



BLUEHOME
PROPERTY MANAGEMENT

Welcome Home!

BlueHome Property Management would like to welcome you as our resident(s) and want your experience with us to be a pleasant one. This handbook is meant to act as a reference document, outlining your responsibility to your lease and the home and should be considered an addendum to your written lease.

For the most up to date handbook, please check our website.

Should you have any questions not addressed in this handbook, please call us at 407-545-6188.

Quick Reference Info

- **Emergency Line*: 407-545-6188**
*Refer to Emergencies section of handbook for what constitutes an emergency call.
- Main Office: 407-545-6188
- Resident Portal Access: <https://cfmgmt.appfolio.com/connect/login>
- Maintenance Requests: Request Through Resident Portal
- Online Rent Payments: Login Through Resident Portal
- Physical Rent Payment Location:
 - 1060 Woodcock Rd., Orlando FL, 32803
- Website: www.BlueHomePM.com
- **LOCAL POLICE AND FIRE EMERGENCIES: Dial 911**

Our Personal Message to You

Congratulations on the selection of your new home! Our aim, on behalf of the owner of the property, is to give you a professional property management experience. In return, we look forward to your being a responsible, diligent resident who pays the rent on time, takes care of the property, and enjoys the home you have rented.

A property manager has been assigned the responsibility of overseeing the property you are renting. A business card has been included in your lease folder for easy reference. If they are unavailable, they will contact you within a reasonable amount of time. If you have an emergency, anyone at the office or the emergency line can help you.

We look forward to having you as part of the BlueHome resident family, and hope your rental experience with us will be a long and pleasant one!

Sincerely,

The Management and Staff of BlueHome Property Management

Table of Contents

Paying Rent

Move-In and Inspections

Maintenance Requests

Emergency Maintenance

Who Does What?

Moving Out

Guests, Complaints and Disturbances

Standards and Helpful Tips

AIR CONDITIONER MAINTENANCE

Local Numbers

PAYING RENT

- Rent is due on the 1st of each month.
- **Late charges (\$50 + \$5 a day) will be considered additional rent due if rents are unpaid by midnight at the end of the 3rd day of the month.**
- Rent may be paid:
 - Electronically through your resident portal via bank account (100% FREE)
 - Personal Check, Money Order, or Cashier's check mailed to:
BlueHome Property Management
1060 Woodcock Rd. Ste 118
Orlando FL, 32803
***Rent must be received by due date. Post mark date is NOT considered**
 - Electronic Cash Payment at 7-Eleven or ACE Cash Express Locations
- CASH will NOT be accepted
- Be sure checks and money orders are complete and to WRITE YOUR ADDRESS every time to ensure that you are properly credited with the payment. Electronic payment is highly encouraged to promote on-time payments and avoid misplaced or delayed rent due to post office delivery times.
- Any funds paid late must be in certified funds, no personal checks will be accepted

Returned Checks

The amount of any NSF checks, plus a 5% NSF fee must be paid either in certified funds within 24 hours of notification or legal action may be taken without further notice. If the returned check makes your rent payment late, additional fees will also be due. All amounts due must be paid in full at time of notification. If a personal check has been returned for any reason, BlueHome Property Management reserves the right to require all future payments be made by certified funds.

Default of Rental Checks

If the rent is not received by close of business on the 1st day of the month in which it is due, resident 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 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.

Insurance

It is required that you obtain a liability insurance policy. A copy of your declarations page should be given to BlueHome Property Management the first month you move in. Please notify your insurance company that BlueHome Property Management must be named as an "Interested Party" on your policy. Insurance of this nature can be part of a normal renters' insurance policy, our specific requirements are outlined on your lease. If we do not receive proof of insurance, we will automatically enroll you in our Platinum liability insurance program and charge you monthly for the coverage, as outlined in your lease.

Resident understands that the Home Owners insurance and the Platinum liability program does **not** cover Resident's personal property or protect the Resident from loss. Residents are responsible for obtaining, and is strongly urged to obtain, renter's insurance to protect Resident's personal property against loss or damage.

