, or any dangerous or hazardous situation.
- An emergency is **NOT** an annoying sound, sprinklers going off in the middle of the night, etc.

## LOCKED YOURSELF OUT?

- It's a good idea to leave a spare set of keys with a friend/neighbor. However, if you hide the keys and they are discovered, the locks should be changed and it will have to be at your cost.
- Be sure to carry all of your door keys (handled and deadbolt) with you. When technicians are authorized to enter a property to make a repair, they are required to secure the premises when they leave. That includes setting the deadbolts or locks whether you set them or not.

## CARE & 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 PalmOasis Realty & Management Inc.

Most of our properties have care manuals for appliances provided by the owners. Please refer to them first whenever there is a problem. Answers are often found in these guides.



PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY

### AIR CONDITIONER AND HEATER MAINTENANCE

- All tenants are responsible for cleaning or replacing the air handler filter(s) at least twice a year, preferable at the beginning of the fall and spring seasons. Problems caused by failure to clean/replace the filter may be the tenant's responsibility.
- Dust can accumulate at air return vents as well as at fan vents. A small broom brushed across the vent opening will clear away any dust and help the furnace or fan operate efficiently.

### GAS WATER HEATERS

- If your residence has a gas water heater, it is prudent to turn off the gas at the unit when the residence is vacant for more than 30 days. On any gas appliance, new or older, if the pilot light goes out you may detect a gas odor, which should dissipate in a few minutes after airing out the room. If the odor persists call your local gas company immediately.

### POWER, FURNACE & HOT WATER HEATER OUTAGES

- If the power goes out in your unit or house, first check to see if the whole area is without power. If it is out in the area, chances are the electric company already knows about it, but you can try calling them to report it.
- If the power is only out 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 switch **off** then **on** to reset the circuits. If this doesn't solve the problem, call your local electric company.

### DRAINS

- **AVOID** letting food, hair and excess soap get down the drains.
- Clogged drains caused by hair, grease and soap are the tenant's responsibility. Some dishwashers will clog from food left on the dishes when put in the machine.
- An excellent drain cleaning/clearing solution recipe is: 1 cup baking soda, 1 cup vinegar, followed by 8 cups boiling water. We recommend performing this treatment monthly to avoid build-up.
- Hardware stores carry "hair catchers" to place in sink and tub drains that significantly help keep drains free of hair.

## 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 items only**. Exceptions include: banana peels, artichoke leaves, celery stalks, flower stems, coffee grounds, bones, or any item that is particularly tough. **NEVER** put paper, plastic, glass, aluminum foil or grease in the disposal.
- **ALWAYS** be sure to check the power switch (usually under the sink), try the reset button (somewhere on the machine), and remove all contents before calling for maintenance. **Problems caused by users are the tenant's responsibility.**

## REFRIGERATOR COILS/DRIP PANS

- Keep coils on refrigerators (especially freezers) free of dust.
- Coils need free air flowing around them to operate efficiently. **Failure to keep coils clean may cause the appliance motor to burn out.** The replacement of a burned out motor due to dirty coils may be the tenant's responsibility.
- Some refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor.
- **Please take the time to get acquainted with the appliances in your unit.**

## 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 outdoors), 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.

## PLUMBING FIXTURES

- **NEVER** use abrasives on brass or gold fixtures.
- It is best to wipe fixtures clean after each use.
- If brass needs to be polished, please use a product specifically designed for use on brass.
- Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger nearby. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed.
- **Tenants must be prepared to plunge the toilet to clear clogs and avoid damage from overflows.**

## WATER DAMAGE

- Tenants must take care to avoid water damage caused by allowing water to sit on counters and floors.
- Care must be taken to ensure that shower curtains are inside the tub, and that shower doors are completely closed when taking a shower. Water on tile floors can seep through the grout and cause dry rot on the floorboards below. Water can also seep around the edges of linoleum and damage the flooring below. We recommend putting something such as a mat, towel, or rug on the floor to keep these areas dry to prevent damage.
- Water can easily be splashed into the space behind the faucet in the kitchen or bath and damage the counter surface. Please be sure to keep these areas dry to prevent damage.

