



## Rainewhite Realty Tenant Handbook

### General Rules and Regulations

- a. Part of Your Lease – **This Tenant Handbook is part of your lease and is legally binding on both parties.**
- b. The Property – You have leased a residence...think of it as your own. During the term of this lease, you are in possession of the residence and in most cases, the yard. Your obligations are similar to those of the Owner, and you are expected to care for and maintain the premises accordingly.
- c. Rental Payments – **All rents are due and payable, in advance, on the first day of each month.** Monthly bills will not be sent. Payment should be in a check, money order or certified funds (**CASH PAYMENTS WILL NOT BE ACCEPTED BY MAIL, YOU MUST RECEIVE A CASH RECEIPT**) and made payable to:

Rainewhite Realty  
533 Eglin Pkwy NE  
Fort Walton Beach, FL 32547

Please mail or deliver your payment to the above address. WRITE YOUR ADDRESS on your payment to assure proper credit. All accounting is done by address of the property. Also, to avoid any misunderstanding, please put your address and phone number on all correspondence with the office.

You may pay in person, Monday thru Friday 8:00am to 4:30pm, at our Fort Walton Beach Office. A receipt will be provided upon request. You may also place your rent payment in the drop box at the office. Rent payments placed in the drop box after 3:00pm will be posted the next day. We do not accept post-dated checks. Rent remaining unpaid beyond the 5<sup>th</sup> day may be offered for collection and will be subject to all collections charges and fees incurred. Rent payment will not be accepted without late fees included. Personal checks will not be accepted for rent if the rent is late.

- d. Phone Number – All residents are required to provide Rainewhite with their home and work phone numbers. Please be sure to notify Rainewhite when you change home or work numbers. You should include your home and work numbers with your first rental payment after you move in, or you may send it to us via fax @ 850-314-0029 or email at [localrentals@cox.net](mailto:localrentals@cox.net)
- e. Returned Checks – The amount of any bad checks, plus the returned check charge allowed by law must be paid in either certified funds or a money order within 24 hours of notification. Otherwise legal action will be taken. After a check is returned to us for insufficient funds, you will be required to pay either with a money order or certified funds for the remainder of the



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lease. If the returned check makes your rent payment late, a late fee will also be due. All amounts due must be paid in full at time of notification.

- f. Default of Rental Payment – If the rent is not paid by the 3rd of the month, this is your notice that your lease and rental agreement may be canceled and a demand for all monies due may be made. You will be responsible for all fees, court costs, legal and collection fees incurred by efforts to collect the rent due. All charges unpaid by the end of the month in which they are charged may be added as additional rent. All remedies and charges for collecting unpaid rent may be used to collect unpaid charges. If rent is paid while legal action is in progress, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped.
- g. Thirty Day Written Notice – A thirty (30) day advance written notice must be given to Rainewhite before vacating the premises. **THE WRITTEN NOTICE IS REQUIRED EVEN IF YOU INTEND TO VACATE AT THE END OF THE LEASE.** The notice must include a specific move-out date.
- h. Breaking Your Lease – The forfeiture of the deposit as penalty for premature cancellation of the tenancy does not excuse you from other obligations of your lease. You will be responsible for paying rent until the day before a new tenant's lease start date. You must continue to maintain the home until a new tenant occupies or you receive written confirmation from us that your obligations have ended. You must leave the premises empty, undamaged and ready for cleaning. Water and power must remain on for 5 business days from the move-out date on your 30-day notice so long as all parties have agreed the lease has been terminated. If the lease has not been terminated you must leave water and power on until the day before a new tenant occupies. If you fail to leave water and power on for the required time you will be charge \$200.00 for reconnecting and rescheduling.
- i. Keys and Locks – Two sets of keys are issued at the time of possession (one set if only one person will be living in the rental.) Alterations or replacement to the interior or exterior of doors requires the approval of Rainewhite. Rainewhite must have keys to each lock on the house. Rainewhite may gain access and make keys if at any time access is unreasonably denied, and charge the cost to the Tenant. All keys are to be returned to Rainewhite upon vacating the premises. If you are locked out of your home, you may check out a key from us Monday thru Friday 8:00am to 4:30pm. There will be a charge of \$35.00 for any checked out key that is not returned within 24 hours. After hours and weekends we recommend calling a lock smith (Marshall's Lock Service at 243-6918.)



