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# TENANT HANDBOOK

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FREEDOM REI, LLC  
1605 King Street  
Jacksonville, FL 32204

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## TABLE OF CONTENTS

Table of Contents.....	2
Welcome Letter.....	3
Management Staff.....	3
Office Information .....	4
Moving Checklist.....	4
Tenant Communication.....	5
Renters Insurance.....	5
Paying Rent.....	6
Fees.....	6
Change in Tenant (s).....	6
Tenant Responsibilities.....	7
Pets.....	7
Care of Property.....	8
Maintenance.....	8
Clogged Drains.....	9
What Goes Down Garbage Disposals.....	9
Preventative Cleaning Tips.....	10
Safety Tips.....	10 & 11
Pests.....	11
30 Day Notice to Vacate/Before you Vacate the Property.....	11 & 12

## **FREEDOM REI, LLC Welcomes You!**

Freedom REI, LLC welcomes you as a new resident. To achieve a successful tenant/management relationship, we prepared this Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily. You will find maintenance guidelines, rental payment instruction, general information, tenant responsibilities and more.

**We wish you a successful and enjoyable tenancy in your new residence.**

Our contact information is listed below.

### **OFFICE STAFF**

Kimberly Humbles  
Administrative Manager  
(317) 410-7982  
Email: kimberly@freedomholdingsusa.com

Shelby Dorsey  
Office Manager  
(904) 718-0698  
Email: shelby@freedomholdingsusa.com

### **OFFICE INFORMATION**

Mailing address:  
1605 King Street  
Jacksonville, FL 32204

Phone: 904-495-7929  
Fax: 904-212-0870

Website: [www.freedomholdingsusa.com](http://www.freedomholdingsusa.com)

Office Hours: Monday—Friday 8:30 AM to 5:30 PM

**After Hours Emergency Phone:  
(904) 588-2195**

# MOVING CHECKLIST

- Notify new utility companies immediately to avoid shut off of service
- Contact moving company
- Notify US Post Office—Forwarding address
- Notify current & new schools
- Notify magazine companies
- Notify newspapers
- Send “just moved” announcements to friends and relatives
- Notify banks, credit union, savings & loans
- Notify doctors, dentists
- Notify current electric company
- Notify current gas company
- Notify current water company
- Notify garbage company
- Re-register to vote
- Notify DMV—Address change

# TENANT COMMUNICATION

## Telephone Calls During Office Hours

During office hours, your call will be answered in person. If you get our voicemail, this means that we are on another line or you have called during our lunch hour.

## Voicemail

If, during the day you reach our voice mail system, leave your message in our mailbox. Each staff member checks their voicemail regularly throughout the day.

## Emergency Calls

During normal office hours of 8:30 AM to 5:30 PM, immediately state if you have an emergency. If you reach the voicemail system during office hours, or after the office is closed, immediately hang up and call the emergency number, 904-718-0698.

## Maintenance Requests

If you have a maintenance issue, send a written request by email to: [Kimberly@freedomholdingsusa.com](mailto:Kimberly@freedomholdingsusa.com). You may also call our office at: 904-495-7929. If you are leaving a message on voicemail, please describe the issue in detail. Also leave your property address and contact phone number for a staff member to call you back.

## Email

This is the preferred method of communication to/from you. We send out notices, requests and general correspondence using this method of communication. If you do not have email, we will send this information to you in the mail, or leave a voice message.

## Change in Contact Information

Please notify our office if you change your phone number or email address.

## Renters' Insurance

Freedom REI, LLC shall not be liable or responsible for loss or damages to articles or property belonging to the tenant. It is advised that the tenant maintain fire and theft insurance for their personal property as well as liability insurance coverage. We are happy to refer you to an agent if you need one.

## PAYING RENT

- Rent is due on the 1st of each month. It is considered late when received after 5pm on the 5th of each month.
- Make checks payable to: Freedom REI, LLC
- Rent may be paid by cash, personal check, cashier's check or money order.
- We do not accept rent checks from anyone not on the lease.
- We have a locked mailbox located near the entrance of our building for your convenience.
- Use of the US mail is at your own risk.
- If your rent is late and paid after the 8th of the month, we require a cashier's check or money order for your rent payment. You can include your late fee in this check, or pay the late fee with a separate personal check.

## FEES

We want to review and clarify our fee structure with you. These fee amounts are written into your lease.

