



*L. Cramer & Associates, Inc. Property Management*

## **RESIDENT HANDBOOK**

**This must accompany the Rental Application**

“L. Cramer & Associates, Inc Property Management Company pledges to follow the letter of the law and the spirit of the **U.S. Policy for the Achievement of Equal Housing Opportunity** throughout the Nation. Our company encourages and supports a program in which there are no barriers to obtaining housing because of Race, Color, Religion, Sex, Handicap, Familial Status, or National Origin.”

Everyone is welcome to preview any of our available rentals. L. Cramer & Associates, Inc. will be happy to show you our available rental properties at no charge.

We lease single-family homes, apartments, condos, and duplexes throughout the greater Cape Coral, Lehigh, and Fort Myers areas. Simply call our office for a list of our available rentals at (239) 540-3478. You may also preview our properties 24 hours a day on line at [www.lisatheleaser.net](http://www.lisatheleaser.net)

### **Application Process and Time Frame to be expected:**

\*Processing an application normally takes between 1-2 business days. In some cases approval from homeowner and condo associations, property owners, or unforeseen circumstances may cause some applications to take longer. You will be contacted immediately upon the determination of approval or denial of your application. All adult applicants over the age of 18 must submit a fully completed, dated and signed rental application and application fee.

\*No rental property will be held vacant for more than four (4) weeks, unless approved by L. Cramer & Associates, Inc.

### **Costs:**

\*If you decide to rent one of our properties we require **one month's rent and one month's applicable security deposit**. To apply for a rental with us there is a **\$35.00 per adult application fee that is “non-refundable”**. This charge is for a nationwide credit and criminal background check. **If you have a credit report that is less than 30 days old that you can provide to us then the applicant will only have to pay \$15.00 to run the criminal background check**. This must accompany the completed application form provided to you by our company. Incomplete applications or applications submitted without the proper application fees will not be considered and application fees will not be refunded for incomplete applications.

\*Some homeowner and condominium associations may require a separate application and fees and if such is the case, you must apply separately to such associations and remit whatever application fee may be required. In addition, there is a **\$35.00 lease preparation charge** as all leases must be written and approved by an outside attorney.

Applicant's initials (\_\_\_\_) Co-Applicant's initials (\_\_\_\_) Agent's initials (\_\_\_\_)

## The Application:

\*Upon receipt of your rental application and application fee, you can expect and hereby authorize that we will (1) check your credit report; (2) check the public records for any past evictions; (3) verify your employment; (4) verify your previous landlord references; and (5) do a criminal background check. If you have bad credit, bad references, have ever been evicted in the past or have a criminal record you may not qualify for a rental at this time in which case a co-signer may be needed and will be considered.

**\*To hold a property**, you must place (at a minimum) a holding deposit of at least **\$250.00 to hold a rental for 2 weeks. If you wish to hold a unit for 30 days it will require the first months rent.** Once approved, this payment will be applied toward your first month's rental money. In the event that you fail to enter into the lease agreement or refuse to take possession of the property you shall forfeit these funds as liquidated damages. If for any reason you are not approved for a rental property the holding fee will be refunded to you, less the criminal background and credit report fees. Due to the high demand for rental homes we will not hold the property you applied for off the rental market unless you provide the required holding deposit.

\*All applicants should see the interior of the property before the application process is complete. The property must be accepted in, "AS IS" condition before an application can be accepted, except where there is written agreement for maintenance or repair items, Any such maintenance or repair request must be written and included with your application. If your maintenance and repair request are acceptable to L. Cramer & Associates, Inc. Property Management and Realty Company, then that agreement will be written in the lease or lease addendum. Verbal representations are non-binding. In the event that the manager receives two or more unrelated applications for the same property, the applicant understands the manager may select the applicant with the earliest move-in date.

