



# Tampa Bay Property Experts

## Tampa Bay Property Experts welcomes to your new home!

*\*Please let us know what your current telephone and email is as soon as possible so we can further assist you. Also, please remember to also have all the utilities put in your name effective the first day of your lease.*

The following information is designed to answer frequently asked questions related to caring for the property and interacting with Tampa Bay Property Experts.

Please review these documents and keep them on file for handy reference.

### Tampa Bay Property Experts Contact Information

Tampa Bay Property Experts  
3853 Northdale Blvd #167  
Tampa, FL 33624  
[suealmeda@live.com](mailto:suealmeda@live.com)  
Sue- 813.390.0893 or Ryan- 813.495.2549

### PAYING RENT

- Rent is due on the 1st of each month. It may be mailed or delivered to our box. Please make checks payable to: Tampa Bay Property Experts. Remember that late charges begin on the 5th of each month (rent must be received by the 5th to avoid late fees, unless otherwise stated on your lease. Post marked dates will not be considered). - Please put your name and rental address on your check/money order every time to ensure that you are properly credited with the payment. - Be sure check or money orders are completed with the names of payer and payee and are signed. TBPE will not be responsible for cash or incomplete money orders. - Rent delivered to TBPE should be deposited in or mailed to our drop box located at **3853 Northdale Blvd #167, Tampa, FL 33624**. If you use the drop box, your money order must be in an envelope.

## MAINTENANCE

- If a maintenance issue should arise, a maintenance request form must be filled out online at [www.tampabaypropertyexperts.com](http://www.tampabaypropertyexperts.com) or mailed to our address. We ask that you submit maintenance requests in writing to avoid confusion and to ensure that we have a clear record of your request.
- Tenants must be prepared to schedule time and make themselves available during normal business hours to let a vendor or repair person into the property
- Tenants are responsible for securing any pets that vendor may encounter. Failure to do so will result in work request not be completed and Tenant be charged for the service call.

## EMERGENCY MAINTENANCE

- If you have an emergency that cannot wait until the next business day and it is before or after regular business hours, you can call our office. Leave your name, address, telephone number and nature of the emergency. Make sure the number you leave will accept private calls. Phone numbers that do not accept private calls will not receive a return call and the request will not be answered.
- An emergency is considered a fire, flood, or any other hazardous or dangerous condition that could cause harm to the tenant or the property. In the event of a fire, please call 911 first.
- An emergency is NOT your air conditioning, problems with appliances, or a problem with the neighbor, etc.

LOCKED YOURSELF OUT? - TPBE keeps extra keys for each property. During regular business hours you may contact us to arrange a representative to unlock the door. After business hours, keys are not available and you will have to call a locksmith.

## CARE AND USE INFORMATION

The following information has been gathered in response to requests from residents looking for guidelines at move-in and move-out times. If you have questions about the use and care for items not on this list, please call Tampa Bay Property Experts.

PLEASE REPORT UNSAFE OR HAZARDOUS SITUATIONS IMMEDIATELY

### AIR CONDITIONING AND HEATING UNITS

- All Tenants are responsible for cleaning and replacing the filter at least one time per month. Problems caused from the failure to clean/replace the filter may be the tenant's responsibility. - Dust can accumulate at room vents as well as the return vent. A small broom brushed against the vent openings will clear away and dust and help the unit work more efficiently.
- Do not place furnishings or anything against the return vent that will block airflow.
- Make sure outside unit is clear and unobstructed. Placing objects upon or against Unit will cause it to burn up the motor.

- In the event air conditioning is not functioning, make sure the circuit breaker is not tripped. If you detect water around the unit, it generally is because the drain line is clogged. This is usually a result of not changing the filter regularly.

## DRAINS AND TOILETS

- Avoid letting food, hair, grease and too much paper get down the drain.

- Clogged drains caused by food, hair, grease and excessive paper are the tenant's responsibility. Some dishwashers will clog from food left on dishes when put in the machine. Always rinse dishes prior to loading dishwasher.

- After bathing remove excess hair left at drain catcher to avoid clogs.

