



*Managing Properties,
Building Relationships*

Welcome to Your New Home and PHC-Management, LLC

Resident Handbook

Please read thoroughly and keep on file for future reference

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1. Contact Information:

a. Mailing Address:

- i. 2860 Delaney Ave
Suite # 560277
Orlando, FL 32856

b. Office Phone Number: 689-254-5747

- i. **Universal Purpose Phone Number,**
- ii. Use for:
 1. General Inquiries,
 2. Maintenance Requests,
 3. Assigned Property Manager,
 4. After Hours,
 5. Weekends, and
 6. **Emergency Purposes(see Part 5).**

c. Office Email: management@phcmanagement.com

d. Website: phcmanagement.com

e. Assigned Property Manager:

- i. Alex Ruiz,
- ii. Direct Number: 689-254-5747,
- iii. Direct e-mail: alex@phcmanagement.com



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2. How to Pay Rent:

a. Preferred Methods:

- i. Zelle,
- ii. Chime.

b. Alternate Methods:

i. ePay through tenant portal:

1. EFT-Currently a \$2.35 charge to the tenant
2. Credit Card-Currently 2.99% charge to the tenant.

ii. Money Order:

1. Mailed and postmarked by the 1st of the month.

3. Paying Your Rent:

- a. Rent is due on or before the 1st of every month and considered late unless otherwise stated on your lease.
- b. If the rent is not received by the 5th of the month, a retroactive late fee of \$10.00 per day will be charged from the 2nd of the month until the rent is paid (but not more than \$100.00).
- c. After the 10th day of of non-receipt of rent payment, a 3-Day Notice to pay rent or deliver possession will be served.



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4. Move-In Property Condition Report:

- a. Prior to move-in a property condition report will be completed by your property manager or authorized person.
- b. The report includes all areas of the property.
- c. This same report will be used at the end of the lease to determine the condition of the property at that time.
- d. The condition of the property at move out will directly affect the amount of the security deposit that is returned to you.
- e. The property should be returned in the same condition minus normal wear and tear.
- f. We suggest you complete a similar report for your own records.
- g. If you would like to include any documents or pictures as part of your move-in inspection please email them to management@phcmanagement.com with the subject line "Tenant Provided Move-In Inspection Report" and will include it in your file.



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5. **Emergencies:**

- a. Emergencies causing *immediate danger such as fire, CALL 911.*
- b. Emergencies *involving gas call the gas company AND CALL 911 if necessary.*
- c. Emergencies *involving electrical danger call the electric company AND CALL 911 if necessary.*
- d. After contacting the above, *IMMEDIATELY call management* to report the problem.
- e. *Water related emergencies such as flooding,* close the water valve at the source and *IMMEDIATELY call management* to report the problem



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6. **NON-Emergencies:**

- a. Non-emergencies are any of the situations **NOT** listed in section 5.
- b. For non-emergency situations, fill out a maintenance request on the resident portal and it will be dealt with promptly.
- c. If you deem that the non-emergency is of a pressing nature (e.g., large leak, stove not working, refrigerator not working, AC not working), you may call the property manager for more immediate assistance.
- d. If a vendor is needed to facilitate the repair/service, we will provide the vendor with your contact information so that both parties can coordinate a time that works best with your schedules.
- e. As this is a non-emergency situation, the vendor may not be able to make an appointment immediately.
- f. Failure to be available for the agreed to appointment will likely lead to a charge to you. Therefore, reach out as soon as possible to the vendor if you are unable to make the appointment.
- g. It is very important that you **report any and all maintenance issues** . Failure to do so could result in you being responsible for any damage caused:
 - i. **Report leaky faucets IMMEDIATELY** as these can lead to larger problems if not attended quickly



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7. Resident Portal

- a. The resident portal can be accessed through our website, phcmanagement.com
- b. Here you can accomplish a variety of tenant related activities such as:
 - i. Pay rent via ePay or credit card,
 - ii. Purchase renters insurance,
 - iii. Make a maintenance request,
 - iv. View your statements, and
 - v. View your documents.
- c. Your portal will be activated upon approval and you will receive a link and instructions on how to log in.
- d. Contact us with any issues that you may encounter.



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8. Preventative Maintenance

a. Landlord Duties:

- i. As the owner of the property, the landlord is responsible for most of the repairs to the property. However, the owner can only be expected and required to make repairs to the property resulting from normal wear and tear or of non-tenant related damages.

b. Tenant Duties:

- i. There are a few minor items that are considered routine maintenance that you are responsible for as the tenant. As such, any items misused or not properly maintained by you will result in you incurring the cost of said items. To ensure this does not happen, please read and follow the information below.

- ii. **House cleaning:**

Should be done on a regular basis.

- iii. **Leaky faucets:**

Need to be reported immediately as they could lead to bigger issues and damages if not attended as soon as noted. Failure to report the issue when first noted will mean that you will be responsible for the cost of repairs.

- iv. **AC filters:**

Change filters every 3 months with a MERV rating of 5 or better. A leading cause of AC system failure is traced to the filters not being replaced as recommended. If such is the case, you will be responsible for the cost of repairs.

PHC Management will provide you with filters on a quarterly basis for you to replace.



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v. **Light bulbs:**

All light bulbs should be replaced with the required type and watt bulb.

vi. **Drains:**

AVOID letting food and hair go down the drains. Clogged drains due to hair or grease are the tenants responsibility.

vii. **Clogged toilets:**

This is a tenant responsibility. AVOID flushing any items commonly associated with causing clogged toilets. The common solution for most clogs is the use of a toilet plunger. If this fails to unclog the toilet a plumber will need to be called. If the plumber determines the cause to be non-tenant related (e.g., tree roots, broken pipe), then the owner will be responsible for the cost of repairs. Otherwise, you will be responsible for the cost of repairs.



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9. Tenant Charges

a. The majority of our services are included in your monthly rent. However, certain charges are considered additional services and will be charged to your ledger. The charges listed below are considered additional rent. All charges are due on or before your next rent payment:

i. **Lease Violations:**

1st Notice no charge

2nd Notice for SAME occurrence \$25.00

Re-inspection for damages \$25.00

Unauthorized occupants \$50.00 Monthly

ii. **Legal Notices:**

3 Day Notice for non payment of rent \$35 (after 10th day)

7 Day Notice to cure or quit \$35

iii. **Unauthorized Pets:**

A monthly fee of \$50.0 PER pet will be charged until the pets are either approved and added to the lease with required deposit or removed from the property and verified.

iv. **Lease Additions/Changes:**

Addition of pets \$50.00

Addition of tenant \$75.00

Removal of tenant \$50.00

v. **Utilities:**

Utilities not transferred to tenant after lease start date (i.e., as of the 2nd day of lease):

• Electric at \$15 per day

• Water and/or gas at \$5 per day

vi. **Miscellaneous:**

No show for scheduled service call \$25+ depending on vendor