

# **Welcome to Oceans Luxury Realty Tenant's Handbook**

**Oceans Managing Group @ Oceans Luxury Realty  
761 W Granada Blvd  
Ormond Beach FL 32174  
Office: 386-255-8585**

**Office Hours:  
Monday-Friday  
8:30 a.m.-5:00 p.m.**

Thank you for becoming a part of our  
Oceans family.

**Please keep this document in a safe place for future  
reference.**

***For the most up-to-date version of this  
handbook, check our website at:  
[www.OceansManagingGroup.com](http://www.OceansManagingGroup.com)***

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## **General Rules and Regulations**

### **Part of your Lease**

This *Tenant Handbook* is part of your lease agreement and is legally binding on both parties. The designation, (OMG) *Oceans Managing Group* will be referenced throughout this handbook.

### **The Property**

Congratulations on leasing this home! Please think of it as your own. During the term of this lease, you are in possession of the house and the yard. Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises accordingly.

### **Rental Payments**

**All rents are due and payable, in advance, on the first day of each month.** Monthly bills will not be mailed. Payment should be made in the form of cashier's check, check or money order, made payable to:

*Oceans Managing Group (OMG) 761 W Granada Blvd, Ormond Beach, FL, 32174*

You may also make your payment online via your portal in Appfolio. If you need assistance in setting up your portal, please contact OMG. Please **WRITE YOUR ADDRESS** on your payment to assure proper credit to your account. All correspondence with our office should contain your property address. Payment must be received on or before the close of business on the 1<sup>st</sup> of each month. If you choose to send your rent in the mail, please send it several days ahead of the due date to account for delivery time. *Holidays and weekends do not affect the date your rent is due.*

You may pay in person, during normal office hours. For your after-hour convenience, there is a drop box by the front door. Rents that remain unpaid beyond the 3<sup>rd</sup> day of the month are delinquent and are subject to additional fees. Also, Tenant will additionally be responsible for charges and posting fees incurred to deliver a *Three-Day Notice*.

### **Returned Checks**

If the returned check makes your rent payment late, a \$50.00 late fee will be applied in addition to 5% of the check amount. All amounts due must be paid in full at the time of notification. If a personal check is returned for any reason, OMG reserves the right to insist that all future payments be made by certified funds only. OMG does not accept third party checks.

### **Contact Phone Numbers and Email Addresses**

All Tenants are required to have telephone accessibility and to provide OMG with their home, cell, and work phone numbers. Please be sure to notify OMG of any change in contact information. Even unlisted numbers must be provided. A contact e-mail address should also be provided.

### **Default of Rental Checks**

If the rent is not received by the close of business on the 3<sup>rd</sup> day of the month in which it is due, the Tenant will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due. If rent is paid while a legal action is in process, it must be in the form of certified funds. A separate written agreement must be reached if legal action is to be stopped.

### **30-Day Written Notice**

A thirty-day (30) notice must be submitted in writing to the OMG Property Manager. This 30-day notice applies to the end of any lease expiration date, or even if you plan to vacate prior to your lease expiration date. All 30-day notices should state a definitive date, along with your forwarding address and any/all new contact information.

### **Keys and Locks**

Alteration or replacement of locks, installation of bolts, knockers, mirrors, or other attachments to the interior or exterior of doors requires approval of OMG. OMG must have keys to each lock on the house. All keys must be returned to OMG upon vacating the premises.

If mailbox keys are needed, they may be obtained from the local Post Office. A copy of your lease agreement may be needed to provide proof of residence.

### **Trash, Garbage and Recycling**

All garbage, trash and recyclable materials must be placed in appropriate containers. OMG does not provide trash receptacles and/or containers. All containers are to be stored out of view from the front of the house, the exception being on trash or recycle pick-up days.

