

TENANT HANDBOOK

**A COMPREHENSIVE GUIDE FOR TENANTS RESIDING IN
PROPERTIES MANAGED BY YOU BUY WE MANAGE, LLC**



YOU BUY WE MANAGE WELCOMES YOU AS OUR TENANT

It is our pleasure to welcome you as our tenant and we hope your experience with us is a pleasant one. To effectuate that goal, we prepared this Tenant Handbook to assist you with your tenancy. Accordingly, this Tenant Handbook is an important reference document that provides rental payment instructions, maintenance guidelines, general information, safety tips, vacation guidelines, emergency instructions, and forms for you to use when necessary.

We ask that you familiarize yourself with its contents and recommend keeping it in a convenient location so it can easily be referred to.

This Tenant Handbook is updated from time to time so for the most up to date version, please check our website at www.YouBuyWeManage.com

Most importantly, we wish you a successful and enjoyable tenancy. If you have questions or concerns, please contact our office.



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MOVE-IN CHECKLIST

- ☐ Locate the breaker box and note the location of the ground fault interrupt (GFI) breakers or switches, and the breakers for the stove/oven, water heater and air-conditioner heating system
- ☐ Locate the water shut off for the house; it is usually in the front yard near the sidewalk or road
- ☐ Locate the water shut off for the hot water and for all sinks
- ☐ Check to be sure the smoke detectors are operational. If they are not functioning, please notify You Buy We Manage.

GENERAL RULES

During the term of this lease, you are in possession of the property and the attached outside premises (yard, driveway, balcony, etc.). Your obligations are similar to those of the owner, and you are expected to care for and maintain the premises accordingly.

Rental Payments:

All rental installments are due and payable on the first day of each month. Although an automatic email will be generated to remind you of an upcoming rental payment, monthly bills will not be sent. Rental payments may be made in the following forms:

- ACH or direct deposit (call or email for instructions on how to set this up)
- Check or money order made payable to You Buy We Manage, LLC.
- Cash

Mailing Rental Payments

All accounting is done by address of the property; thus, write the property address on the payment to assure proper credit. Be sure to allow enough mailing time for delivery, as payments must be received on or before the close of business on the 1st of the month.



Rental Fees and Charges

A \$100 late charge will be incurred for payments made more than 5 days after the due date. Additionally, a bad check fee of \$50 will be incurred if any payment is made with a bad check. The bad check fee, however, although it is usually \$50, depends upon the Lease. Moreover, the amount the bad check was for plus the bad check fee must be paid either in certified funds or a money order within 24 hours of notification or legal action may be taken. If the bad check makes your rental payment late, additional fees will also be due.

Third Party Checks

You Buy We Manage reserves the right to refuse any third party checks.

Default of Rental Checks

If the rental payment is not received on or before the close of business on the 1st day of the month, you will be responsible for all fees, court costs, and legal and collection fees incurred by efforts to collect the rent due.

Contact Phone Numbers and Email Addresses

All tenants are required to have telephone accessibility and to provide You Buy We Manage with their home, cell and work phone numbers. A contact email address should also be provided. Please be sure to notify You Buy We Manage when you change any of your contact information. The Tenant Contact Information Form is attached to this Tenant Handbook on page 14. Please fill it out and return to You Buy We Manage.

Keys and Locks

All locks are re-keyed with each new tenancy. Alterations or replacement of locks, installation of bolts, knockers, mirrors or other attachments to the interior or exterior of doors requires the approval You Buy We Manage. Upon vacating the premises, all keys must be returned to You Buy We Manage or a re-key charge will be applied. If mailbox keys are needed, please contact You Buy We Manage.

Move-in Condition

Please report any maintenance or repair request or damage found during your first 5 days of possession. If no reports are received, the property is assumed to be in acceptable condition.



Regular Property Inspection

You Buy We Manage, after giving ample notice, will conduct periodic inspections of the premises to note its condition. If any deficiency is found, the tenant will be notified and instructed to correct the deficiency. Failure to correct deficiencies in a timely manner may be considered a breach of the Lease.