MOVE-IN

When you rent one of our homes, we strive to ensure that all items are in good working condition. We fully document the cosmetic condition of the home before your move in with multiple high resolution photographs and/or video. However, we are not always able to verify that all appliances and outlets are in good working order. Please report any items during your first 7 days of possession on the provided move-in form. If no report has been received, any defects brought to our attention after the first 7 days of possession will be considered the resident's responsibility. No exceptions will be made to this procedure.

Note that your move-in form is only for documenting move-in condition and is not the place to make repair requests. Any repairs or maintenance you wish to request must be made through your online resident portal so that we know what items you wish addressed and what are just for documentation purposes.

Property Inspections

BlueHome Property Management will conduct periodic review of the premises to note its condition. At least 24 hours' notice will be given for interior inspections. Exterior "drive-by" inspections may occur at any time. You will be notified of any deficiencies, if any, that are residents' responsibility. 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.

MAINTENANCE REQUESTS

Our goal is to resolve all maintenance requests quickly. For your continued enjoyment of the home, comfort, and preservation of the property. To ensure this, please follow these steps.

- Check "Who Does What" section to see what maintenance items are the responsibility of the owner or the resident.
- Residents are responsible for all maintenance/repairs under \$75.
- Requests must be in writing and should be made online through your resident portal
- Be specific about the problem so that we may have the proper vendor respond the first time.
- If you are not contacted by a repair person within 48 hours (not including weekends or holidays), please notify BlueHome Property Management so the call can be re-assigned.
- You will be responsible for scheduling any requested service calls and arranging vendor access to the premises. We DO NOT provide keys to the vendors.
- Vendors routinely charge a trip fee. If you fail to show at an appointment, you will be responsible for paying this fee (typically between \$55-75). If you are unable to keep an appointment, be sure to contact the vendor to re-schedule.
- **Always notify us of any issues** and we can let you know how to best proceed. This will make sure you are not paying for anything you do not have to, and so that we may keep track of any recurring problems.

Be polite to the vendors, they are there to solve your maintenance problems. They did not cause the problem and they are not obligated to remain on the premises if you are verbally or physically abusive or threatening in any way, even if the repair is not complete.

If it is determined that resident was responsible for the damage or breakage of item being repaired or replaced, the tenant will be notified and charged the cost of the repair.

Unauthorized Repairs

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

EMERGENCY MAINTENANCE

Emergency Number: 407-545-6188

EMERGENCIES are defined as follows and should be reported immediately to your property manager or identified as such to the answering service:

1. ELECTRICAL: Arcing, fire, smoke, no power, overheated fixtures.
2. FIRE: Notify fire department immediately, followed by emergency call to the property manager.
3. HEAT: ONLY when outside temperature is below 40 degrees.
4. AIR CONDITIONING: ONLY if health risk exists as documented by physician.
5. HEAVY STRUCTURAL DAMAGE to roof, foundation and walls.
6. PLUMBING: Flooding or stoppage of all drains (tenant responsible for all plumbing stoppages except when the result of roots or breakdown of fixture not caused by tenant).
7. THEFT: Notify police immediately and report details to property manager the next working day.

After hours calls that are NOT emergencies may be subject to a \$15 fee.

WHO DOES WHAT?

RESIDENT RESPONSIBILITIES

Heating, Ventilating, Air Conditioning (A/C) Systems

A/C filters need to be changed every month unless a high quality filter that indicates a longer use life is used; and it must be of the correct size! It is highly recommended that the resident writes the install date on the filter and keep receipts for filter purchases.

A/C drain line: Monthly, pour a mixture of warm water and vinegar down the a/c drain line. This helps keeps the line clear from mildew growth that may clog the line and cause the a/c breaker to trip and/or an a/c water leak. Alternatively condensate treatment tablets may also be used on a monthly basis.

The cost of repairs and/or service calls caused due to improper maintenance of the A/C may be the responsibility of the resident.

NOTE: An AC system failure does not constitute an emergency. However we too are Florida residents and know the inconvenience of a non-working AC. EVERY EFFORT will be made to get a service technician out 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

Regular irrigation is the sole responsibility of the resident. Including but not limited to reporting broken sprinkler heads, resetting sprinkler timer, and complying with watering restrictions for your area. Sprinkler heads rarely break unless they are driven over or damaged by a lawnmower, note if a sprinkler head has been damaged in such a way, the repair cost will be the responsibility of the resident.