### **Condominium/Homeowner Associations**

Tenant is responsible to obtain a copy of the condo or homeowner association's restrictive covenants or declaration and rules, in the event the rental premises are subject to the rules, regulations, covenants, and restrictions of a condominium or homeowners association. Tenant agrees to abide by all applicable rules and regulations. The lease is subject to the approval of the condo association or homeowner's association and Tenant agrees to pay any association application fees necessary for such approval (if applicable).

### **Disturbances, Noise, and Nuisance**

All Tenants and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passersby. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind may be cause for eviction. This includes loud or offensive music, vulgar or profane language, gathering in the driveway or front of the house drinking alcoholic beverages, etc. If music or other sound can be heard outside the perimeter of the premises leased, it is considered too loud.

### **Move-In/Move-Out Condition**

When you rent a home from OMG, we strive to ensure that all items are in good working order. Please report any maintenance or repair requests during your first 5 days of possession.

### **Semi/Annual Inspections**

OMG will conduct semi-annual inspections of the premises to note its condition. You will be notified of deficiencies, if any, that are a Tenant's responsibility and you will also be instructed to correct the deficiency in a timely manner. Failure to correct deficiencies once you have been notified could be considered a breach of the Lease Agreement and grounds for termination.

### **Parking/Vehicles**

All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or curbside on public streets where allowed by controlling ordinances. Parking on the grass, sidewalks and any other areas that are not specifically designated for parking is strictly prohibited. All vehicles must be registered, always licensed and operable. No vehicle repairs, other than tire-changes, are permitted at any time. Oil/fluid stains on garage floor, driveways, walkways, or any other areas of the property are prohibited. Catch pans should be used to catch oil and fluid leaks from vehicles.

## **Guests**

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 72 hours. Only those listed on the rental application may occupy the premises. Tenant is responsible for the behavior of their guests. All portions of this agreement apply to your guests.

## **Emergency Maintenance and Repairs**

An emergency exists when danger is present or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls. To report an emergency, call the on-call service at 386255-8585. Be sure to include your telephone number along with your property address in your message. **If the emergency involves a fire or similar emergency, please notify the proper authorities at 911 before calling OMG.**

- If there is a major water leak, immediately turn off the water supply to the home and contact OMG.
- If there is a gas leak (natural, LP, propane etc.), immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify OMG.

See Emergency/Disaster Procedures (pages 16-18) for additional procedures.

## **Insurance**

It is strongly urged that you obtain a renter's insurance policy. A copy of your declarations page should be given to OMG the first month you occupy the premises. Please notify your insurance company that OMG is the Lessor and must be notified of any change.

Tenant understands that the Home Owner's property insurance does not cover Tenant's personal property or protect Tenant from loss or liability.

## **Pets**

No pets, animals, snakes, or birds, etc. of any kind are allowed on the premises, regardless of whether such pet or animal is owned by Tenant, unless you have specific written permission from OMG in the lease agreement (pet addendum), have completed the pet application and have paid a non-refundable fee for each pet or additional pet rent per month.

Should OMG find that a pet is being or has been kept on premises without the required permission, application, application fee and the executed Pet Addendum, the fee will immediately be assessed, and in addition, the non-compliance may be considered grounds for termination of the Lease Agreement.

Tenant will be charged for spraying for fleas and/or repair of any damage caused by the pet. Tenant is responsible for your animal at ALL times.

### **Smoke Detectors**

Check to make sure smoke detectors are operational upon move-in. Notify OMG if you are not able to operate them. Please check the battery regularly, and replace the battery as soon as it begins to lose charge. Disabling a smoke detector is a violation of your lease and the law. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

### **Security/Alarm/Video/Television/Satellite Dish**

Please make no additional or auxiliary security/alarm/video/satellite dish or telecommunications installation at the property without prior written permission. Any necessary written authorization must be provided for Management's signature by the Tenant with specific location of the installation and name of the service provided. The security/alarm code is to be provided to OMG within 48 hours of the activation of the system.