\*All initial funds, the holding deposit, first month's rent and applicable security deposit can be paid by personal check if received by rental office no less than 10 days prior to move-in. If paid less than 10 days prior to move-in, all funds must be paid by cash, cashier's check or money order, **(NO EXCEPTIONS!)** payable to L. Cramer & Associates, Inc. Subsequent month's rent may be paid by cash, check, credit/debit card, money order, automatic deduction from bank account and/or electronic funds transfer. If tenant pays rent by personal check and said check is returned for NSF we will no longer be able to accept personal checks from that tenant. In addition tenant shall pay a 5% fee for the full amount of original check to L.Cramer. All other forms of payment will still be acceptable. Tenant may also pay rent by ACH bank transfer (direct bank account withdrawal from your bank to ours) each month for a fee of \$1.50 per month. However, if the money withdrawn is not available, tenant shall pay an NSF ACH bank charge of 5% of the amount of the check and must repay check funds immediately. If this happens a second time tenant will no longer be allowed to do ACH bank transfers.

### **Resident Selection Criteria:**

- \*Incomes will be verified. Applicant may be asked to provide recent pay stubs. A minimum of two years residential history is preferred. Rental history must be rated satisfactory or better, with no record of evictions. We reserve the right to require a co-signer and/or a higher security deposit if your credit and rental history are questionable. Co-signers are accepted at the manager's discretion; they must meet the same eligibility requirements, and must reside in the State of Florida.
- \*It is preferred that credit history and/or Civil Court Records not contain judgments, eviction filings, collections, liens or bankruptcy within the past one (1) year. If your credit history contains any of the above, the manager will deal with this on an individual basis, a co-signer may be necessary or an increased security deposit may be required, at the manager's sole discretion. All information collected for the approval or denial of this application is considered confidential in nature and for company use only.
- \*Self-employed applicants or newly employed applicants may be required to produce proof of income.
- \*If you have been convicted of a felony within the past two (2) years, this may be cause for rejection. Applicant with a felony record that was adjudicated guilty or had adjudication withheld within the past two (2) years, or any conviction for any sexual related, murder related or arson related crimes may be rejected.
- \*Current photo ID documentation (driver's license, passport, military ID or State ID) is required.
- \*Previous rental history reports must reflect timely payment, sufficient notice of intent to vacate, no complaints regarding noise, disturbances or illegal activities, no NSF checks, and no damage to rental property. Failure to leave the property clean and without damage when you vacated, or any negative instances of the above conditions may be cause for rejection.
- \*Current occupancy standards are a maximum of 2 persons per bedroom, except for infants under 4 years of age. However, some city and county municipalities and/or homeowners associations prohibit more than two (2) unrelated adults to reside in a single-family dwelling unit. Consequently, L. Cramer & Associates, Inc. Property Management may reject the rental of a single family dwelling to more than two (2) unrelated adults.
- \*No pets (with the exception of medically necessary pets) of any kind are permitted without the specific written permission of L. Cramer & Associates, Inc. Property Management and a **mandatory, non-refundable administrative pet fee of \$250.00 per animal**. Some properties may require higher fees or higher rent amounts for pets. If a higher fee amount is required, you will be notified at the time of the application. The following pets will not be accepted under any circumstances, GERMAN SHEPHERDS, DOBERMANS, PIT BULLS, CHOWS and/or ROTWEILLERS due to insurance liability. Please feel free to review our mandatory pet addendum you must sign in order to have any pet in an L.Cramer & Associates, Inc rental property
- \*Tenants who will be living within a community run by a homeowner's or condominium association will be required to follow all rules and regulations of said association.
- \*Any exceptions to the above criteria will need to be submitted in writing to L. Cramer & Associates, Inc. for consideration. If approval is then given for such exceptions, additional security deposit, co-signers and/or additional rent may be required.

