



PREMIER PROPERTY MANAGEMENT RESIDENT MOVE-IN GUIDE



(Last Updated: August 2021)

Dear Resident,

Welcome & Thank you for choosing to rent with Premier Property Management here in Naples, FL where we're excited to manage a portfolio of more than 750 units!

We're glad to welcome you to the family and we look forward to providing you Peace of Mind throughout your stay with us at your seasonal vacation rental home in Naples! Whether you're renting, planning and/or preparing to purchase - 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 Seasonal 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

Summary

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 - b. Welcome
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5. Maintenance
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 - b. Submitting a Work Request
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MOVE-IN INSTRUCTIONS

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. Upon full payment of Move-in Funds (First, Last, Security Deposit, a Move-in Package will be made available for Pickup by the tenant from the PPM Office located at 1441 Ridge Street, Naples FL 34104. The package will include Keys, Gate passes, Remotes, Resident Resource Guide, AC Filters, etc.
- B. 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.
- C. 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)

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 monthly rent payments, review current/past ledger balances, etc.

RENT PAYMENT

- A. Please follow the payment schedule, as outlined in your Lease Agreement with Premier Property Management. For any questions, please email accounting@naplesppm.com
- 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. The Management Agreement with the property owners for each PPM-managed property requires (2) inspection walk-through's during the Lease Term. PPM will coordinate with tenants to schedule for a convenient date/time.
- F. **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. 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 / EARLY TERMINATION OF LEASE

- A. The tenant is responsible for providing 30 days notice prior to vacating the premises. If the tenant wishes to terminate their lease early, the tenant will forfeit their Last Month Rent & Security Deposit, as well as be charged a \$650 Lease Break Fee. Pending Move-Out Inspection and condition of the premises, this will release tenants from any further liability.
- B. After completion of Move-out inspection, and full vacating of premises, the tenant is responsible for dropping off keys, remotes, fobs, etc. in the dropbox at the PPM office located at 1441 Ridge Street, Naples, FL 34104

PPM: OTHER SERVICES



- A. Premier AC Filter Program: 4 AC Filters will be provided to tenant at Move-in / Lease Renewal. Tenant is responsible for quarterly changes of AC filters.
- B. Premier Renovations: If there are upgrades/improvements that you are interested in for your home, please email your thoughts/questions to PPM at info@naplesppm.com. In most situations, owners are open to making upgrades if tenant is willing to agree to small monthly rent increase
- C. Rent to Buy: The experienced PPM team can help you to understand how your current financial situation sets you up to be pre-approved with a mortgage lender. From there, it's about creating a plan to find the perfect home for your budget and help you to close/move-in as seamlessly as possible!

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.



Move-In Inspection Checklist		
Property Address:		Inspection Date:

Inspection Type: [X] Move-In		
LIVING ROOM	Condition: New / Good / Fair / Poor / N/A	NOTES
Walls		
Ceiling		
Flooring		
Doors & Locks		
Windows		
Curtain & Blinds		
Lighting		
Electrical Fixtures		
Heating & Cooling		
Others		
KITCHEN	Condition: New / Good / Fair / Poor / N/A	NOTES
Walls		
Ceiling		
Flooring		
Doors & Locks		
Windows		
Lighting		
Electrical Fixtures		
Cabinet Fixtures		
Counter Tops		
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>		