## **Maintenance, Damage and Repair**

### **Put Maintenance Requests in Writing**

Maintenance Requests must be placed in writing by going to our website at ***www.OceansManagingGroup.com***. Be specific about the maintenance request. Requests are handled during business hours Monday - Friday.

### **Scheduling Maintenance**

If you have contacted OMG for maintenance and/or repair, you are responsible for scheduling any necessary service calls with vendors once the vendor has contacted you. Tenant is responsible for granting the vendor access to the premises.

### **Tenant Responsibility**

All "breakdowns", system failures and structural defects must be reported to OMG immediately. If an urgent repair is needed (i.e., hot water heater leaking) **Tenant is responsible for stopping further damage from occurring**, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker serving that appliance or area until the repairman arrives. OMG will arrange with vendors to make the necessary repairs within a reasonable time. Tenant will not be reimbursed for any unauthorized repairs made.

### **Unauthorized Repairs/Property Changes**

OMG must authorize ALL repairs and/or maintenance that the Tenant wishes to make. Please do not make any repairs or authorize any maintenance without written permission from OMG. Rent cannot be withheld because of needed repairs nor can the cost of repairs be deducted from the rent.

If you wish to change the house décor in any way, please provide us with a written proposal along with a sample of the paint/wallpaper or drawing of the proposed work, such as adding a fence etc. If the proposed change is approved, you will receive a written confirmation. All work must be done in a professional manner, and must be inspected and approved by OMG after completion. Any reimbursements agreed to, if any, will occur after inspection and approval of OMG.

### **Heating, Ventilating, AC (HVAC) Systems**

All HVAC filters need to be changed monthly. Keep the A/C return vents free of obstructions such as furniture, clothing, and draperies. Keep the condensation drain line clean and free of obstructions. The perimeter around the outdoor unit/condenser should be kept free of any debris and obstructions. Keep the grass and weeds around the condenser trimmed so that it does not obstruct the unit's performance.

**NOTE:** An HVAC system failure **does not** constitute an emergency. We will make every effort to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend, or holiday, it may not be possible to have a technician scheduled until the next regular business day.

### **Pest Control**

Please report any pest issues within your first 5 days of possession. Any future infestation of any kind, other than termites, are considered to be Tenant responsibility. It is the Tenants responsibility to report any such infestations. OMG assumes no responsibility for the control of roaches, mice, ants, fleas or other pests. Tenants will be charged for any damage caused by

uncontrolled pests, including but not limited to ants building nests in the HVAC system and damaging the system.

### **Lawns, Irrigation, Sprinkler Systems**

Tenant is expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of the property. This care includes regularly cutting the grass, watering the lawn, trimming shrubs, edging all driveways and curbs, treating fire ant mounds, treating for lawn pests, treating for chinch bugs in St. Augustine grass, cleaning the roof and gutters of leaves, debris and pine needles, and preventing vines from growing onto the house. Keep shrub and tree growth away from the roof, eaves, and sides of the house. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass etc. Any problems or repairs need to the irrigation/sprinkler system must be reported in writing to OMG within 5 days of taking possession of the premises. If a notice is not received, OMG will assume that the irrigation/sprinkler system is in good working order and any necessary repairs/maintenance will become the responsibility of the Tenant. It is the responsibility of the Tenant to keep the irrigation/sprinkler system in good working order, including resetting the electric timer if necessary and replacing broken sprinkler heads. It is the Tenant's responsibility to comply with the water restrictions for your area.

### **Light Bulbs**

All burned out light bulbs are to be replaced during Tenants occupancy. Upon move-out, all lights, including flood lights, must be equipped with the proper number and kind of bulb. All decorative bulbs must match.

### **Plumbing/Septic Systems**

Tenant is responsible for keeping all sink, tub/shower, bathroom, and toilet drain lines open. Do not allow anyone to throw anything into the plumbing system or use it for any purpose other than that in which it was intended. Diapers, sanitary items, diaper wipes, condoms, Q-tips, coffee grounds, cooking fat and oils, cat litter, or cleaning wipes are not to be flushed down any toilet, or placed down any of the sink drain or otherwise deposited into the house sewer/septic.

