



PREMIER PROPERTY MANAGEMENT VACATION RENTAL MOVE-IN GUIDE



(Last Updated: Dec 2020)

Dear Resident,

Welcome & Thank you for entrusting Premier Property Management for your vacation experience here in Naples, FL!

We're glad to have you as part of the family and look forward to providing you Peace of Mind throughout your stay! Whether you're renting for the first time, looking to be regular Naples visitors, planning and/or preparing to purchase, etc. - please keep the Premier team in mind, as we're ready & willing to help assist in any and all ways possible.

Below, please find a Vacation Rental Resource Guide that outlines all of the tools & resources available to tenants to ensure that all answers are readily available for all residents at all times.

Best regards,

The Premier Property Management Team

For Immediate attention, please direct all emails to andrea@naplesppm.com.

Summary

1. Prior To Arrival / Move-In Instructions
2. Account Setup: Tenant Portal & Property Meld
3. Complete Move-in Inspection Form / Meld
4. Rent Payment Schedule
5. Website
5. Maintenance
 - a. Maintenance Portal “Property Meld”
 - b. Submitting a Work Request
6. Premier Property Management - Office Location & Details
7. Move-Out / Early Termination of Lease
8. Security Deposit Return & Claim Objection Process
9. About Premier
 - a. Real Estate Brokerage
 - b. Annual / Seasonal Property Management
 - c. Photography / Renovations / Marketing / Leasing
 - d. Providing Residents with Peace of Mind
10. Move-in Inspection Checklist

PRIOR TO ARRIVAL / MOVE-IN INSTRUCTIONS



Lockbox Instructions: Set the combination to the code provided to you in your move-in instructions and once aligned with the dash mark to the right of the code, then simply slide the lockbox door upwards (see photo above) and the key compartment will open. Tip the key box a bit to remove the keys from the box.

Move-in Tip: If there are any items that need to be addressed at time of move-in, submit a meld request with a list of the items. This ensures it will be documented and sent to our Customer Service Supervisor asap!

Procedure

- A. Tenant will receive an email link to set up an online tenant account and make this payment. Alternatively, tenant may pay by money order and mail to PPM office (Please note that funds must be received prior to Move-in)
- B. Upon full payment of Move-in Funds, HOA Approval, Lease execution, etc. residents can expect to receive a detailed informational packet regarding their move-in two weeks prior to the move-in date.

- C. Please complete & upload Move-in Inspection List within 3 days of Move-in. If there are maintenance items that need to be addressed after moving in, please create a Move-In Checklist Meld, with a list of the items that need attention.
**Please note this helps Maintenance to get the proper vendors assigned to the issues in the system, rather than texts/calls/emails.

TENANT PORTAL SETUP

During the Lease Application process, the tenant will receive a link to setup a Tenant Portal Account. This account setup will be required to execute the lease, login for scheduled rent payments, review current/past ledger balances, etc.

RENT PAYMENT SCHEDULE

- A. Follow Payment Schedule.
- B. Payment Options Include:
- a. E-Check (Free) - requires bank account # and routing #. (Step by Step instructions on Portal and preferred method of payment for PPM Residents)
 - b. Credit card - additional 3% in Processing Fees.

WEBSITE

All of your rental needs at your fingertips: www.naplesppm.com

- Resident Resources & Fix it Yourself Videos
- Tenant Payment Portal
- Maintenance Portal Link
- Annual / Seasonal Rentals
- Homes for Sale, etc.

MAINTENANCE - PORTAL, SUBMITTING A WORK REQUEST, INSPECTIONS, ETC.

