



Hello,

Thank you for reaching out to Premier Property Management regarding one of our rental listings - Our goal is to exceed your expectations!

The property you are interested in is currently available. Below are some questions – your responses will help us better assist you in your search for a rental home.

How many financially responsible people will be living in the home?  
Do you have any pets? (additional \$250 refundable deposit per pet)  
Do you know your credit score?  
Can you provide proof on income?  
Do you have any foreclosures, bankruptcies, or arrests?

For the application process we require a background check (\$150 for the first adult, \$50 for each additional adult)  
We require first, last, and one-month security deposit prior to occupancy.

Please let us know your desired move in date and availability for showings and we will begin the process!

Considering a purchase? Premier is a full-service rental and sales brokerage and as such can provide the following services to better suit your needs and goals:

- Seller and Buyer representation for purchase and sale of real estate across FL
- Tenant Representation
- Attorney prepared leases and purchase agreements
- Monthly management of your property
- Repair and Maintenance coordination
- Access to highly educated and experienced Realtors
- List of trusted vendors to handle any real estate needs, including:
  - Title & Legal
  - Mortgage & Finance

- Home Inspections
  - Home Renovations, from flooring to roofing and everything in between
  - Home Watch & Maintenance
  - Insurance
  - Appraisals & BPOs
  - Mold & Hazard Remediation
  - 1031 Exchanges
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- Web-based and on-demand software for payments and work order requests
  - 24-hour Maintenance Hotline
  - IDX-enabled website for up-to-date searches of rental and sale listings in SWFL

I look forward to connecting with you and assisting you in any way possible. Please feel free to reach out to us right away via the contact information below.

Best Regards,

The PPM Team



Dear Applicant,

Thank you for applying for one of Premier's rental homes! In order to move forward with the leasing process, below is the procedure that must be followed in order to prevent any delay with your desired move in time frame.

**Payment of hold deposit**

-Once your online application has been reviewed and approved and the hold deposit is paid the lease will be drafted and sent to you for your signature. The lease must be signed within 24 hours of placing the deposit.

**Payment of the balance of move in funds**

-First Month's Rent, Last Month's rent, and Security Deposit paid in full are required to move forward with any lease and must be received a minimum of 2 days prior to move in. (additional deposits may apply for pets, etc.)

**Fill out HOA application (where applicable)**

-If the unit you are leasing is located within an HOA we will need you to fill out a copy of the application and this will be submitted with the lease. You are responsible for paying any applicable fees. HOA's can take up to 30 days to approve an application so please be prompt with filling out and returning the paperwork so as not to delay your move in.

**Transfer utilities**

-In order to turn over the keys we need a confirmation that your utility accounts have been transferred into your name (FPL, LCEC, etc.) This is part of your lease agreement and no move in will be permitted without this confirmation.

**Move-In Checklist**

-The checklist must be filled out within 3 days of moving into the unit for it to be valid.  
-The checklist is also followed by a move-in survey. One survey will be select each month at random and the winner will receive a \$25 rent credit on their account.

**Move in**

-Upon payment of all required move in funds and receipt of HOA approval where applicable you may take occupancy of the property.

Regards,  
The PPM Team



Dear Valued Tenant,

Congratulations on leasing your new home. You will be receiving an email asking you to take a **move-in survey**. Please take a moment to fill this out. It provides us valuable feedback on areas where we are exceeding your expectations as well as areas that we can improve upon. \*One survey will be selected at random each month and that tenant will receive a rent credit of \$25 so remember to send yours back!\*

Here are just a few reminders:

Please ensure that you have the electric account changed over into your name effective your move in date. **Confirmation of the transfer of service must be sent to receive the keys.**

FPL # 239-262-1322

Lee County Electric # 800-599-2356

If you are responsible for paying your water bill, you have been set up to receive the duplicate copy of the bill. The timing of the first bill you'll receive can sometimes be tricky. Please call the water company as you will have access to get your account info over the phone or set up an online account.

CCU # 239-252-2380

City of Naples # 239-213-1800

Bonita Springs Utilities # 239-992-0711

Please make sure to complete your move in check list and send back via email within 3 days of move-in.

Frequently Asked Questions

When is rent due?

Your rent is ALWAYS due on the **FIRST** day of the month. You have a 4 day grace period and if your rent is not paid **on the 4th** day of the month, your account will automatically be charged a late fee of \$50 on the morning of the 5th. This late fee amount is due with your rent payment.

How do I pay my rent?

You can pay online through you tenant portal (**free when you use e-check**)

You can mail your rent to our office. Make sure to put your address in the memo portion of your check or money order. Our mailing address is:

Premier Property Management 1441 Ridge Street Naples, FL 34103

You can drop off your rent in the drop box located to the left of our front door and a receipt will be emailed to you. Please ensure we have an up to date email address for you.