### **Tenant Responsibilities:**

- \*Comply with all building, housing, and health codes.
- \*Keep their part of the premises clean and sanitary.
- \*Remove their garbage in a sanitary manner.
- \*Keep all plumbing fixtures clean, sanitary and in good repair.
- \*Keep walls clean & unmarked and keep carpets free from stains.
- \*Keep oil stains off of driveway and garage floor

**Other Issues:**

\*Rents quoted are the rental amounts due if paid on time, (on or before the 1<sup>st</sup> day of your lease start date by 8:00 PM) otherwise; the rent is at least **\$50.00** more that month and possibly higher if rents are severely delinquent. If you have not paid your rent by the 3<sup>rd</sup> day of your lease start date, you will be charged an additional **\$35.00** late fee. If you have not paid your rent by the 6<sup>th</sup> day of your lease start date you will be charged an additional **\$40.00** late fee. After 7 days of your lease start date the tenant may be granted additional time to pay all rental monies and late fees with the approval of L. Cramer & Associates, Inc. and the property owner at an additional charge of **\$10 per day**. However, L. Cramer & Associates, Inc. reserves the right to serve such tenants with a 3-day pay or quit notice after the 6<sup>th</sup> day late. There is a **\$35.00 fee charged to the tenant for posting this notice**. If the tenant writes a bad check, than a 5% fee is due on the total amount of the check to L. Cramer along with all outstanding funds, tenant shall have 10 business days to make FULL RESTITUTION for their bad check, if not received L. Cramer will turn bad check amount over to the STATE ATTORNEYS office for prosecution, as writing a bad check is a felony offense. All fees are due with your rental payment. If you have any outstanding fees due to L. Cramer & Associates, Inc. at the end of your lease term we reserve the right to make a claim against your security deposit to pay any outstanding balances to include unpaid late fees, unpaid promissory notes, outstanding utility bills, unpaid pet deposits, unpaid lawn and/or pool care bills, unpaid rent, damages to the unit, unpaid maintenance request fees, unpaid NSF fees, as well as any other fees or expenses listed in the signed lease agreement.

\*Security deposits are held in a separate, non-interest bearing trust account at Riverside Bank. Further information is available upon request. Security deposits are held to ensure faithful performance by tenants of all terms, covenants and conditions of the lease agreement and tenants may not use security deposit for the last month’s rent due. Unless a claim is made for breach of lease, damages or unpaid fees, the security deposit is refundable when the tenants vacate the property at lease expiration. As per the lease agreement **\$200.00 of the deposit is a non-refundable administrative fee**. Security deposits will be returned **within 15 days** of tenant vacancy unless a claim is filed. Tenant will be notified in writing **within 30 days** of vacancy if a claim is being made against their security deposit. **Tenant may not be present during final walk-through by Field Representative of L. Cramer & Associates, Inc.** A walk-through will not be completed until tenant has fully vacated the premises and returned all keys and garage door openers.

\*Maintenance and Repair – When you rent a home from our company, we strive to ensure that all items are in good working order. Please report any maintenance or repair request during your first 14 days of residency. **A \$50.00 fee will be applied if tenant makes an appointment with a vendor for a repair and fails to be home at the appointed time. In addition, if a quarterly walk through inspection is scheduled and tenant fails to be home or denies access for the appointment a \$50.00 fee will be applied to the tenants account.**

\*The Resident Handbook must be sent in with the Rental Application. Please print and initial each page of this section and include with your rental application either in person at our office or by fax to (239) 540-3568. Thank you for applying to L. Cramer & Associates, Inc.

Our office is conveniently located at **4519 SE 16<sup>th</sup> PL, Unit #105, Cape Coral Florida 33904, and is open 6 days a week.**  
**Office hours are Monday through Friday 9:00am to 5:00pm and Saturday 10:00am to 2:00pm and closed Sunday.**

Or you may call us at (239) 540-3478  
Or you may fax us at (239) 540-3568  
866-540-3478 toll free

Web site: [www.lisatheleaser.net](http://www.lisatheleaser.net)

Thank you for your interest in L. Cramer & Associates, Inc. Property Management Company