

# Tenant Handbook

Welcome to **Classic Florida Realty** ("Classic").

We have prepared this handbook to assist you in a successful business relationship with our company. After reading the material, if you have a question or concern, please contact us at [TenantServices@ClassicOrlando.com](mailto:TenantServices@ClassicOrlando.com) and we will be happy to assist you. The information provided is subject to change as Landlord/Tenant laws, personnel, policies, and procedures change from time to time.

## COMMUNICATION - *Communication is a key to the success in any relationship.*

### **MAILING ADDRESS: 7512 Dr Phillips Blvd, #50-320, Orlando, Florida 32819**

This is where any notice or legal information is sent. We are a 100% paperless office, except in the receipt of legal notices.

### **WEB SITE: [www.ClassicFloridaRealty.com](http://www.ClassicFloridaRealty.com)**

This is where you can submit online applications, submit maintenance requests and make payment of deductible amounts.

**EMAIL:** Please communicate with the office using the emails shown below, *(no phone calls)*:

**[Repairs@ClassicOrlando.com](mailto:Repairs@ClassicOrlando.com)** - for any maintenance/repair issues beyond the tenant deductible amount. Remember, leases are priced exactly \$1000 per year below market value and you are responsible for the first \$300 of any maintenance or repairs; \$100 with work order submission and balance *(if any)* at time of service.

**[TenantServices@ClassicOrlando.com](mailto:TenantServices@ClassicOrlando.com)** - for any lease and rent questions. \*\*\*Remember to have rent free and clear the evening before the first each month \*\*\* If you remain a tenant in good standing, we cap renewals at 5% rounded up each year.

**TENANT PORTAL:** This is where you can initiate one-time payments, change bank account details and manage your rental account online. This is our ACH vendor and back office software supplier, they can't help you with lease or maintenance issues. Go to:



[www.SimplifyEm.com/login](http://www.SimplifyEm.com/login)

Enter your Email Address

Default Password: **simplifyem** (You may have changed this already to one of your own)

If assistance needed, contact [SimplifyEm.com](http://SimplifyEm.com) at:

**Phone:** [510-790-9066](tel:510-790-9066) (They are a California vendor, so they open at 11am our time)

**Email:** [support@simplifyem.com](mailto:support@simplifyem.com)

---

## **TENANT RESPONSIBILITIES** - what is expected of you as a tenant.

**KEEP US UPDATED** - It is important that you let us know of any significant changes that can affect your account or our ability to reach you. Classic needs to know when you are vacating, changing your phone number or email address, or any other important information. Please contact us with any changes like this.

**RENT** - It is mandatory that rent is pulled automatically on the first of each month. This occurs in the wee hours of the morning (usually around 2am), so it is **VITAL** that you have your rent **FREE and CLEAR** the evening before (last day of the month).

**FEES** – If rent bounces then you have until 5pm 4<sup>th</sup> to initiate payment of rent plus NSF fee for withdrawal no later than the next business day after the 4<sup>th</sup>. If you go past 5pm 4<sup>th</sup> without being **COMPLETELY CURRENT** (as in rent and NSF fee and/or any applicable Multi-Processing fee), then additional fees shall apply per the lease. Fee schedule is as follows:

- If Rent and NSF not received by end of business the 4<sup>th</sup>- \$75 late fee and \$10 per day until paid current are levied.
- If Rent, NSF and Late fees not received by Noon the 5<sup>th</sup> - \$100 three day notice fee. This is for us ordering a notice and has nothing to do with if it is sent or if you pay current at any time during the ordering process..
- If NSF occurs a second time while in occupancy - \$300 multi- servicing fee applies to all other instances.
- If a rent skip is initiated a second time while in occupancy - \$300 multi- servicing fee applies to all other instances.
- If Rent, NSF, Late fees, Notice fee, Multi processing fee is not paid in full by notice due date - \$500 is added to the balance owed and eviction filed.
- One day after filing - \$295 court fee.
- One day after court fee - \$200 Sheriff process service fee.
- One day after Writ is served – A Count 2 action is initiated for the balance of all funds owed, attorney fees, court



*costs, balance of lease and interest at the maximum allowed by law. Criminal conversion charges may be added depending on the circumstances and tenant actions after 3 day notification to vacate or pay.*

**MAINTENANCE** – We price all leases exactly \$1000 per year less than market value (\$83.33 per month), you receive this benefit from day 1 of your lease. After the first three days of occupancy, each tenant is responsible for the first \$300 of ANY and ALL repairs and maintenance, regardless of cause, if pre-existing, if act of nature, code item, etc. We have never had a tenant use more than \$1000 in deductibles in a year EVER, so all tenants have benefited from this system. It provides for a win/win/win scenario; as tenants do not have to worry about small item approval or waste time communicating for trivial issues, the owners are not bothered with notification of repairs for small items and are protected from multiple submissions of trivial work orders, we as the management company do not have to get involved in mundane and trivial issues and can concentrate on looking after the more serious and expensive items. The deductible is a CAP, so if a major item needs repair you are capped at the first \$300 and thereafter, we are invoiced. For the most part small and simple repairs will be cheaper and quicker to handle yourself or by hiring a handyman. If a repair is beyond that scope or likely to be more than \$100 the logistics of ordering service are as follows:

- 1) Submit a Work Order via: [www.ClassicFloridaRealty.com](http://www.ClassicFloridaRealty.com) > Tenants > Maintenance Request
- 2) Submit payment of the vendor trip charge (\$100) using the Pay now button on the maintenance page.
- 3) Any balance of the deductible can be paid using the same method or directly to the vendor at time of service.