If your property is on a **septic tank** sewer system, in addition to the items listed above, do not flush wet-strength paper towels, cigarette butts, facial tissues, shop cloths or other non-decomposable materials into the sewer. These materials do not decompose and will fill the septic tank and block the system. Regular septic tank maintenance is critical to avoid blockage, backing up of water into the property, and responsible for costly

septic tank repairs. Tenant **must** purchase an appropriate enzyme product and flush into a functioning toilet, as directed on the product. Tenant will be responsible for any damage, stoppage, or blockage unless it was caused by mechanical failure of the plumbing system.

### **Waterbeds/Flotation Bedding Devices**

Tenant will be responsible for ANY damage caused to the premises by a waterbed or flotation bedding device. Tenant will have a current waterbed/flotation bedding device insurance policy in effect during possession of any waterbed/flotation bedding device.

### **Walls and Ceilings**

Please keep all walls and ceilings of the home clean and unmarred. Pictures are welcome to be hung, if the walls are unmarred and clean when you move out. Prior written approval from OMG will be required for any paint and or wallpaper. All walls, baseboards, and trim must be washed and ceilings must be dusted and free of cobwebs before you vacate the premises. All OMG properties are non-smoking properties! You are welcome to smoke outdoors. Tenant will be held responsible for any smoker/tar residue, odor, and/or damage to the premises that result from smoking. Additional security deposit may be required for smoking on the property.

### **Flooring**

Vinyl floors may be washed with a solution of warm water and soap. Do not use gasoline, benzene, and naphtha, turpentine, or any other solvents. Do not apply varnish, lacquer, or shellac to flooring. Do not apply wax to ceramic tile flooring. Tenant will be responsible for any damage to flooring including broken tiles, torn vinyl or improper cleaning procedures. Dust, sweep mop or vacuum floors regularly. Do not let water stand on wood flooring, this can dull the finish, discolor, or damage the wood. Mop or clean any liquid spills with a dry cloth and sticky spills with a mildly damp cloth. Detergents, soaps, or oil soaps should not be used on wood floors. When occasional mopping is necessary, use a wood cleaner applied lightly with cloth and the buff it dry. Unless management gives prior written approval, no shellac or floor refinishing shall be done. Fabric backed guides should be used under furniture legs to prevent scratches. Do not push, drag or slide furniture across the floor, this may damage the flooring or tear the vinyl. Routine carpet care requires thorough vacuuming at least once a week, this will remove soil and help keep the carpet pile intact. Areas of heavy traffic may require additional vacuuming. Before moving in, the carpets are professionally cleaned and must be professionally cleaned upon you vacating. A receipt should to be turned in with your keys. See your lease.

## **Appliances**

Do not use oven cleaner on a self-cleaning oven. Use only cleaners approved for solid surface stoves. Tenant will be charged for damages to appliance resulting from improper use, improper cleaning, or lack of maintenance.

Kitchen appliances must be cleaned regularly, including range hood, filter in range hood, oven, under burners and the drip pans. Please do not put aluminum foil in drip pans. All drip pans must be cleaned prior to vacating the premises. Please clean under the refrigerator, washer, and dryer regularly. Not cleaning all these items regularly causes excessive wear and tear, Tenant will be responsible for those damages.

If there is a fireplace in your home, do not burn pine or any other "sappy" wood. Sap wood causes buildup of residue in the chimney which will increase the possibility of fire risk. The fireplace is not for burning cardboard, holiday paper, pine needles or other items.