## **SLIDING GLASS DOORS, SCREEN DOORS AND SHOWER TRACKS**

- It is imperative that dirt and debris regularly be cleaned out of sliding door tracks. Rolling over dirt, leaves and pine needles that frequently accumulate in the tracks can damage the wheels on sliding doors, especially the heavy glass sliders. Please make it part of your cleaning routine to clear tracks.
- Please do not use oil or WD40 to lubricate slider doors or screens. Lubricants only attract dirt and gum up the wheel mechanisms.
- In order to retard the growth of mold in the tracks and at the bottom of shower doors, keep the tracks clean. Use an old toothbrush and do a regular monthly cleaning, it's much easier than doing one major cleaning at move-out time!

## **MOLD**

- Bleach is the best product for removing mold that forms around the edges of showers, tubs, on tile walls, around metal windows, and anywhere there is moisture. The easiest way to remove mold is to cut paper towels in half and fold them into one-inch strips. Dip each strip into the bleach bottle and hold your finger against it as you draw it out. Lay the bleach-soaked strips directly on the mold and leave them there for several hours. It works like magic. Remember to use rubber gloves, and air out affected rooms.

## **HOUSE PLANTS**

- Be sure 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.

## **CERAMIC TILE – MOLDED TUB AND SHOWER WALLS**

- Dilute 1 part white vinegar in 5 parts water for cleaning all ceramic tiles and molded fixtures.
- **NEVER** use scrubbing compounds such as Comet or AJAX on molded fixtures, as these products will permanently scratch the surfaces.

## **MINI BLINDS**

- When cleaning mini blinds, don't soak them – the finish may bubble and peel. Spray them with a mild soap and water solution and wipe them. Weekly dusting or wiping can save a lot of work later.

## **SMOKE DETECTORS**

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

## **WOOD DECKS/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 of the deck a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the deck.

## **HARDWOOD FLOORS**

- **NEVER** use a mop for cleaning or applying oil. Use a soft cloth only. It is best to sweep and dust regularly.
- Kitchen areas only: once every 3 months clean floors with a small amount of vinegar in water.
- Periodically clean floors with Murphy's oil following the directions on the label.
- Use throw rugs in front of the sink and the stove to protect these areas from water and grease.

## **MARBLE AND GRANITE**

- **NEVER** use any acidic or abrasive cleaning products including vinegar. It is best to use warm water and a sponge with a small amount of dishwashing liquid such as Dawn or Joy.
- Marble is a porous material. Be careful that water run-off from plants is not left standing on the surface. It will **permanently stain** the marble.

## **SMOKING POLICY**

- All homes are considered non-smoking
- If there are smokers in the residence please provide adequate disposal remedies to prevent potential hazards and unsightly debris.

# UTILITY AND SERVICE DIRECTORY

## St. Petersburg

**Cable, Phone, & Internet:** Brighthouse 727-329-5020  
Comcast 866-915-9154  
Direct TV 800-280-4388 or 800-531-5000  
Verizon 800-483-4000

**Water:** St. Petersburg Water Service 727-893-7341

**Electric:** Progress Energy 727-820-5151

**Gas:** Teco/Peoples Gas 877-832-6747

## Bradenton

**Cable, Phone, & Internet:** Brighthouse 941-748-1822  
Comcast 941-371-6700  
Direct TV 800-280-4388 or 800-531-5000  
Verizon 800-483-4000

**Water:** Manatee Utilities 941-792-8811

**Electric:** Florida Power & Light 941-917-0708  
Peace River Electric 941-758-1118

**Gas:** Teco/Peoples Gas 877-832-6747

## Sarasota

**Cable, Phone, & Internet:** Comcast 941-371-6700  
Direct TV 800-280-4388 or 800-531-5000  
Verizon 800-483-4000

**Water:** Sarasota County Environmental Svcs 941-861-6790  
City of Sarasota Utilities 941-954-4197

**Electric:** Florida Power & Light 941-917-0708

**Gas:** Teco/Peoples Gas 877-832-6747