The Yard is to be clean and clear of clutter. No vehicles are allowed to park on the grass. Broken Sprinkler heads due to vehicle contact are the responsibility of the resident.

Lawn maintenance is the responsibility of the resident. Including but not limited to regular mowing, trimming, edging, fertilizing, shrub trimming and tree trimming (under 6 feet tall), mulching, weeding, and treating for lawn pests. In the event the landlord pays for lawn care, it is still the residents' responsibility to notify BlueHome Property Management of any issues concerning the lawn and grounds.

Keep in mind that re-sodding even a small lawn can cost over \$1500, and if a homeowners association exists, fines can add up quickly.

Light Bulbs

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

Plumbing/Septic Systems

Resident is 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, diaper 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 de-compose 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. Resident must purchase an appropriate enzyme product and flush into a functioning toilet as directed on product.

Resident will be responsible for any damage or stoppage unless it was caused by mechanical failures of the plumbing system.

If there are any water softener or filter systems on the property, it is the responsibility of the resident to replace filters and/or chemicals required for their operation.

Smoke Detectors

Check to be sure the smoke detectors are operational upon move-in. Notify BlueHome Property Management 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. No smoking is permitted inside the home at any time.

Washers and Dryers

If a property comes equipped with a washer and/or dryer, the owner may not warrant these items, and tenant will be responsible for their maintenance and repair. Please check your lease as to if the washer/dryer are listed as included. Otherwise, know that washers and dryers must not be overloaded and it is the responsibility of the tenant to keep the units clean, lint trays cleared, and dryer vents cleaned yearly for proper operation and fire safety.

Pools

If a property is equipped with a pool. The pool pumps and filters may be maintained by the landlord if so stated in the lease. In all cases however, if there is a pool heater the pool heater is not warranted and the landlord will not repair or replace it if it is broken or not working to anyone's standards.

MOVE-OUT

Written Notice

Before notice to vacate is accepted by BlueHome, it MUST be put in writing. The notice must include the date you plan on vacating the premises. This notice must not be less than 60 days before termination. Once BlueHome receives notice from the Resident, Move-Out Procedures will be sent to Resident. Follow the Move-Out Procedures to ensure the full return of resident's security deposit.

Move-Out Procedures

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

1. Clean the interior and exterior of the house including all appliances and floors. This includes all floor coverings.
2. Dispose of all garbage and trash.
3. Close and lock all windows and doors.
4. We recommend the carpet be cleaned by a professional cleaning company. Provide us with a receipt when turning in keys and our carpet cleaning move-out fee may be waived.
5. Cut the lawn, weed the flower beds, edge and trim the shrubs. (if applicable)
6. Inform all utility services and post services of the departure date and forwarding address.
7. Turn off your ice maker and empty ice bucket.
8. Turn in all keys on the expiration date with the "Confirmation of Vacate" form completely filled out including a forwarding address and signed by all responsible parties on the lease to BlueHome Property Management
9. The electricity and water must be left on for three days after vacating the premises so BlueHome Property Management can inspect all electrical outlets, lights and appliances. Failure to do so may result in a charge against your security deposit for power turn on and delay your deposit refund.
10. BlueHome Property Management may place a "For Rent" sign on the property and show the property for rent prior to the time you vacate the premises. 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 9:00am and 7:00pm. BlueHome Property Management 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 and an agent will be present for any showings. Extra effort on your part is expected in keeping the house and yard neat and clean during marketing. Animals should be out of the way 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 resident is found, the less you will be bothered by showings. A home that shows well benefits everyone!

The Move-Out Process

Look to the vacating and move-out sections of your lease for specifics and reference the move-out checklist provided on our website for details. Once the Resident has vacated the premises and keys have been received by BlueHome, we will begin the move out process to determine and expedite the return of the Resident's security deposit. Keys MUST be returned to management. All utilities are to be left on for at least three days after the move-out date you give to BlueHome Property Management.