- Many homes and apartments have low-flow toilets. We strongly recommend that you keep a plunger on hand. Low-flow toilets tend to clog or back up if too much paper, etc. is flushed. Never put sanitary napkins, diaper or handy wipes, napkins or paper towels down the toilet.

## GARBAGE DISPOSALS

- Always run water while the disposal is operating to avoid damage to the unit. Let the water run long enough to grind all the material in the disposal. Then let the water run for 10-15 seconds after turning off the disposal. Learn to recognize the sound the machine makes when completely free of garbage.

- Disposals are designed to grind up organic materials only. Exceptions include banana and potato peels, artichoke leaves, celery stalks, flower stems, coffee grinds, bones or any item that is particularly tough. NEVER put paper, plastic, glass, aluminum foil or grease in the disposal.

- If the unit is not operating check the reset button. Make sure everything is cleared from unit and nothing is jamming it. Problems caused by users are the tenant's responsibility.

## POWER OUTAGES

- If the power goes out in your home, check to see if the whole area is without power. If it is out in the entire area, chances are the provider is already aware, but you can try to call and report it.

- If the power is only out in your home/unit, check the circuit breaker box. One or more circuits may be tripped and you may see them in the off position. If no switches are in the off position, turn each switch off then on to reset the circuits. If this doesn't solve the problem call your energy provider and report it. If they inform you that it is a problem with your individual unit, then call TBPE.

## REFRIGERATOR COILS/CATCH PANS

- Keep coils on refrigerators free of dust.
- Most refrigerators have drip pans under them. If not kept clean, the pans can start to develop a strong odor. It is normal for the drip pan to accumulate water. Please take a moment to get acquainted with your appliances.
- Refrigerators need to have a normal amount of contents in order to stabilize their temperature. Make sure you give your unit enough time to get properly cold.

## MILDEW

-Bleach is the best product for removing mildew that forms around the edges of showers, tubs, tile on the walls, around metal windows and anywhere there is moisture. The easiest way to remove mildew is to cut paper towels in half and fold them in one-inch strips. Dip each strip into the bleach bottle. Lay the bleach soaked strips directly on the affected area and leave it there for several hours. It works great! Remember to wear rubber gloves and have proper ventilation.

## HOUSE PLANTS

- Be sure that drip pans are kept under all plants. Water run-off will stain or damage most surfaces.

## KITCHEN COUNTERS

- To avoid costly damage from nicks and cuts in counter tops, please use a cutting board at all times.

## WOOD DECKS AND PORCHES

- Potted plants and flowers add beauty and appeal to a property. If you have planters or pots, please put "feet" under them so that they are raised up off the deck a few inches to allow air flow beneath the pot, and to prevent water run-off from rotting the deck.

## LAWN AND SHRUBBERY MAINTENANCE

- Lawns are to be kept mowed and in a neat fashion at all times. Bushes should be trimmed, so as not to grow unruly.
- Sprinkler timers should never be turned off. Hand watering is encouraged, but should observe any local watering restrictions. Brown spots from lack of water and any loss of lawn (due to bugs not reported) will become the tenant's responsibility.

## SMOKE DETECTORS

- Tenants are responsible for keeping fresh batteries in smoke detectors. We recommend changing batteries at the beginning and end of daylight savings time.

## GENERAL CLEANLINESS

- While most of us don't need reminding, it is important to keep your unit in a clean and sanitary condition.
- Take trash out immediately to trash receptacles. Do not leave trash outside by your door. This will attract bugs and unwanted pests.
- Smoking is not allowed in any TBPE property.

## FINAL NOTE - Please be courteous to all neighbors.

- Watch out for children playing.
- Obey all local and state ordinances.

### FREQUENTLY CALLED NUMBERS

Brighthouse 813.684.6400 (phone, internet & cable) City of Tampa 813.274.8032 (water, sewer)  
Verizon 813.978.7266 (phone, internet & cable) Waste Management 866.339.1697 (garbage)  
TECO 813-223-0800 (electricity) TECO/Peoples Gas 813.228.4111 (gas service)