**KAIZEN PROPERTY MANAGEMENT**

RESIDENT

HANDBOOK

THIS HANDBOOK CONTAINS INFORMATION WHICH WE HOPE WILL MAKE YOUR TENANCY MORE ENJOYABLE AND ANSWER THE MOST COMMON QUESTIONS WE HAVE FROM TENANTS/RESIDENTS. WE HOPE YOU ENJOY YOUR TENANCY AND WE ARE HERE TO ASSIST YOU!

Clyde R. Williams

Managing Broker / Kaizen Property Management

**SECTION I**

**OFFICE HOURS are 9.00 am to 5.00 pm, from Monday through Friday.** All routine communications should be directed to the Property Manager during office hours at the following phone number 954-648-3187.

**RENT:** Rent is due on the first of each month in advance, without deduction, offset or demand. **Payment must be via e-pay using the Kaizen Resident portal. You will receive an email on the first day of your lease, giving instructions how to set-up your online Resident Account**. Under Special Circumstances, check or money order, may be accepted. Please make your money order or check payable to **Kaizen Real Properties LLC.**  Because we do not have the security required to handle large amounts of cash, **we will NOT accept cash for any payment of rent or security deposits. Check or Money Order rents are to be mailed to:**

 **20562 NW 10th Avenue**

 **Miami, FL 33169**

Please know that rents are due and must be received by the first, regardless of whether that falls on the weekend or holidays.

**DELINQUENT RENT:** If rent is not received by the due date, a late fee will be charged according to your lease (no exceptions for weekends or holidays).

**RETURNED CHECKS:** Checks returned for non-sufficient funds (NSF) or any other reason will incur an NSF service fee, equivalent of 10% of check amount or an amount as indicated in your **Lease**. Repayment must be made via e-pay using the Kaizen PM resident portal, by certified check or money order. All future payments must then be made using e-pay via the Kaizen PM resident portal. All skip/evictions will be reported to the CREDIT BUREAU and remain on your credit report for 7 years.

**SECURITY DEPOSITS: Your security deposit may NOT be applied to the final month’s rent.** Deposits are fully refundable within 15 days of vacating provided all the below listed conditions have been met:

* **Occupancy has been terminated.**
* **Full term of the lease has expired.**
* **An inspection shows the property to be in a clean and satisfactory condition, (normal wear and tear excluded).**
* **Stove, oven, refrigerator and bathrooms have been thoroughly cleaned.**
* **All trash and debris have been removed from the premises.**
* **All keys have been returned.**
* **All carpets have been professionally cleaned (please provide receipt).**
* **No nail holes or marks on the walls nor any other damage to the premises.**
* **No evidence of any type of animal ever in the property.**
* **No evidence of cigarette or smoke damage on the walls.**

**COVENANTS BY RESIDENT**: Your lease obligates you to certain upkeep, and maintenance. It’s most important that you understand these covenants.

**MAINTENANCE AND REPAIRS PROVIDED**: Your Property Manager will arrange for all maintenance and repairs that are the responsibility of the management. Do NOT ask any maintenance contractors to make unauthorized repairs. All repairs requests must first be made directly with the property manager who then gives the service request to the appropriate person. Repairs, (except emergencies) will be scheduled during normal business hours within 24 to 48 hours after notification of a problem and the resident is responsible for granting access to the contractor if required. Because of the number of repairs scheduled each day, our Property Managers are not able (nor are they required) to be at the property to grant access or to supervise jobs. Also, please note that if the resident or their guest is responsible for the problem that needed the repair, the resident will be charged for cost of repair. This includes any drain problem or plumbing repair.

**INSURANCE:** We request that you contact an insurance agent for a renter’s policy which will afford you protection as well as liability coverage. Please understand that if there is a fire, windstorm, flood, break-in, vandalism or any other event that causes damage or loss to your property, the owners or management are not liable for your personal belongings, which is why residents are requested to have renter’s insurance.

**UTILITIES:** Listed below are the phone numbers you may use to have the utilities turned ON or off. You should have already made arrangements for turn on. Some utilities may require up to three days’ notice.

|  |  |  |
| --- | --- | --- |
|  |   |  |
| Water/Sewer\* |  |  |
| Gas  |  |  |
| Trash |  |  |
| Cable |  |  |
| Power |  |  |
|  |  |  |

**EMERGENCIES:** On weekends, holidays and after normal working hours, if there is an emergency and you can’t reach the property manager, call **954-734-9883**. An answering service will pick up the call. However; unless it is an absolute emergency, they will contact your regular property manage on the following business day. Emergencies would include: Broken pipe causing water running in the apartment that you can’t stop. If a fire or threat of danger, please call 911 immediately. **INSPECTIONS: A. Move-In:** When you sign your lease, you will be furnished a “Property Condition Checklist”. A walk-thru inspection will take place prior to walk thru with the property manager which will give you the opportunity to sign off on the property condition checklist at that time (otherwise within 5 days of occupancy).