A deductible applies to each item or issue, so it does not benefit anyone to wait and save up items such as AC issue called in at the same time a fridge goes down, etc.

**LOCKBOX ACCESS:** For most properties, at move in, you were instructed to store the lockbox under the kitchen sink. If you want to give the vendor access while you are not at home this is the easiest and simplest method to use; just put the lockbox back on the door with a key and let the vendor know code. You will then remove and store back under the sink once the service is completed.

---

## **OCCUPANCY** – What to prepare for and expect when you are ready to take occupancy.

### **ACCESS**

Once all funds are cleared (rent and deposit) and all paperwork has been returned (lease pack and ACH form), we will issue occupancy instructions (usually the day before lease starts).

### **KEYS**

For most properties a single front door key will be provided the day prior to move in. Any other applicable door keys, mailbox keys, remotes, etc. will be in the kitchen draw closest to the sink. However, we do not control mailbox keys or community access keys/parking passes ....if we have them, we will leave them in the draw for you, but if not, you must contact the community office and/or post office to obtain them (sometimes they levy small charges, again this is a tenant responsibility).



## **NO SMOKING PERMITTED**

This applies to ALL properties. There can be no smoking EVER in any of the properties. There is a simple chemical test completed at exit inspection and if trace compounds are found it is documented and the detoxification process is charged to you (this can go far beyond deposit balance).

## **AS IS**

All properties are leased 'as is,' but all electrical appliances and fixtures and all water bearing faucets and drains are to perform correctly. You have THREE DAYS from lease start to identify any items or issues that need to be addressed.

## **UTILITIES**

You must place any and all utilities in your name on or before occupancy. Failure to do so will result in disconnection (causing reconnection fees) and/or additional charges on top of repayment of usage to owner, etc.

## **RULES & REGULATIONS**

You must abide by the terms of the lease, however most properties are located in HOA or COA controlled communities and that means you must also abide by whatever HOA/COA rules apply. We can likely obtain HOA covenant docs if requested (allow a few days for them to arrive), but you as a tenant are fully responsible to obtain them from the onsite office or Community Association Manager and/or contact us for copies. We are not responsible for, nor have the time and recourses, to chase down all the different CAMs and act as 'middlemen'. Most rules are similar in most communities built after 1985, but if you are in doubt over any rule that may apply to your situation, please follow up prior to receiving a HOA/COA notice – Tenants are 100% liable for any/all HOA/COA fines that they cause (usually \$100 per day, per noticed offence).

## **INSURANCE**

The community/HOA insurance, the home-owners insurance policy and/or any of our corporate insurance policies DO NOT COVER any tenant losses. So, we strongly advise you obtain a Renters Insurance Policy. We can help you obtain one, just email Tenant Services.

## **PETS**

All tenants must submit a Pet Addendum and \$200 per animal pet fee prior to occupancy. If you wish to obtain a pet during occupancy, then you must email Tenant Services PRIOR to obtaining or granting access to ANY animal. A Pet Addendum will need to be completed at that time. Also, several condominium complexes do not allow pets regardless of homeowner or management company permission, so please be sure to check the rules first.

---



## **VACATING** - What to do when vacating (regardless of why or under what circumstances).

### **NOTICE**

You must email or send in no less than 30 day notice of your intent to vacate This applies to ALL situations.

### **EXIT INSTRUCTIONS**

- 1) Remove all belongings and trash from the property (interior and exterior).
- 2) Clean all appliances inside and out.
- 3) Clean any carpets.
- 4) Patch picture hook holes and complete all paint touch ups.
- 5) Keep utilities on through Noon of the last day of the month.
- 6) Repair or replace any damaged window blinds.
- 7) Cut and edge yard if applicable.

Put a key in the lockbox you stored under the kitchen sink at move in, then place the lockbox on the front door. Place all other keys, access cards, remotes, etc. in the draw closest to kitchen sink. Email when done and an agent will then arrange an inspection.

### **INSPECTION**

Most inspections are carried out by a third-party vendor/contractor who is capable of providing estimate of repairs and arrange for the work using several different tradesmen.

They will arrive usually the afternoon after you vacate (all tenants must be fully vacated by noon on the last day of a month), but it can be the following day depending on their job schedule that week. It is not usually possible to do as appointments.

### **DEPOSIT**

Once the vendor provides the exit report, any expenses caused by the tenant are itemized and notice and/or balance of deposit are mailed to whatever forwarding address you provided with your exit notice. Usually within 15 days, but 30 days maximum allowed by law.

for expenditures over \$300 to resolve emergency repairs. Classic will notify Owner in a timely manner in the event of any emergency repair.

---

We look forward to your successful tenancy.



**CLASSIC FLORIDA REALTY**  
AND PROPERTY MANAGEMENT

[www.ClassicFloridaRealty.com](http://www.ClassicFloridaRealty.com)