**NO CASH PAYMENTS ACCEPTED.** No walk-in payments accepted.

What happens if I don't pay my rent?

Failure to pay your rent will result in a 3 day notice being posted on your door for the amount of your delinquent rent. If rent is not paid within 3 business days of the notice being posted, eviction proceedings will begin.

How do I report a maintenance issue?

Submit your request for maintenance through your **tenant portal** - **[www.premierpm.appfolio.com/connect](http://www.premierpm.appfolio.com/connect)**.

Will Premier Property Management notify me when a repair person is coming to my home?

No. The request for maintenance is submitted to the vendor and they will contact you directly to schedule. If we have your email address, you will be copied on the request sent to the vendor.

What do I do if I notice something wrong with the property after moving in?

All tenants are given a move-in checklist. You must fill this out and send back to your property manager within 3 days after move in.

I can't get into my home / I lost my keys – what should I do?

You can call the office during **normal business hours** to pick up a key (you must make a copy and return it to the office the SAME DAY) **After 5:00pm and on the weekends** you will need to call a locksmith at your own expense, since this is not an emergency maintenance issue.

How do I place utilities in my name?

Where applicable, you are required to place utilities in your name as of the **first** day of your lease. To place electric service in your name, call FP&L 239-262-1322 or LCEC 239-656-2972. For water service in Naples, you will be placed on duplicate billing which is done by us here at the office. (Exceptions are Bonita Springs residents and tenants on a well system, or if water is included in your rental rate) Tenants in Bonita Springs must fill out an application for service in their name and deal directly with Bonita Springs Utilities 239-992-0711.

Can I use my security deposit for my last month of rent?

No. The purpose of a security deposit is to pay for any damage caused by the tenant or their guests and is not to be used for rent. Advance rent is utilized for rent payment of the final month of the lease.

How long does it take to get my security deposit back after I move out?

Security deposit dispositions are sent out 30 days after the end of the lease, per Florida statute.

What happens if I end my lease early?

If you end your lease prior to the end date, you are financially responsible to pay for the rent and utilities until a new tenant is procured and a lease break fee will be applied to your account.

#### Who takes care of my lawn maintenance?

Lawn maintenance is a bi-weekly service. If the service is ever out of rotation this is normally related to the unpredictable weather conditions here in Florida.

Please contact the vendor with questions regarding the lawn maintenance, if needed. Their information will be provided to you by emailing a request to your property manager.

If the vendor does not respond within 48-hours, please contact your manager.

#### Who maintains the HVAC unit?

Tenants are responsible for proper Heating/Air Conditioning Maintenance, ie; filter replacements every 30 to 60 days and advising management when the system isn't functioning properly. Any maintenance performed on the Heating/AC unit that is due to a lack of proper care by the tenant, as determined by a licensed A/C Heating company, will be the responsibility of the tenant. Some owners use specific vendors and not all vendors are available to make repairs on the weekends or after hours.

*Florida state laws specify that landlords are not required to provide A/C or heat in every room, but they do have to provide a form of heating in any living room under the [Housing Improvement Regulations 1947](#).*

If it becomes necessary to dispatch a vendor for an AC issue, you will be copied on our request to them. If the vendor does not contact you within 48 hours please contact them directly and advise your property manager. Please contact the vendor with questions regarding the air conditioner, if needed.

Best Regards,

The PPM Team

## Tenant Vacating Notice

I/We hereby give notice of my/our intention to vacate the property below:

Address: \_\_\_\_\_

on the following date: \_\_\_\_\_.

I/We understand that I/we are required to give 30 day's notice, under the terms of my/our Residential Lease agreement.

My/Our reason for vacating is: \_\_\_\_\_

\_\_\_\_\_

My/Our new forwarding address, contact phone numbers, and email will be:

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone

Number: \_\_\_\_\_

I/We would like assistance in finding another rental property: Yes / No

I/We would like assistance in finding a home for purchase: Yes / No

I/We understand that Premier Property Management may want to show prospective new tenants through the property listed above. Please arrange access for this purpose by contacting me/us at:

Work: \_\_\_\_\_ Home: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Tenant



Hello,

Thank you for leasing with Premier Property Management. You have given us notice that you will be vacating the unit at the end of your lease term. We will need to begin marketing this property for rent immediately. In order to ensure your security, we will qualify the leads prior to referring to you for scheduling a showing.

We need to know the exact day you are leaving the property so we can set up temporary accounts for the utilities. Please send us a forwarding address at your earliest convenience.

You will be contacted by a representative of Premier who will perform the move out inspection. Please make arrangements to provide the keys to the unit to your property manager.

Your security deposit will be processed within thirty (30) days per Florida statute 83.49. Please ensure that we have your forwarding address to send the correspondence. This will be sent out via Certified mail.

If you have any questions please contact your property manager.

Once again, thank you for leasing with Premier and let us know if we can assist you with sales or leasing in the future.

Premier Property Management