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- j. Trash, Garbage, and Recycling – All garbage, trash and recyclable materials must be placed in the appropriate containers, (Rainewhite does not provide these.) All containers are to be discreetly stored. The tenant is required to make arrangements to have garbage and trash picked up. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50-gallon trash bags of recycling materials may be kept on the premises at one time.
- k. Disturbances, Noise, and Nuisance – All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. If music or other sound can be heard outside the perimeter of the premises, it is considered too loud.
- l. Move-In/Move-Out Property Condition Evaluation – Included in your Move-In Package is a Move-In/Move-Out Property Condition Evaluation. Rainewhite provides this form so that you can note the condition of the premises, listing all defective, damaged or inoperable items. Please sign your name, date it and return it to Rainewhite within 10 days of your move-in date. This same report will be used for the Move-Out condition evaluation after you have vacated the premises. **If this report is not returned, it is deemed that no damage existed upon Tenant's taking possession of the premises.**
- m. Periodic Evaluations – As part of our agreement with the Owner of the property, Rainewhite will conduct routine evaluations of the condition of the property. You will be notified of any problems, and given a specific time to remedy them.
- n. Parking/Vehicles – All Vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where permitted. You are not permitted to park on lawns, sidewalks, and other areas not specifically designated for parking. **All vehicles must be registered, licensed and operable at all times.** No vehicle repair (except minor repairs e.g. changing a tire) is permitted at anytime. No oil/fluid stains are permitted on the garage floor, driveway, walkways or any other area on the property. If your vehicle leaks fluids, place a protective covering or pan under the vehicle to catch leaks.
- o. Guests – Only those persons listed on your lease have permission to occupy the premises. Guests are authorized to stay in the rental no more than 14 days throughout the duration of your lease, unless prior written permission is obtained from Rainewhite. You will be responsible for the behavior of your guests. All portions of the agreement also applies to your guests.
- p. Emergency Maintenance/Repairs – An emergency exists when danger is present or property damage has occurred or is about to occur. To report an



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emergency, call 200-6537. Be sure to report the specific emergency and include your rental address and telephone number in your message.

**If the emergency involves fire or similar emergency, please notify the proper authorities at 911 before calling our office!**

- q. Insurance – We suggest you purchase rental insurance. Your personal belongings are not covered by Landlord’s insurance. A copy of your declarations page should be given to management the first month you move in. Please notify your insurance company that Rainewhite Realty is your landlord’s property management company and should be notified of any changes. Failure to purchase renter’s insurance increases your liability towards certain repair costs. If the property is determined to be uninhabitable for any reason the owner will not be responsible for any costs associated with relocating you or your family. Renter’s insurance will generally cover such costs.
- r. Pets – No pets, dogs, cats, snakes, etc. of any kind are allowed on the premises unless approved, a Pet Addendum has been accomplished and the pet fee has been paid. The pet fee is non-refundable unless agreed otherwise. You will be charged for spraying for fleas and/or repairs of any damage caused by the pet. You are responsible for your animals at all times. **The authorization to have a pet on the premises may be revoked at any time without terminating your lease agreement if you do not keep the pet in accordance with the pet addendum.**

### II. WHEN YOU FIRST MOVE IN

- a. Get to Know your Property – **When you first move in, locate the breaker box and note any ground fault circuit breakers.** Some of these are located by or under the sinks and not at the breaker box. Also locate the breakers for the stove, hot water heater and air conditioner. **Also locate the water shut off for the house.** It usually is in the front yard near the house, often close to a front spigot. Also locate the water shut off for the hot water heater and for the sinks. **Locating these items now may eliminate damage to your property later.** See paragraph III. C. for more information about circuit breakers.
- b. Put This Handbook Where You Can Find It – Keeping it near the phone book works for most people. Before calling Rainewhite, see if the answer to your question is in this handbook. We love hearing from our tenants, but need to keep our time for emergencies and urgent matters.

### III. IN AND AROUND THE HOUSE

- a. Heat/Air Conditioning Units/Smoke Detectors – All heat/air conditioning filters need to be changed once a month, and batteries for smoke detectors



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should be changed at least twice a year. A good rule of thumb is to change your filter and test your battery each month when you pay your electric bill, and to change the battery in your smoke detector each year when the time changes.