- **Late Fee** = \$50 (this is charged when your rent is received by our office after 5pm on the 5th.) All late fee payments are due in the month they are charged.
- **Return Check Fee** = \$35 (this is charged for a check returned by your bank for any reason.)
- **Lease Violation Fee** = \$25 (this is charged when a 72-hour notice is given, or when any other violation of your lease is noted.)
- **Smoke Detector Tampering Fee** = \$250 (this is charged when upon a routine inspection of the property, it appears the smoke alarm batteries have been removed or the unit has been removed from the ceiling or wall, or otherwise tampered with in any way.)
- **Eviction Fee** = \$100 (this is charged if an eviction is necessary. This fee is charged for each trip to attorney, to court or any other required location related to the eviction along with court and attorney fees and in addition to actual court cost of eviction.)

## CHANGE IN TENANT(S)

**Adding a new tenant:** Before a new person moves into the property, they are required to complete an application and pay the \$40 Application fee and be approved by our office. They will then sign the lease rental agreement.

**Roommate moving out:** If you have a roommate wanting to move out, a 30 day notice to vacate form must be submitted to our office. If a lease for a term is still in effect, he/she will be legally responsible until that term expires.

## **TENANT RESPONSIBILITIES**

The following items are the responsibility of the tenant at their expense while they are living at the property:

- Replacement of light bulbs with the correct wattage.
- Replacement or cleaning of furnace and air conditioning filters every month.
- Replacement of smoke detector batteries. The property must have working smoke detectors at all times.
- Reporting non-functioning smoke detectors immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while living in your home.
- Normal insect control (bees, spiders, sugar or nuisance ants, etc.).
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
- Reporting malfunctioning irrigation systems or sprinklers.
- If you have a pet, all pet droppings need to be disposed of regularly.

## **PETS**

If you have a pet at the time you sign the lease, we need a picture of your pet to put in your file. Not all properties allow pets so if you add a pet to your family, contact our office for prior approval. You will be required to fill out the Pet Agreement form on the pet, and if approved, pay an additional non-refundable pet fee. (Dogs - \$300; Cats - \$150)

# CARE OF PROPERTY

## Getting To Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve - turn off during emergencies/disasters for safety
- GFI plug (s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding (usually in the street.)
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning the oven so you use the right products
- Time bake knobs on the oven— in the event the oven will not work, these may not be set properly.

# MAINTENANCE

## Tenant Renovations/Alterations

It is our policy that tenants do not do repairs or alterations. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you receive written authorization to do so.
- We will notify you in writing of our decision.

### **Maintenance Request**

If you have a maintenance issue, submit in writing or email it to:  
kimberly@freedomholdingsusa.com or call 904-495-7929.

Our vendors schedule directly with our tenants to make all repairs. If you fail to keep a scheduled appointment with a vendor, you will be responsible for the cost of the service call.

**\*\*\*VERY IMPORTANT:** A service call fee of \$100 will be billed to tenant for any unnecessary service call trips.



## **Maintenance Emergencies**

*If you have a maintenance **emergency** and our office is closed, call:  
904-588-2195.*

### ***Emergencies include but are not limited to:***

Fire— call the fire department.

Flood— shut the water off.

IMMEDIATE electrical danger— shut off main breaker in breaker box and call our office.

Backed up plumbing— stop using and call our office.

***NON– Emergency items include:*** With any of the following please notify us of the problem the next business day. \* Heat \* Air conditioning \* Appliance repair

## **CLOGGED DRAINS**

To prevent tub and shower drains from clogging, we suggest a product called Hair Away. This will eliminate hair build-up in the drain. Hair Away is available at most hardware stores. For kitchen sink drains with garbage disposals, please refer to What goes down garbage disposal. Most maintenance calls can be avoided by having this knowledge. If the services of a professional are required, and he determines that the problem is tenant caused, you will be charged.

### **What Goes Down Garbage Disposals**

Small amounts of leftover food from your plate  
Small food bits

### **What Does Not Go Down Garbage Disposals**

Anything that is not biodegradable food  
Anything combustible  
Plastic and metal  
Bones from any animal  
Hamburger  
Spaghetti  
Bacon grease or other grease  
Egg shells  
Potato skins or large amounts of potato  
Corn cobs or husks, lettuce, asparagus and other fibrous fruits and vegetables  
Pasta and rice

### **More Notes:**

- Just remember, whatever you wash down the sink must make it to the road (city pipes). If it is doubtful that a piece of food will get that far without causing a back-up, don't

wash it down your sink.