**B. Periodic:** From time to time, your Property Manager or a Maintenance contractor will conduct a routine inspection of the property so that management can stay apprised of the property’s condition.

**PARKING VEHICLES (WHERE APPLICABLE):** Parking of vehicles shall be permitted as long as they have a parking decal or visitor pass displayed in their vehicle. If not, vehicles are subject to be towed. Please let management know if you need to purchase an additional decal. Vehicles shall never be parked in front of dumpsters or in such a way that prevents individuals or drivers from getting to dumpsters.

**UNREGISTERED, UNLICENSED, AND/OR INOPERABLE VEHICLES:** No unregistered, unlicensed, nor inoperable vehicle shall be parked or stored on the property. No vehicle repairs (except minor items, e.g. tire changing) will be conducted at any time.

**SECTION II**

**INSPECTION AND TROUBLESHOOTING GUIDE**

This checklist and troubleshooting guide, is provided to help you solve some of the most common problems encountered by our tenants. For maximum benefit you should use the list as a guide for things to check after occupancy and as a reference before calling for service. Because we have properties in every imaginable configuration, we must cover each subject in detail. We must also assume that you are not familiar with the items covered- - if we are too basic, we apologize.

**WATER SHUT OFF:** One of the first things you should do after move in is to locate the shut off valve. After a pipe burst is not the time to start the search. What you are looking for is a single faucet that shuts off all the water in the house. The most common places to find this faucet are close to the water heater (NOT at the top of the heater), in a closet, or under the kitchen or bathroom sink. Try the shut off but do not be surprised if all the water does not stop immediately. The MAIN WATER ISOLATION VALVE to the property is usually located just outside the front of the property. (Be familiar with the location of this valve).

**ELECTRICAL POWER PANEL: Locate the panel**

**CIRCUIT BREAKERS:** We have a number of problems each year because people think that a circuit breaker pops by moving the circuit switch to the OFF position. This is not the case!! The circuit breaker switch moves very slightly and unless you look closely, you may still think that it is ON. To reset, simply turn the circuit breaker OFF and back ON again. If you are not sure, try them all. OFF--then-- ON.

One type of circuit breaker found in many properties is the GFI (ground fault interrupter) circuit breaker. This circuit breaker detects the slightest voltage going to ground and cuts the power off. If it is used in bathrooms, exterior plugs, garages and some lights. Because the GFI circuit breaker is so expensive, there is usually only one per house and all the above plugs are wired to it. If you lose power to the plugs in one bathroom, you can bet you have lost power to all the plugs using the GFI. The trick now is to find the circuit breaker. Most apartment/houses have the GFI circuit breaker in one bathroom or kitchen or on the main circuit breaker panel. It is usually marked with a red or yellow button and it is between the upper and lower plugs in a bathroom or outside installation. Some houses have the GFI at an outside plug. When moisture gets into one of your plugs, the GFI circuit breaker pops, so please make sure the covers are closed on your outside plugs during rainy weather.

**ELECTRIC STOVE:** If the whole stove is off, check the circuit breaker. DO NOT use commercial cleaners in the oven which will begin to rust in a few weeks.

**WATER HEATER:** If electric, learn which circuit breakers controls the unit.

**AIR CONDITIONERS:** Poor cooling is usually caused by a clogged filter. However please understand that when it is very hot outside, above 90, the unit is only able to cool the premises so much. You may wish to have a fan on hand at those times when heat is above normal. If the unit does not run at all, check the circuit breaker. If the unit still will not operate- call manager for service.

**PRECAUTIONS DURING FREEZING WEATHER**

Leave heat ON.

**OTHER MAINTENANCE AREAS**

**AIR FILTERS—**Check location at move-in. Change monthly to improve performance of air conditioner.

**CARPETS—**Are considered part of cleaning at termination of lease and should be professionally cleaned as specified in lease (with receipt provided to management)

**WALLS—**DO NOT use contact paper, large nails, wall paper/borders or sticky paperhangers on walls, doors or cabinet surfaces**.**

**PEST PREVENTION –** To prevent pests, always place trash INSIDE dumpsters or garbage receptacles. There is a $50 fine to residents for garbage bags left on the side of dumpsters or garbage receptacles. We had your residence treated for pests prior to move-in. You will be responsible for any further pest control during your tenancy. Let the property manager know, should you want to schedule a service with our preferred pest control provider.

**THANK YOU FOR YOUR ASSISTANCE AND COOPERATION!**