- A. PPM has invested in a state-of-the-art Maintenance Portal called Property Meld to facilitate the submission, assignment, scheduling, updating, completion of all maintenance requests.
- B. Tenants should receive an invitation/registration link upon move-in. If you have not received this invitation, please email maintenance@naplesppm.com to get set up asap.**
- C. All maintenance requests, questions, issues, follow-up, complaints, etc. should be directed to the chat section of the submitted meld. (This is extremely helpful as it ensures that all communication is centralized and viewable for Tenants, Managers, Maintenance, Owners, Vendors, etc.)
- D. PPM has a network of preferred vendors that cover the spectrum of maintenance needs & emergencies that come up from time to time.
- E. ****If a maintenance request is submitted after 5:00pm, the vendor will schedule the service visit the following day via the Property Meld portal. If your maintenance request is an actual, life-threatening or property-damaging emergency, please email maintenance@naplesppm.com. If the request is regarding AC, please note that any after-hours service will be the tenant's responsibility. Otherwise, PPM's preferred AC vendors will schedule upon receipt of the meld submission the following day.**

PREMIER - OFFICE & APPOINTMENTS

- A. Office Address: 1441 Ridge Street, Naples, FL 34103
- B. Meetings by Appointment Only.**
- C. Rent Drop Box located on site, available 24/7
- D. CONTACT US: Email info@naplesppm.com
- E. Phone: 239-321-6650 (Calls will be returned within 24 hours)

MOVE-OUT / Security Deposit Return Process

- A. After vacating your seasonal rental unit, PPM will have 30 days to conduct the move-out inspection and complete the security deposit return process. Once processed the security deposit will be sent via Certified Mail within 5-7 business days.
- B. If you have any questions regarding the move-out process, please send directly to deposits@naplesppm.com

ABOUT PREMIER

Premier Property Management is a full Real Estate Brokerage that has grown its portfolio to approximately 750 properties over the last decade or so.

While we specialize Real Estate Sales & Annual / Seasonal Property Management, we have brought a number of crucial real-estate services to the PPM Offering, including

Professional Visual Imaging (Photography, 3D Walkthroughs, Virtual Staging, Renovations, Marketing, Leasing, Move-Out's, etc.

MOVE-IN INSPECTION CHECKLIST

Important Reminder: please submit your detailed move-in checklist within 3 days of move-in to ensure that the condition of the home is documented and move-in ready. Any issues that need to be addressed should be uploaded to Property Meld in a "Move-in Checklist" meld submission.



Sink		
Stove, Hood & Oven		
Refrigerator		
Dishwasher		
Others		
BEDROOM 1	Condition: New / Good / Fair / Poor / N/A	NOTES
Walls		
Ceiling		
Flooring		
Doors & Locks		
Windows		
Curtain & Blinds		
Lighting		
Electrical Fixtures		
Heating & Cooling		
Storage & Shelving		
Others		
BEDROOM 2	Condition: New / Good / Fair / Poor / N/A	NOTES
Walls		
Ceiling		
Flooring		
Doors & Locks		
Windows		
Curtain & Blinds		
Lighting		
Electrical Fixtures		
Heating & Cooling		
Storage & Shelving		

Others		
BEDROOM 3	Condition: New / Good / Fair / Poor / N/A	NOTES
Walls		
Ceiling		
Flooring		
Doors & Locks		
Windows		
Curtain & Blinds		
Lighting		
Electrical Fixtures		
Heating & Cooling		
Storage & Shelving		
Others		
BATHROOMS	Condition: New / Good / Fair / Poor / N/A	NOTES
Walls		
Ceiling		
Flooring		
Doors & Locks		
Windows		
Lighting		
Wash Basin		
Shower & Bathtub		
Toilet & Plumbing		
Mirrors		
Cabinet Fixtures		
Others		

MISC	Condition: New / Good / Fair / Poor / N/A	NOTES
Smoke Detectors		
Fire Extinguishers		
Stairs		
Hallways		
Deck, Patio & Balcony		
Garage		
Garden & Lawn		
Parking Area		
Others		
GENERAL CONDITION (please describe any damage or defects) -		
<p>* UPON COMPLETION OF THIS INSPECTION FORM, PLEASE CREATE A MOVE-INSPECTION Checklist Meld in Property Meld</p>		