- Anytime you put anything in your disposal make sure you run water for about 30 seconds. This will make sure you get the longest life possible out of your disposal.
- Too much of anything is not good. For example, small amounts of potato peels might be okay, but if you put a lot, you're asking for a repair bill.
- This old stand-by is right on: "When in doubt, throw it out".
- Consider running ice cubes in the unit as a means of "cleaning" the unit. The hard ice chips help knock down the scum layers that build up below the seal, and in the grinder wheel.
- The only things that should go into a garbage disposal are things that are left over after you scrape your plate into the garbage can.
- The disposal will have a tough time with foods like pasta and rice. It will have a real tough time with slimy things like potato peels and won't do well at all with onion skins, sections of onion or stringy vegetables like asparagus. Best to toss in the garbage!
- We do make one exception to the rule of minimizing use of the garbage disposal, and that is to address the issue of garbage disposal smell. Over time, a film of scum can form down in the grinding chamber, and it may get a little smelly.
- To combat the smell, try grinding the peels from a piece of citrus fruit like orange, grapefruit, lemon or lime once a week. The mechanical action of the rough peels getting ground up combined with the peels' citric acid, is a natural cleaning agent and gets things clean and fresh. Be sure to cut into at least small wedges before inserting.

## **PREVENTIVE CLEANING TIPS**

Here are some helpful cleaning tips for you...

- Always put away food and wipe up food debris.
- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the build-up of grime.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid "dust bunnies" and the build-up of grime.
- Do not use "cleaning products" on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

# SAFETY TIPS

The safety of you and your family is important to our company and many things can affect it. Here are some tips to follow:

- Window screens are not a safety device. **DO NOT LEAVE CHILDEN UNATTENDED NEAR OPEN WINDOWS.**
- Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report the leak immediately to our office.
- Do not operate electrical appliances while standing or sitting in water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to our office immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to our office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense & never leave grills unattended. Do not set grills up against the house. You could start a fire.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

## PESTS

You are responsible for sugar or “nuisance” ants. We suggest a product called Orange Guard. This product is safe around food, kids and pets. Keep all counters and floors free of water and food items. Spray Orange Guard around door openings and any place you see a trail of sugar ants. Check [www.orange-guard.com](http://www.orange-guard.com) for a store list. Also recommended are ant stakes placed at exterior foundation.

Call our office if you see carpenter ants, termites or rodents.

## 30 NOTICE TO VACATE

Eventually, you will move, and we want you to be prepared when this is necessary. We require our tenants to give a 30-day notice prior to moving. You can visit our website at: [www.webuyhousesjax.com](http://www.webuyhousesjax.com) and download the 30-day notice to vacate form. Fill it out and sign it, then send it back to our office. The notice must be signed by all tenants living at the home. You can snail mail it to our office or email to [kimberly@freedomholdingsusa.com](mailto:kimberly@freedomholdingsusa.com). **The 30 days begins on the day we receive it in our office.**

It is the responsibility of the tenant to deliver all keys to our office. We have a 24 hour box outside our building for your convenience. Please make sure you include your name and identify your rental property address. Garage door remotes can be left in the kitchen.

## BEFORE YOU VACATE THE PROPERTY

After you have given notice to vacate, please remember to do the following:

- It is the responsibility of the tenant to deliver all keys to our office. We have a 24-hour box outside our building for your convenience. Please make sure you include your name and identify your rental property address. Garage door remotes can be left in the kitchen.
- Do not turn off utilities! Just remove your name from the account. Please let us know if the utility company needs any additional information from our office.
- Leave the heat set at 55 degrees if you are vacating in the months of October through March.
- Please leave the property “broom clean”. The property will be professionally cleaned including carpets.
- If you are responsible for yard care, please return the yard to “move-in” condition before you leave.
- Remember to stop your newspaper service to this address.
- If you were approved to install a satellite dish during your tenancy, please remove the dish from the property and take it with you.

Your security deposit refund statement will be sent to your new address within 30 days of vacating. A deposit refund check will be payable to all persons on the agreement, unless notified otherwise, in writing, signed by all tenants.

We will be marketing your home to re-rent and will notify you when we have appointments to show it. If you have any questions, please feel free to call.