Return of Security Deposit

RESIDENT 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:

1. Resident has given 45 days written notice prior to vacating. The full term of the agreement has expired and resident has complied with all other provisions.
2. All charges due including rents and fees, maintenance and repair costs that are a resident obligation, utility costs that are a resident obligation and any other fees or charges have been in paid in full.
3. No damage to the premises or its contents beyond normal wear and tear evident. All walls are clean and unmarred. Resident understands that any expenses incurred by Lessor to return premises to the same condition as when Resident moved in, allowing for reasonable wear and tear shall be paid by resident.
4. The entire dwelling, including but not limited to carpets, bathroom and 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.
5. All debris, rubbish and personal property has been removed from Premises and disposed of properly.
6. The AC system has been left clean and in satisfactory condition and the filter has been changed.
7. The lawn has been cut and edged, shrubs have been trimmed and debris property removed from premises.

Required Move-Out Fees

There will be a mandatory cleaning fee of \$100 charged to your account upon move-out as well as a \$125 professional carpet cleaning fee (if carpeting exists). Upon move-in you signed a key inventory sheet; all keys must be turned in within 7 days of move out, or a \$25 minimum fee will be charged, \$50 for missing remote devices.

Amount Owed by Resident

In the event resident vacates and security deposit is insufficient to our accounts owed by resident under terms of the lease agreement, BlueHome Property Management, acting on behalf of the property owner, may elect to pass collection of accounts to a Preferred Debt Collection Agent.

In such cases, there may be legal action taken against you and your credit will be affected.

GUESTS, COMPLAINTS AND DISTURBANCES

Guests

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to 72 hours. Only those persons listed on the Lease Agreement have permission to occupy the premises. You are responsible for the behavior of any and all guests. All portions of this agreement also apply to your guests.

Pets

No pets, animals, snakes or birds of any kind are allowed on the premises, regardless of whether such a pet or animal is owned by Resident, unless you have specific written permission from BlueHome Property Management in the lease document (a pet addendum). You must have completed the pet application and have paid a non-refundable pet fee for each pet along with additional refundable pet deposit if required.

Should BlueHome Property Management find that a pet is being or has been kept on premises without the required permission, application, fee and an executed Pet Addendum, a fee will immediately be charged to the tenant and will be considered a default under the terms of your lease and cause for eviction.

Disturbances, Noise and Nuisance

All 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 may be cause for eviction. This includes loud, 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.

STANDARDS AND HELPFUL TIPS

Trash, Garbage and Recycling

All garbage, trash and recyclable materials must be placed in appropriate containers. BlueHome Property Management does not provide trash receptacles and/or containers. The Resident is required to make arrangements to have garbage and trash picked up weekly. All containers are to be stored out of view from the

front of the house. Containers are not to be out of the storage area except on pick up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50 gallon trash bags of recyclable materials may be kept on the premises at any given time.

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 grass, sidewalks or any other areas not specifically designated for parking is strictly prohibited. All vehicles must be registered, licensed and operable at all times. No vehicle repair (except minor repairs such as oil change or changing a tire) is allowed at any time. 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. If pressure washing is required to remove such stains, this will be at the Resident's expense.

Security/Alarm/Video/Television/Satellite Dish

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

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. They are usually used in locations 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 they premises have no infestation of any kind. Any future infestation of any kind, less termites, is considered a Resident responsibility. Resident is responsible for reported any suspected or known insect infestation. BlueHome Property Management assumes no responsibility for the control of roaches, mice, rats, ants, fleas or other pests. Resident will be charged for any damage caused by uncontrolled pests, including but not limited to ants building nests in the AC system and damaging the system.

Changing Paint Colors, Wallpaper, Etc

If you want to change the house décor in any way, please put your proposal in writing and submit it to BlueHome Property Management along with a sample of the paint/wallpaper or drawing of the proposed work (ie, adding a fence). If approved, you will receive a written confirmation. All work tasks must be done in a professional manner, and must be inspected and approved by BlueHome Property Management after completion. Any reimbursements agreed to, if any, will occur after inspection and approval by BlueHome Property Management.