Trash, Garbage and Recycling

All garbage, trash and recyclable materials must be placed in appropriate containers. You Buy We Manage does not provide trash receptacles or containers.

Condominium/Homeowners Associations

You are responsible for obtaining a copy of the condominium or homeowner association restrictive covenants, declaration, and rules. All rental properties are subject to these rules, regulations, covenants and restrictions. Should You Buy We Manage or the property owner receive notification from the condominium or homeowner association of a violation, you will be responsible for any fees, fines, penalties, court costs, or other incidental costs relating to the violation.

Parking/Vehicles

All vehicles shall be parked in assigned areas or curbside on public streets where allowed by controlling ordinances. Parking on grass, sidewalks or any other areas not designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No oil/fluid stains 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.

Emergency

An emergency exists when danger is present or property damage has occurred or is about to occur. To report an emergency, call the You Buy We Manage office at **(754) 800-9525** or call your designated property manager. If the emergency involves a fire or similar life-threatening situation, please notify the authorities by dialing **911**. If there is a major water leak, immediately turn off the water supply to the premises and contact You Buy We Manage. Similarly, if there is a gas leak, immediately turn off the gas supply valve and contact the gas company that provides service to your location, and then notify You Buy We Manage.



Insurance

It is strongly urged that you obtain a renter's insurance policy. Please note, the property owner's homeowners insurance does not cover a tenant's personal property or protect a tenant from loss or liability. Therefore, we strongly urge tenants to obtain renter's insurance. Please contact You Buy We Manage for more information.

Pets

No animals of any kind are allowed on the premises, regardless of whether such a pet or animal is owned by the tenants, unless you were authorized in the Lease (Pet Addendum). Tenants must pay a non-refundable pet deposit for each pet. Should You Buy We Manage find that a pet is being cared for or has been kept on premises without the required permission, deposit, and an executed Pet Addendum, the pet deposit will immediately be assessed and, in addition, may be considered grounds for termination of the Lease.

Smoke Detectors

Please check the battery regularly and replace the battery as soon as the smoke detector begins to lose charge. Do not disable any smoke detectors; doing so is a violation of the Lease and the law.

Circuit Breakers

Circuit breakers move slightly when tripped. It may appear to be on when it has "popped" or "tripped". The Ground Fault Interrupt (GFI) breaker or switch detects even slight voltage changes and cuts the power during fluctuations. GFIs are usually used where a water source may be present, such as bathrooms, kitchens, exterior plugs and garages. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFIs located at the breaker box are marked with a red or yellow button. Many houses have the GFI at the plug outlet. There may be more than one GFI plug in the house. If these "pop" or "trip", reset them. Refrigerators, freezers, and other appliances that require constant power should not be plugged into GFI outlets.

Pest Control

Please report any pest problem within your first 5 days of possession. If not reported in writing, it is agreed that the premises have no infestation of any kind. Upon discovery, any future infestation must be reported to You Buy We Manage



immediately.

Changing Paint Colors, Wallpaper, etc.

To change the house décor in any way, you must submit in a written proposal to You Buy We Manage along with a sample of the paint/wallpaper or drawing of the proposed work (i.e. adding a fence). If approved, you will receive a written confirmation. All work must be performed by a licensed contractor, approved by You Buy We Manage, in accordance with all HOA/COA rules and building codes, and must be inspected by You Buy We Manage after completion.

MAINTENANCE, DAMAGE AND REPAIRS

Maintenance Requests in Writing

Maintenance requests are to be submitted on the You Buy We Manage website, www.YouBuyWeManage.com. If the vendor does not contact you within 48 hours, not including weekends or holidays, please notify You Buy We Manage so the request can be reassigned. You may fax or email your requests to as well.

Scheduling Maintenance

If you have contacted You Buy We Manage for maintenance and/or repair, you are responsible for scheduling any necessary service calls with vendors once the vendor has contacted you. You are responsible for granting the vendor access to the premises. You Buy We Manage does not provide keys to vendors.

