



### TENANT INFORMATION SHEET

[www.rpm-fl.com](http://www.rpm-fl.com)

(352) 414-5292

- You can utilize our website above to:
  - PAY YOUR RENT
  - REPORT MAINTENANCE ITEMS
    - Maintenance cannot be done without a ticket (If you are unable to initiate the ticket yourself, please call our office)
    - Contact our staff
  
- If you have an emergency:
  - CALL 911 if it is a police, medical or fire emergency.
  - If you have a maintenance emergency that is after business hours, call (352) 414-5292 and choose option 1.
  
- Your Buildium portal:
  - You will receive an invite to the email address you provide us to collaborate with us using our property management program, Buildium.
  - You can access the functions mentioned above from your portal, or via our website once you are set up.
  - You are responsible for activating your utilities right away.
  - Your utility providers depend on the location of the property you are renting. Your Resolute Property Manager can provide you the names of your utility providers. Below is contact information for most utility providers in the area.
    - City of Ocala (Electric) - (352) 629-2489
    - Marion County Utilities (Water) - (352) 307-6000
    - Duke Energy – 800-700-8744

- SECO (800) 732-6141
- Marion Utilities Water (352) 622-1171

Please sign on the space provided below acknowledging that you understand our policies. Don't worry... you will get a copy of all of this!

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Tenant Signature and Date

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Print Name



## EMERGENCY MAINTENANCE

Dear Residents,

I would like to take this opportunity to introduce you to our on-call maintenance procedures. Some are familiar with putting a ticket in through our Tenant portal site with Buildium. This is still something you must do. However, if it is a maintenance emergency, as defined below, you will need to call our emergency number at 352.414.5292. Then choose option 1 to ring the maintenance on call phone. **Please note if it is a police, fire, or medical emergency call 911!**

Please remember this is a system we use for emergencies. Emergencies include:

1. A non-functioning toilet **only if it is a one-bathroom unit.**
2. No heat if the temperature outside is below 32 degrees.
3. No a/c if the temperature outside is above 80 degrees.
4. Consistent flooding of home or areas of home that cannot be stopped.
5. No water.
6. No hot water.
7. Sparking anywhere in the electrical circuits (breaker boxes, electrical outlets, etc.)
8. Roof leaks/kitchen or bathroom leaks any leak within a wall of the home.

If your reason is not listed here, please put a ticket in and we will either notify you by email or phone that we have requested maintenance for you on the next business day.

Thank you so much for your cooperation and continued residency.

Sincerely,

Rachel Noles  
Property Manager  
352.414.5292



## Move Out Guidelines & Cleaning Checklist

Tenant(s): \_\_\_\_\_ Move in Date: \_\_\_\_\_

Property Address: \_\_\_\_\_ Move Out Date: \_\_\_\_\_

We work hard to keep our rental properties in good condition and appreciate your help. We also want to return your security deposit to you in full. To do that, we need your cooperation in completing the following checklist.

If all items are completed as indicated to our satisfaction and no other damages are identified, your security deposit will be returned to you within 21 days.

If cleaning is not satisfactory, we will need to hire someone to clean and \$200 for their services will be deducted from your security deposit.

- Your security deposit does not apply to your last month's rent.
- You are required to move out by noon on the last day of your lease.
- Leave all nails and screws in the walls. Do not attempt to patch or paint over any holes in the walls. We will not charge for filling nail holes unless there is an unusual quantity.
- Leave all property, mailbox, and garage keys, parking tags, and garage door openers in an envelope, along with your forwarding address.
- Contact the electric company to take a final meter reading at the end of the lease term.
- Furnish the Post Office with your forwarding address online at [usps.com](https://usps.com).
- Arrange for your phone and cable service to be disconnected.
- Provide your forwarding address to Resolute Property Management at [info@rpm-fl.com](mailto:info@rpm-fl.com).
- Please call the office @ 352-414-5292 to schedule a time for a move-out inspection.

Everything must be out of the home to do the move-out inspection. You must be present during the inspection so that there are no misunderstandings. We would rather have you complete the cleaning than to hire it done and charge you for it.

- All carpets must be professionally cleaned by a cleaning company at your expense. A receipt for the cleaning must be provided to Resolute along with all keys. If the unit is not suitably cleaned, cleaning charges will be applied.



## Move Out Guidelines & Cleaning Checklist

### CLEANING CHECKLIST

#### **LIVING ROOM**

- Clean all blinds
- Wash all windows, sills, and screens
- Dust all baseboards and electrical plates
- Wipe down baseboard heaters
- Vacuum carpet and any cobwebs
- Wipe down closet shelf, if applicable
- Clean air conditioner filter, if applicable

#### **KITCHEN**

- Clean all blinds
- Wash all windows, sills, and screens
- Dust all baseboards and electrical plates
- Wipe down baseboard heaters
- Wash ceiling fan, counter top, and any debris on walls
- Clean dishwasher inside and out
- Clean refrigerator and freezer, inside, outside, and floor underneath. Turn it off and leave the doors propped open. (Defrost with hair dryer if necessary.)
- Clean oven, top of range, under burners, hood, and broiler pans. (Drip pans will be replaced at your expense if they do not come clean.)
- Wipe out all cupboards and drawers inside and out
- Vacuum any dust off the ceiling from fan
- Scrub floor, even under appliances, leave appliances pulled out
- Wipe down closet shelf, if applicable
- Replace any burned out light bulbs (refrigerator, vent hood, oven, and fan)

#### **BATHROOM**

- Dust all baseboards and electrical plates
- Wipe down baseboard heaters
- Scrub the bathtub, toilet, and sink inside and out
- Clean medicine chest and shelves and closet and/ or cupboards
- Scrub floor
- Clean ceiling exhaust fan, light fixtures, and replace any burned out light bulbs
- Wipe down washer and dryer inside and out, if applicable

### BEDROOMS

- Clean all blinds



## **Move Out Guidelines & Cleaning Checklist**

- Wash windows, sills, and screens
- Dust all baseboards and electrical plates
- Wipe down baseboard heaters
- Wipe down closet shelves
- Wash ceiling fan, blades, and globes-replace any burned out light bulbs
- Vacuum carpet and any cobwebs

### **STORAGE AND GARAGE**

- Sweep out or vacuum any storage areas, garages, or basements
- Replace any burned out light bulbs

\*\* Please call our office at 352-414-5292 with questions regarding this Move Out Guidelines & Cleaning Checklist \*\*