When using your fireplace in the residence, please:

1. Open the flue before starting fire and do not close it until all ashes are cool to the touch.
2. Close the fireplace screen or door when the fireplace is in use.
3. Put nothing, including paper and wood kindling, within 3 feet of the fireplace while it is in use.
4. Never leave a fire unattended.
5. Burn only dry, seasoned wood. Never use green, painted, or treated lumber.
6. Never use a combustible material such as kerosene, lighter fluid, or gasoline to start or accelerate the fire.
7. Do not stuff scrap paper, wrapping paper, or Christmas tree pieces into the fireplace.
8. Do not use excessive paper or wood to make a large fire.
9. Wait until all logs and ashes have cooled before disposing of them. Only place them in a metal container away from other combustible materials. If you dispose of a burnt log, douse it with water and place it outside away from combustible materials.
10. Notify OMG of any problems with a fireplace, such as a flue problem or smoke filling a room.

The dishwasher should be used at least once per week. Long periods of inactivity can cause seals to dry and crack and motor may become damaged. Clean around the door for food items and debris and check the bottom of the dishwasher for items that may have fallen after each use.

Garbage Disposals are not for bones, eggshells, greasy items, meat, pasta, rice, or any other similar materials. **If the motor buzzes**, turn the switch to off, as there may be something jamming the blades. Check to make sure that an object of some sort, such as a bottle cap or food utensil, has not fallen into the disposal. Generally, you will find a small red or yellow reset button on the side of the disposal. Almost all jams in disposal are a result of inappropriate items being placed into or falling into the disposal.

### **Washer/Dryer Hookups**

Check all hoses and washers to prevent/correct leaks. Use **burst resistant stainless-steel braided** washing machine hose only. When being away from the residence for an extended amount of time, please turn the hot and cold water to the off position. Check around the machine, walls, and floors, for leaking at least once a month. Always keep the dryer vent and lint trap free and clear of lint and other product build up to prevent fires.

### **Water Heaters (Gas/Electric)**

If your property has an **electric water heater** that is not functioning, check first to see if there is a reset button or that the breaker has not tripped before making a maintenance request.

If you have a **gas water heater**, the pilot light may have gone out. Check manufacturer's instructions or contact the gas company.

## **MOVING OUT**

### **Written Notice**

All notices to vacate must be put in writing to OMG. The notice must include the date you are moving out. We must receive the notice not less than 30 days before vacating. Once OMG receives notice from the Tenant, you will receive Move-Out instructions. Please follow these procedures to ensure the full return of Tenant security deposit.

### **Move Out Procedures**

Upon moving out at the end of your lease, it shall be your responsibility to:

1. Clean both interior and exterior of the house, including appliances, floor coverings and floors.
2. Dispose of all trash and garbage.
3. Close and lock all doors and windows.
4. The carpet must be professionally cleaned, proving the receipt to OMG upon return of keys.
5. Cut and edge the lawn, trim shrubs, weed flower beds and clean the gutters.
6. Provide all utility services and Postal services of your vacating date and forwarding address.

**7. TURN OFF THE ICEMAKER (IF APPLICABLE) and EMPTY ICE BUCKET.**

8. **Turn in all keys and garage door openers** (if applicable) to the OMG office on the expiration date with "Tenant's Return of Possession" form filled out completely and signed by all responsible parties on the lease.

9. OMG may be placing a "For Rent" sign on the property and showing the property for rent prior to the time you vacate the property. Please be considerate when we request a convenient time to show the property.

### **Marketing During the Notice Period**

After you have given notice that you intend to move, the property may be listed for rent. The most probable showing hours are between 9:00 a.m. and 6:00 p.m. OMG will make an effort to accommodate your schedule, however, the property must be available and in good condition during the market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing.

"Inconvenience", out of town guests, and "no one home" are not acceptable reasons to reschedule. You will be called prior to showing. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be confined and litter boxes should be clean and odor free. The better a home shows, the more likely it will rent quickly. The faster a new Tenant is found, the less you will be bothered by showings. A home that shows well benefits everyone.