Many homes have heat pumps for heating and air conditioning. The air coming from the vents will not be warm in the winter and cool in the summer. Heat pumps are designed for the temperature to be set and then to **leave the control alone**. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. During periods of extreme hot or cold temperatures, the heat pump may not keep the house as comfortable as you desire.

Your heat/air conditioning unit has condensation drain line that can become clogged if not maintained properly. Add a half a cup of bleach to the condensation drain line each month to prevent the line from becoming clogged. If water drips from the inside unit, it is usually due to a clogged condensation drain line. Some drains are easy to clean with a wet-dry vacuum. If the line becomes clogged, turn off the unit and clear the drain line. **Tenants who call for a service technician will be required to pay for the service if the line is clogged.**

- b. Circuit Breakers – Circuit breakers move slightly when triggered. It may appear to be ON when it has “tripped”. To reset, turn the breaker in the OFF position, then back ON again. The ground fault interrupters (GFI) detect even slight voltage changes and cuts the power during fluctuations. They are usually used for bathrooms, sink, exterior plugs, garages, and some lights. If you lose power to a plug near a water source, it is usually the GFI. Most GFI’s located at the breaker box are marked with a red or yellow button. Some homes have the GFI at the plug in outlet. When these “trip”, simply reset the breaker as outlined above, or per the instructions on the outlet cover.
- c. Extermination – **Please report any pest problem within (3) days of possession.** If not reported in writing, it is agreed that the premises have no infestation of any kind. Any future infestation of any kind, less termites, shall be your responsibility unless otherwise stated in the lease. You are responsible for termite control. Please notify Rainewhite if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (e.g. ants building nests in the air conditioning unit and damaging the unit).
- d. Changing Paint, Wallpaper, Etc. – If you want to change the house in any way, please put your proposal in writing and submit it to Rainewhite along with a sample of the paint/wallpaper or drawing (e.g. adding a fence). If



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approved, you will receive written confirmation. All tasks must be done in a workman-like manner, and must be inspected and approved by Rainewhite after completion. Any reimbursements agreed to will occur after the inspection and owner approval.

- IV. MAINTENANCE, DAMAGE AND REPAIR** – You are expected to maintain the home and keep it in as good as condition as when you took possession. Only repairs required because of normal wear will be made by Rainewhite. You will be charged for repairs caused by misuse or neglect.
- a. **Put Maintenance Requests in Writing** – Routine maintenance requests are to be accomplished as follows: while in office, complete a Maintenance Request Form; outside of the office you may email [localrentals@cox.net](mailto:localrentals@cox.net) or fax a maintenance request form to 850-314-0029 Attn: Property Management. Be specific about the problem (e.g. RIGHT – the right burner on the stove does not work; WRONG – the stove isn't working). Write clearly and legibly. **Be sure to include your name, rental address and telephone numbers on all maintenance requests.** If a repair person does not contact you within 48 hours (not including weekends and holidays) after reporting the problem, please notify Rainewhite by telephone 850-314-0026.
  - b. **WHO DOES WHAT** – All “breakdowns”, system failures and structural defects must be reported to Rainewhite immediately. If an urgent repair is needed (i.e. hot water heater leaking) **YOU** are 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. Rainewhite will make necessary repairs within a reasonable time.

Examples of maintenance that you are expected to do at you own expense:

- Replace light bulbs
- Torn or damaged screens
- Replace heat/air conditioning filters **EVERY MONTH**
- Relight gas furnace or hot water heaters
- Treat for fire ants and other lawn pests
- Keep roof and gutters free and clear of debris
- Replace batteries in smoke/carbon dioxide detectors (please notify Rainewhite if detectors do not work)

Examples of maintenance Rainewhite will make at no expense to you, unless the parts cost less than \$25.00:

- Repairs to heat/air conditioning system from normal use
- Replace heating units for hot water tanks from normal use
- Remove broken electrical components



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Repair/paint rotted wood (Please notify Rainewhite of Wood rot)  
Treat for termites

Examples of repairs for which you will be held responsible:

Replace heating elements/hot water tanks if caused by empty tank  
Repairing burst water pipes when caused by freezing weather if  
exposed pipes are on the exterior of the rental unit

Any unusual damage or extraordinary wear on any of the floors,  
walls and/or ceilings that is caused by pets, animals, children,  
guests, smoking or any unusual or unreasonable use.