Tips

Lawn Sprinklers

Test the sprinkler system manually monthly to make sure there are no broken or misaligned heads and that all parts of the lawn are being covered by their spray. This is especially important during times of prolonged lack of rainfall. If you notice any greying or dying spots in the lawn, the first thing to do is to check that the sprinkler system is working properly and that the area is getting enough water. Our residents are always responsible for reporting any sprinkler issues.

Stoves

Do not use oven cleaner on self-cleaning or continuous cleaning ovens. For solid surface stoves, use only cleaners approved for those surfaces. Resident will be charged for damage to an appliance caused by improper use or cleaning or by lack of maintenance.

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. Heavy traffic areas require more frequent vacuuming. Before moving in, the carpets are professionally cleaned, and must be professionally cleaned by us upon vacating, there is a mandatory minimum fee, but if a carpet is heavily soiled additional cleaning or replacement may be the responsibility of the resident.

Hardwood Floors

Dust mop, sweep or vacuum floors regularly. Do not wet-mop wood floors. Standing water can dull the finish and discolor and damage the wood. Do not let any water drip, pour or accumulate on floors. Clean liquid spills with a dry cloth and sticky spills with a slightly dampened cloth. Do not use soaps, detergents or oil soaps on your wood floors. When mopping is needed, use a wood cleaner applied lightly with a cloth or mop and then buff dry. Resident shall not shellac or finish floors without management's prior written approval. Use fabric-faced guides under the furniture legs to prevent scratches. Do not drag or slide furniture across the floor. Resident will be responsible for damage to the flooring.

Vinyl/Ceramic Tile Flooring

With normal household use, vinyl floors may be washed with a solution of warm water and soap. Do not use gasoline, benzene, naphtha, turpentine or any agents containing these solvents. Do not apply varnish, lacquer or shellac to the floor. Do not apply any type of wax to ceramic floors. Resident will be responsible for damage to the flooring such as broken tiles, torn vinyl, or improper cleaning procedures.

Walls and Ceilings

Please keep the walls of the home 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 BlueHome Property Management. All walls, baseboards, and trim must be washed and ceilings must be dusted and free of cobwebs before vacating premises. If you are a smoker, THERE IS TO BE NO SMOKING INSIDE HE HOME, you will be held responsible for any smoke/tar residue, odor, and/or damage to premises that result from smoking.

Waterbeds/Flotation Bedding Devices

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

Dishwashers

The dishwashers should be used at least once a week. Seals may dry and the motor may be damaged by long periods of inactivity. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check the perimeter of the door for food items falling from the counter. Cleaning the dishwasher should also be done monthly and it is recommended you dusk baking soda throughout the unit, then pour vinegar on top, then run the dishwasher through a cycle with no dishes.

Garbage Disposals

Garbage disposals are not for bones, eggshells, greasy items, meat, pasta, rice or any other similar materials. If the motor buzzes, turn off the switch. Something may be jamming the blades. Verify that the object jamming isn't something that shouldn't be placed in the disposal such as a bottle cap or kitchen utensil. There is usually a reset button on the bottom or side of the disposal (This is usually a small red or yellow button). Almost all disposal jams are from what is put into the disposal. Additionally, you may run the disposal with ice cubes on a monthly basis to clean and clear out any food debris stuck inside.

Washer/Dryer Hookups

Check all hoses and washers to prevent or correct leaks. When installing a washing machine, use "Burst resistant stainless steel braided" washing machine hoses only. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply valves. Check the walls and floor by the washing machine monthly for evidence of leaks. Keep dryer vent and lint trap clear of lint or other build up as this can cause a fire.

Water Heaters (Gas/Electric)

If you have an electric water heater that is not functioning, you may want to first check to see if the reset button or the breaker may have tripped before making a maintenance/repair request.

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

Drip Pans

All drip pans must be clean. Please clean under the refrigerator, washer, dryer and stove regularly. Not cleaning all these items can cause excessive wear and tear, for which Resident will be responsible.

Plumbing

DO NOT DUMP GREASE DOWN DRAINS, this will build up over time and can cause a drainpipe to clog and cost a few hundred dollars for a plumber to clear. Do not put foreign objects, paper, cotton, fibers or other materials not meant to be flushed down the toilet or other piping. Mis-use of the homes plumbing will be considered a tenant responsibility.