### **The Move-Out Process**

Once the Tenant has vacated the premises and keys have been received by OMG, we will begin the Move-Out process to determine and expedite return of security deposit to the Tenant. **Keys MUST be returned to Oceans Managing Group office**, please do not leave keys at the premises, per your lease agreement. Tenant is fully responsible until the keys have been given to and received by OMG.

### **Breaking the Lease**

If you default on your lease, you will be responsible for all costs incurred in securing a new Tenant, as well as any damage to the Lessor, monetary or otherwise, incurred as a result of Tenant's default. If you find you must move before the end of your lease, we will market the property promptly, providing that you have given the required 30 day written notice. You must pay a full month's rent for every month until the property is released or your lease obligation ends, whichever comes first.

## **Return of the Security Deposit**

TENANT MAY NOT DICTATE THAT THE SECURITY DEPOSIT BE USED FOR ANY RENT DUE! The security deposit will be refunded within 30 days of your move-out and return of the keys and garage door openers if applicable. Return of the Security Deposit is subject to the following provisions.

- a. Tenant has given thirty (30) days written notice prior to vacating. The full term of the Agreement has expired and Tenant has complied with all other provisions.
- b. All charges due including rents and fees, maintenance or repair costs that are a Tenant obligation, utilities cost that are a Tenant obligation and any other fees or charges that may be required to be paid by Tenant have been paid in full.
- c. No damage to premises or its contents beyond normal wear and tear is evident. All walls are clean and unmarred. Tenant understands that any expenses incurred by Lessor to return premises to the same condition as when Tenant moved in, allowing for reasonable wear and tear shall be paid by Tenant.
- d. The entire dwelling, including but not limited to carpets, bathroom fixtures, floors, windows inside and out, window blinds, ceiling fans, and light fixtures, all appliances, closets, and cupboards are thoroughly clean and free of insects.
- e. All debris, rubbish, and all personal property has been removed from premises and disposed of properly.
- f. If the HVAC system has been left clean and in satisfactory condition and the filter has been changed.
- g. The lawn has been cut and edged, shrubs have been trimmed, and debris properly removed from premises.

## **EMERGENCY/DISASTER PROCEDURES**

### **Make Your Plan Now**

The key to safety and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Do not rely only on authorities. Take charge and plan now so you can be better prepared to act when the time comes. Advanced planning allows for fewer mistakes and greater safety for you,

your family, and the home you are caring for. It is easy to forget even little things in the anxiety which often comes with an emergency. To avoid unnecessary stress, get ready now.

### **Two Types of Emergencies**

The first type is a Non-Disaster Emergency, one that is specific to the property you rent (i.e., a tree falls on the house, or the hot water heater bursts).

The second type of emergency is an area-wide Disaster (i.e., a hurricane, tornado, or flood).

### **Hurricane/Storm Watch/Storm Warning**

Living in Florida, the chances of experiencing a hurricane or heavy storm are quite high. It is important to know and follow proper procedures to safeguard yourself and the property you live in and minimize potential risk and damage.

- A Hurricane/Storm **WATCH** is when hurricane and/or storm conditions *are possible* in the specified area of the watch, usually within 36 hours.
- A Hurricane/Storm **WARNING** is when hurricane conditions *are expected* in the specified area of the warning, usually within 24 hours.

### **What You Do**

Everything an Owner would do to protect the property; the Tenant is expected to do. The first priority is to stop additional damage. We have many thunder and lightning storms, power outages and high winds. An emergency could happen at any time, day, or night. Be prepared. Because we get advance warning for a hurricane, many people choose to leave town. If you leave, you still must secure the property before you leave.

### **Disaster Procedures**

Have an emergency preparedness plan, a checklist, and a storm kit. Stay tuned to the local news media and follow all recommended precautions and instructions. During the storm or before leaving, please be sure to:

1. Turn off main breaker to the house.
2. Turn off the main gas line to the house (Call power company for instructions).
3. Turn off main water supply to the house.