Damage to shrubbery, trees or plantings

Window damage (if damage was not reported on 10-day Move-In  
Property condition report)

- c. Authorized Repairs – Tenants are authorized to make small repairs where the cost of the materials/parts to make repair is less than \$25. Examples of small repairs are replacement of toilet flapper valves and stove elements. Tenants who call Rainewhite for small repairs (materials/parts cost less than \$25) will be billed for the first \$25 of the total bill unless the repair was necessary due to tenants damage (tenant will be responsible for entire cost).
- d. Unauthorized Repairs – Please do not make any repairs where the parts/materials to make the repairs are more than \$25 or authorize any maintenance without written permission from Rainewhite. We must authorize all repairs over \$25. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.
- e. Lawns and Grounds – You are expected to care for the lawn and grounds, unless otherwise noted in the lease, keeping them in as good condition as when you took possession. This care includes regularly cutting the grass; fertilizing the lawn; trimming shrubs; edging all walkways, curbs, and driveways; treating fire ant beds; cleaning the roof and gutters of leaves, debris, and pine needles and keeping vines from growing onto the house. You are required to report any condition, which can cause damage, permanent or temporary, to the grounds, and to treat for lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flower beds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover (pine straw, pine bark, etc.) must be maintained by the Tenant.
- f. Lawn Irrigation System – If your property is equipped with a lawn irrigation system it is your responsibility to know how to operate and maintain the system. The pump must be used at least once a week to prevent rust within the pump. The pump **MUST** be drained prior to freezing temperatures. If a lawn pump freezes and becomes damaged you



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will be charged for repair or replacement. Broken sprinklers heads are your responsibility to replace. Please contact the Maintenance Department if you are not familiar with lawn irrigation systems.

- g. Light Bulbs** – At Move-in, all fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during the Tenant's occupancy (including floodlights). Upon moving out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.
- h. Waterbeds** – You will be responsible for ANY damage caused by a waterbed!
- i. Walls and Ceilings** – Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without written approval from Rainewhite. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred when you move out. **ALL RAINEWHITE RENTALS ARE NON-SMOKING; HOWEVER IF YOU SMOKE IN THE RENTAL, YOU ARE RESPONSIBLE FOR ALL SMOKE RESIDUE AND DAMAGE. THE RENTAL MAY HAVE TO BE REPAINTED AT YOUR COST.**
- j. Vinyl Floor Coverings/Hardwood Floors** – With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three to four times a year. Do not use gas, benzene, naphtha, turpentine, or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floor, When waxing, use a water-emulsion, self-polishing types of wax such as Johnson's Vinyl for vinyl and Johnson's Paste Wax for hardwood floors. Do not use solvent-based waxes. You will be responsible for damage done by using improper cleaning materials. (You are also responsible for damage to flooring such as broken tiles or torn floor covering.)
- k. Carpet Care** – Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Shampooing is usually required once a year and is your responsibility.
- l. Stoves** – If the oven or broiler will not operate, check the time on the stove. Generally the knob will pop out if the timer is off. Turn the knob until it pops out. Instructions for other types are on the face of the stove. Be careful when cleaning the oven that oven cleaner does not drip onto the cabinets below or onto the floor. Do no use oven cleaner on self-cleaning or continuous cleaning ovens. You will be charged for damage to an appliance caused by improper use or cleaning. **DO NOT** cook tortillas on the burner of the stove. This will burn out the element and you will be buying a new stove for the owner.



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- m. Dishwasher—Use at least once a week. Seals may dry and the motor may be damaged by long periods of non-use. Clean the door and check the bottom of the dishwasher after each use for items that may have fallen from the racks. Check the perimeter of the door for food items falling from the counter. Clean the outside seals monthly for soap residue.
- n. Garbage Disposal—Garbage disposals are not for bones, greasy items, meat, peelings (potato, carrots and apples) or any similar materials. If the motor buzzes, turn the switch off. Un-jam the disposal by turning the blade backwards with a broom handle or wooden spoon. You may also use an Allen wrench (or hex key) to turn the blades by inserting the Allen wrench into the appropriate place underneath the disposal. Reset the circuit breaker on the bottom or side of the disposal (this is usually a small red or yellow button). If the unit turns easily by hand but not with power, call Rainewhite for service. Almost all disposal jams are from what is put into them or misuse. Service calls to repair disposals due to clogging are the responsibility of the tenant.
- o. Washer/Dryer hookups—When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply to the washer and dryer.