Unauthorized Repairs

You Buy We Manage must authorize all repairs and maintenance. Please do not make any repairs or authorize any maintenance without written permission from You Buy We Manage. You will not be reimbursed for any unauthorized repairs.

Heating, Ventilating, Air Conditioning Systems

AC filters must be changed once a month. The AC return vents should be kept clear of obstruction, such as furniture and clothing. Keep the "condensation drain line" clean and clear of obstructions. The area around the condenser (outside unit) should also be kept clear of debris and other obstructions. Do not allow grass and weeds to grow up around the condenser unit.

NOTE: AC system failure does not constitute an emergency. Every effort will be



made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or a holiday, it may not be possible to have the unit serviced until the next regular business day.

Lawns and Grounds

Although it depends upon the Lease, you are expected to care for the lawn and grounds. This care includes regularly cutting the grass, watering and fertilizing the lawn, trimming shrubs, edging all driveways, walkways and curbs, cleaning the roof and gutters of leaves, debris, and pine needles, and preventing vines from growing onto the house. Keep shrubbery and tree growth away from the roof, eaves, and sides of the house.

Light Bulbs

All burned out light bulbs are to be replaced during the tenancy (including floodlights). Upon move-out, all lights must be equipped with the proper wattage and kind of bulb. For decorative bulbs, all bulbs must match.

Plumbing/Septic Systems

You are responsible for keeping all sink, tub/shower, lavatory and toilet drain lines open. Do not allow anyone to throw anything into the plumbing system or use it for any purpose other than for which it is designed. Sanitary products, diapers, baby wipes, condoms, cotton swabs (Q-tips), coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the house sewer.

If your property is on a septic tank sewer system, in addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not decompose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage and backing up of waste into the property. You must purchase an appropriate enzyme product and flush into a functioning toilet as directed on product.

Walls and Ceilings

Please keep the walls clean and unmarred. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. Do not paint or wallpaper without prior written approval of You Buy We Manage.



Waterbeds/Flotation Bedding Devices

Tenants will be responsible for any damage caused by a waterbed or flotation-bedding device. Tenants must have a current waterbed/flotation-bedding device insurance policy in effect during possession of the waterbed/flotation-bedding device.

CLEANING GUIDE (follow those that are applicable):

- Bathrooms should be cleaned weekly (toilet bowls and base, sink, mirror, floor, bathtub and shower)
- Clean kitchen appliances weekly (particularly the stove, drip pans, under drip pans, oven racks, broiler pan, hood, filter and vent)
- Clean floors weekly
- Clean AC/Heat air return grate and change filter each month
- Blinds should be cleaned and washed semiannually
- Clean and sweep out fireplace (clean fireplace grate, screen and glass)
- Replace burned out light bulbs as needed
- Clean lighting fixtures as needed
- Caulk bathtub as needed
- Sweep out garage as needed

MOVING OUT

Written Notice

A thirty-day (30) written notice must be given to You Buy We Manage you do not desire to renew the Lease. The written notice is required even if you intend to vacate at the end of the current Lease term. The notice should state a definite moving date. If no written notice is given, you will be responsible for paying rent until possession of the property is returned. Once You Buy We Manage receives notice, the tenant must follow the Move-Out Procedures below to ensure the full return of the security deposit.



Move Out Procedures (follow those that are applicable to the Lease):

- ☐ Clean the interior and exterior including all appliances and floors
- ☐ Dispose of all garbage and trash
- ☐ Close and lock all windows and doors
- ☐ Carpet must be cleaned by a professional cleaning company
- ☐ Cut the lawn, weed the beds, edge and trim the shrubs
- ☐ Inform all utility services and post services of the departure date and forwarding address
- ☐ Turn off your icemaker and empty ice bucket
- ☐ Pull main fuses or turn circuit breakers to an “Off” position
- ☐ Turn in all keys on the expiration date with the “Tenant’s Return of Possession” form on page 15 of this Tenant Handbook
- ☐ The electricity and water must be left on for three days after vacating the premises so You Buy We Manage can inspect all electrical outlets, lights and appliances. Failure to do so will result in a charge against your security deposit for power turn on.