4. Take all recommended precautions by the local news media and storm bulletin publications. Do not tape the windows.
5. Secure your pets indoors. If it is unsafe for you outdoors, it is not safe for the pets either. If you are leaving the property, do not leave your pets behind. Make arrangements for them as well as yourself.
6. Secure all outside items, such as swing sets, play-houses, lawn or patio furniture, planters etc. Anything that could turn into a flying object during a storm must be secured.
7. Secure house against damage. Follow all recommendations by the local news and emergency preparedness teams in your area.
8. Make sure OMG has a key for your property. If you have recently changed your locks, be sure to furnish OMG with a copy of the key.

TENANT IS RESPONSIBLE FOR SECURING THE HOME AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO; THE TENANT IS EXPECTED TO DO. IF HURRICANE SHUTTERS ARE PROVIDED, YOU ARE RESPONSIBLE FOR PUTTING THEM UP AND TAKING THEM DOWN ONCE THE STORM THREAT HAS PASSED.

### **NON-DISASTER PROCEDURES**

Some examples may be: Small Kitchen Fire, Water Pipe Burst, Hot Water Heater failure, Tree branches Fall on the unit, etc.

Upon first occurrence or discovery of the problem, secure the property from further damage immediately. Following is a summary of what to expect. Please post this note in a visible place. If any of these actions do not occur, notify OMG office immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Tenant Responsibilities:

- Take steps to prevent additional damage immediately.
- Turn off the source of water, electricity, or gas, as the situation demands.
- Notify OMG, if it is after hours, call the emergency line.
- Make claim on Tenant's insurance.
- Notify OMG of Tenant's insurance coverage.
- Provide emergency (police, fire, etc.) report to OMG within 5 days of the incident.
- Provide access for insurance, repair people, etc. to assess and repair damage.

- Notify OMG of delays, “no show” appointments, problems with repairs.

Tenant is responsible for any loss to the Owner due to Tenant negligence. If the damage was caused by a current Tenant or a guest, please be aware all charges not covered by insurance, will be billed to you.

## **Resident Benefit Package**

Welcome to your Oceans Luxury Realty Resident Benefits Package!  
To help you take advantage of your Resident Benefits Package, we've included some helpful information below, including some “action items” to get things started!

What you need to know:

- ★ Resident Rewards: You'll be rewarded for paying your rent on-time with our Resident Rewards program. In the weeks ahead, **watch for your welcome email from Piñata with a custom link** to download the app to your smart device. Earn e-gift cards for simply completing your profile!
- ★ Credit Building: With each on-time rent payment you can track your Credit Building through the same Piñata App as described with your Resident Rewards (no action required here, just use the same app as your rewards app!)
- ★ ID Protection: No action required here! We will set up your \$1M Identity Protection account for you. Simply watch for your email confirmation with your account details.
- ★ Renters Insurance: You're covered! By enrolling into our Resident Benefits Package, you meet the insurance requirements of the lease agreement. You'll receive your Evidence of Insurance via email in the coming weeks. \*Should you choose to obtain your own policy, you will be required to upload it to our carrier for verification – please see your lease addendum for all the details.
- ★ Filter Delivery: Changing the HVAC air filter is a tenant responsibility per our lease agreement. If your home has HVAC, your air filter(s) will begin arriving on your doorstep shortly after you move-in. All you need to do is change it upon arrival and continue to do so each time a new one arrives approximately every 60 days. Should you have any filter installation or delivery questions please contact Second Nature at [hello@secondnature.com](mailto:hello@secondnature.com) 1-800-308-1186, Mon - Fri 10 to 6 EST.
- ★ Online Portal Info: Pay your rent online, access documents and submit those maintenance requests any time, 24/7. We know life is busy, we provide this tenant portal to help make these tasks easy to accomplish!

Thank you again for trusting Oceans Luxury Realty to be part of your home rental needs and welcome