### V. CLEANING AND HOW TO'S

- a. Counter Tops and Cabinet—Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops, as they will scratch. All unpainted cabinets need to be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold).
- b. Kitchen Appliances – Each kitchen appliance must be cleaned regularly. In particular; the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans.
- c. Fireplaces – If there is a fireplace in your property, please do not burn pine or any other “sappy” wood. This causes a build-up of residue in the chimney and increases the possibility of a fire. A couple times a month, during use, throw a handful of rock salt into the flames of a fire. This will help remove the creosote that builds on the fireplace walls.

### VI. MOVING OUT

- a. **PUT IT IN WRITING!** – Before a notice to vacate is accepted by Rainewhite, it **MUST** be put in writing. The notice must include a specific move-out date. The move-out notice must be received by Rainewhite 30 days prior to the end of the rental period.



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- b. Re-Renting Your Property – After you have given notice that you intend to move, the property may be marketed for rent or sale. The most probable showing hours are between 9:00am and 5:00pm. The property must be available and in good condition while on the market. Inconvenience, pets, out of town guests and no one home are not acceptable reasons to reschedule a showing. If no answer, a message of the date and time of the showing will be left on your recorder and will suffice as your 12-hour notice. If we are unable to contact you by phone, a letter will be left on your door explaining that this is your notice that the property will be shown every day Monday thru Friday 9:00am thru 5:00pm. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. The better a home shows, the more likely it is that it will rent or sell quickly. The faster a new tenant is found, the less you will be bothered by showings. A home that shows well benefits everyone.
- c. Move-Out Property Condition Evaluation – In most cases a Move-Out Condition Evaluation will be accomplished the day after you vacate the rental.
  - I. All utilities are to be left on for 5 business days from vacate date listed on the move-out form. Tenants who fail to leave utilities on will be charged a \$200 reconnect/rescheduling fee.
  - II. All keys and garage door remotes (if applicable) must be turned into Rainewhite no later than 9:00am on the first business day after the move-out date listed on the move-out form. Tenants who fail to return keys and/or garage door remotes will be charged for rent until the keys have been returned.
- d. Breaking your Lease – If you should break your lease, you will be responsible for all costs incurred in securing a new Tenant. Rainewhite will work diligently to re-rent the property.
  - I. You will be responsible for all rent up until the day before a new tenant moves in so there is no loss of rent for the owner. Your obligation to pay rent ends the day a new Tenant's lease begins.
  - II. You forfeit your entire security deposit.
  - III. You must follow all procedures for marketing, cleaning and check out.
  - IV. You may also be charged for additional advertising.
  - V. Utilities must be left on until a new tenant occupies
- e. Return of Your Security Deposit – **THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!**
  - I. You will be notified via mail concerning the status of your Security Deposit. If Rainewhite determines there are no claims, a letter will be mailed to you 15 days from your vacate date. If there are or may be claims, a letter will be mailed to you within 30 days



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from your vacate date (this time is necessary to allow for all vendors' invoices to arrive at our office that pertain to the work done at the rental). Please follow instructions on the letter if you choose to dispute any claims. **SECURITY DEPOSIT**

**REFUNDS/OBJECTIONS WILL NOT BE DISCUSSED ON THE TELEPHONE.**

II. The following are requirements for a full refund:

1. 30 day written notice was given
2. Property was left clean and undamaged
3. walls are clean and unmarred
4. all charges and rents have been paid
5. all personal belongings, trash debris have been removed
6. A forwarding address has been provided
7. No unauthorized pets on the premises
8. Acceptable Move-Out Property Condition Evaluation by the Maintenance Director.
9. Lawn has been mowed, edged, flower beds have fresh mulch and generally clean. (If lawn maintenance not included).
10. Roof and gutter are clean and free of debris.
11. Costs for cleaning the carpets and unit and painting did not exceed the estimated fee