Cleaning Standards

BlueHome Property Management works hard to deliver a clean, well maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning and maintenance will keep the home and its equipment usable for you. A properly maintained home is a team effort involving the property owner, who keeps the structural and mechanical maintenance up-to-date, the property manager, who keeps a record of necessary maintenance and places responsible people in the property, and the Resident who keeps the property clean, performs cosmetic maintenance and promptly reports any structural and mechanical failure to BlueHome Property Management.

1. Keep windows and storm doors clean, inside and outside. Interior cleaning at least once a month, exterior cleaning every six months. Wash between windows and screens quarterly.
2. Clean dust, dirt and debris from the upper and lower sliding glass door tracks monthly.
3. Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly.
4. Mop vinyl floors biweekly.
5. Dust baseboards, window sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of the room monthly.
6. Clean AC/Heat air return grate and change filter each month. A good rule is when you pay your light bill, change your filter.
7. Clean and sweep out fireplace. Clean fireplace grate, screen and glass.
8. Replace burned out light bulbs as needed, cleaning fixtures as needed.
9. Blinds, if provided, should be cleaned and washed semiannually.
10. Bathrooms should be cleaned weekly. This includes toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls). Wipe out medicine cabinet, drawers and cabinets.
11. Caulk tub as necessary
12. Sweep out garage as needed.
13. DUST horizontal surfaces regularly. Don't forget about fan blades plant shelves and corners of the room.

Counter Tops and Cabinets

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 cabinets must be vacuumed out and the drawer/door fronts cleaned before vacating.

Kitchen Appliances

Each kitchen appliance must be cleaned regularly, particularly the stove hood, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be clean. Stainless appliances in particular need to be cleaned with stainless steel cleaner on a regular basis or they may rust or tarnish.

****A/C Maintenance****

Filters (Change Monthly)

A/C filters catch a lot of the dust, dander, and lint floating around your home will cause your air conditioner to work harder. This can even lead to freeze ups and overall system shut off. Simply changing the filter and cleaning the grate can help keeping the A/C working at its best efficiently and prevent you from having a broken A/C in the middle of summer. ALWAYS use the right size filter as a filter too small is almost as bad as not using a filter at all. This not only causes A/C failure, but cleaning the coil of the A/C and the duct work can cost upwards of \$500+! If you cannot find the require size at your local store, you can purchase and size washable filter units that can be cut to the correct size at any Home Depot or Lowes. Alternatively, the internet is a wonderful thing, and you can likely source the correct size online at Amazon.com or other online retailers.

Drain Lines (Clean Monthly)

Keeping the A/C drain line clean is quite simple. There is a pipe located near your inside (may be in the garage) A/C unit that should be easily accessible to you. This line needs to be clean and free of algae so that the condensation water can flow from the unit to the outside without flooding your home. One simple thing you can do is pour several cups of vinegar and hot water mixture down this vent tube on your drain line (see the picture below for a reference). Alternatively, you may use a few condensate drain line tablets placed in the drain pan or down this same line monthly. Done regularly, this will prevent algae built up that will eventually clog the line and cause the system to shut off, or worse, flood and cause damage.

Be sure to do this regularly. Remember that cleaning your drain line is considered normal home maintenance (like changing your air filters) that our residents are expected to perform. Professional clearing of a drain line can cost between \$100-\$150! If your thermostat loses power all of a sudden, it's most likely cause is a clogged drain line.



Local Numbers

Utility Companies

Orlando Utility Company (OUC):	407-423-9018	or www.OUC.com
Orlando Solid Waste (Trash):	407-246-2314	
Orange County Utilities:	407-836-5515	or www.progress-energy.com
Duke Energy:	407-629-1010	or www.progress-energy.com
City of Winter Garden:	Utilities: 407-656-4100 Solid Waste: 407-656-2256	
Lake Apopka Gas District:	407-656-2734	
City of Apopka Utilities:	407-703-1727	
Seminole County Water:	407-665-2110	
Florida Power and Light (FPL):	www.fpl.com	
Lake Mary Utilities:	407-585-1448	