Marketing During the Notice Period

After you have given notice that you intend to move, the property may be listed for rent. The showing hours will likely be between 9:00 am and 7:00 pm. You Buy We Manage will make an effort to accommodate your schedule, however the property must be available and in good condition during the market time. Inconvenience is not an acceptable reason 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. All animals should be out of the way and litter boxes should be clean and odor free. The better the property shows, the more likely it will rent quickly. In other words, the faster a new resident is found, the less you will be bothered for showings.



The Move-Out Process

Once you have vacated the premises and the keys have been turned in, You Buy We Manage will begin the move out process to determine and expedite the return of the security deposit.

Breaking the Lease

If you default on the Lease, you will be responsible for all costs incurred for securing a new tenant, as well as any damage to the property owner, monetary or otherwise, incurred as a result of the default. Forfeiture of your security deposit does not excuse you from other obligations of the Lease. You must follow procedures for marketing, cleaning and checkout.

Return of the Security Deposit

You may not dictate the security deposit be used for any rent due. The security deposit, presuming there is no property damage and nothing is deducted, will be refunded within 15 days after move out.

Deficiency

In the event you vacate and the security deposit is insufficient to cover the amount owed, You Buy We Manage, acting on behalf of the property owner, may elect to pass collection of accounts to a Preferred Debt Collection Agent.

EMERGENCY & DISASTER PROCEDURES

Have an emergency preparedness plan, a checklist and a storm kit. Stay tuned to the local news media and follow recommended precautions and instructions.

Disaster Procedures:

1. Turn off main breaker to the house
2. Turn off 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
5. Do not put tape on the windows!
6. If you're at the property secure your pets inside. If you are leaving the property take your pets with you



7. Secure all outside items. Bring in swing sets, play houses, small planters, and anything that could turn into a flying object during high winds
8. Make sure You Buy We Manage has a key to the property

Non-Disaster Procedures

A non-disaster is something that occurs only to your home, such as a kitchen fire, water pipe burst, hot water heater burst, or tree falls on house. Upon discovery of the problem, secure the house from further damage immediately and then contact You Buy We Manage.



(754) 800-9535
(954) 283-7593
info@youbuywemanage.com
www.youbuywemanage.com

TENANT CONTACT INFORMATION FORM

Tenant Name(s): _____

Property Address: _____

Only fill out applicable fields

Primary Phone Number: _____

Home Phone Number: _____

Cell/Mobile Number: _____

Work Phone Number: _____

Fax Number: _____

Email Address: _____

Emergency Contact: _____

Please list any other significant contact information: _____

Please scan and email to info@youbuywemanage.com or fax to (954) 283 - 7593

TENANT'S RETURN OF POSSESSION

The undersigned tenant(s) hereby agrees to have completely vacated the premises located at the address: _____

Tenant(s) further acknowledges returning: all ____keys, and ____ garage door openers associated with the rental dwelling listed above.

Tenant(s) hereby request the property manager inspect the rental dwelling as soon as possible. Utilities are set to turn off on the ____ day of _____, 20____.

Forwarding address: _____

Telephone number: _____

Vacating Tenant – Signature

Vacating Tenant – Print Name

Vacating Tenant – Signature

Vacating Tenant – Print Name

Vacating Tenant – Signature

Vacating Tenant – Print Name

Vacating Tenant – Signature

Vacating Tenant – Print Name

Signed this ____ day of _____, 20____;

Please scan and email to info@youbuywemanage.com or fax to (954) 283 – 7593



We hope that you have found this Tenant Handbook useful and informative. It is our goal to prepare you for a successful tenancy. If you have questions or concerns, please contact our office.