## VII. EMERGENCY/DISASTER PROCEDURES

- a. Appendices A, B and C – These are procedures, plans and responsibilities for emergency/disaster related situations. Please read each of them carefully and regularly review them, especially during the summer months. Since a hurricane is the natural disaster most likely to happen in our area, special emphasis has been placed on hurricane procedures.
- b. Make your Plan Now – The key to safely and properly handling any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely on the authorities. Take charge and plan now so you can be better prepared to take action 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.
- c. Two Types of Emergencies –
  - I. Non-Disaster Emergency – The first type is one that is specific to the property you rent (i.e. a tree falls on the house or a hot water heater bursts). Appendix A addresses this non-disaster emergency.



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- II. Disaster Emergency** – The second type of an emergency is an area wide disaster (i.e. a hurricane or tornado) Appendix B addresses this disaster emergency.

Because we get advanced warning for hurricanes, many people choose to leave town. If you leave, you still must secure the property prior to leaving. Then complete Appendix C, fax or bring it to the office before leaving.

- d. What to Do – Do not take unreasonable risks. The first priority is to protect your family and stop additional damage. Review Section II. A (Get to Know your Property). We have many thunder and lightning storms, power outages and high winds. An emergency could happen at any time. Be prepared.



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### **APPENDIX A**

#### **NON-DISASTER EMERGENCY PROCEDURES**

(i.e. kitchen fire, hot water heater bursts, water pipe burst, tree on house, etc.)

##### Tenant Responsibility

- Take steps to prevent additional damage immediately turn off the source of water, electricity or gas, as the situation demands.
- Notify Rainewhite, if it's after hours use the emergency line (850-200-6537)
- Make claim on your renter's insurance
- Notify Rainewhite of your insurance coverage
- Provide emergency (police, fire, etc.) report to Rainewhite within 5 days of the incident
- Provide access to the rental for insurance adjuster, vendors, etc. to assess and/or repair damage.
- Notify Rainewhite of delays, "no show" appointments, problems with repairs, etc.

You are responsible for any loss to the Owner due to Tenant negligence



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### APPENDIX B

#### DISASTER EMERGENCY PROCEDURES

1. Have an emergency preparedness plan, a checklist and storm kit.
2. Upon first notification that a disaster emergency may occur complete the Tenant Disaster Plan Form (Appendix C) in the back of this booklet.
3. Fax (850-314-0029) or deliver the Tenant Disaster Plan Form to Rainewhite.
4. Stay tuned to the local news media and follow all recommended precautions and instructions.
5. **During the Storm or before leaving, please be sure to:**
  - **Turn off main breaker to property**
  - **Turn off main gas line to property, if applicable**
  - **Turn off main water supply to property.**
  - **Take all recommended precautions by the local news media and storm bulletins and publications**
  - **Secure your pets inside. If it is not safe for you outside, it is not safe for your pets either!!**
  - **Secure all outside items. Bring in anything that could turn into a flying object during high winds, i.e. swing sets, playhouses and small planters.**
  - **Secure property against damage. If you have storm shutters use them. Do not install plywood to windows unless you have authorization from the landlord. Two days before a storm is not the time to seek authorization. If you want to install plywood to the window ask for authorization in writing when you turn in your 10 day move-in report and we will forward to the owner. Follow all recommendations by the local news and emergency preparedness teams for your county.**
  - **If you have changed the locks to your property, ensure that Rainewhite has a copy of the key. REMEMBER TO TURN IN YOUR DISASTER PLAN FORM IF LEAVING TOWN!!!**



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**APPENDIX C**

**DISASTER PLAN**

**For Hurricane:** \_\_\_\_\_

**(Please print legibly)**

**TENANT NAME:**

**ADDRESS:**

**CONTACT INFO IF LEAVING :**

**CONTACT PHONE/ADDRESS YOU ARE VACATING TO:**

REMEMBER TO SECURE THE HOME.

MOVE ALL FURNITURE, IF POSSIBLE, AWAY FROM THE  
WINDOWS.

DO NOT TAPE WINDOWS.

**DROP OFF IN OUR OUTSIDE MAILBOX  
(RIGHT OF THE FRONT DOOR)**