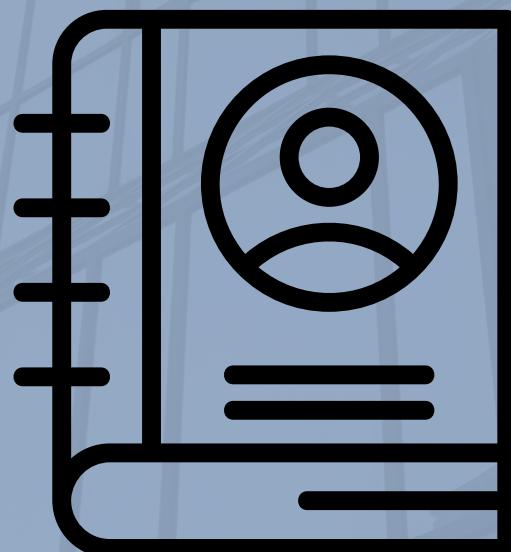




RESIDENT HANDBOOK



WELCOME!

Welcome to Laguna Apartments, a residential community located in West Palm Beach, Florida. We're delighted to have you as part of our neighborhood, which features 44 spacious two-bedroom apartments across six buildings.

This Resident Handbook has been carefully crafted to provide you with a comprehensive guide for navigating your tenancy with confidence and ease.

Inside, you'll find everything you need to know, from your rights and responsibilities as a tenant to practical tips for maintaining your apartment.

At Laguna Apartments, we believe that a well-managed and responsive community starts with mutual respect, clear communication, and shared responsibility. As a resident, you play a vital role in helping maintain the high quality of life we all enjoy.

Our Leasing Office Team is here to support you every step of the way and is committed to making your experience as seamless and enjoyable as possible.

Fourland Realty, Inc. thank you for choosing Laguna Apartments and for being a valued member of our community.

Let's embark on this exciting journey together, welcome home!

WELCOME LETTER

FOURLAND REALTY, INC.

Dear Resident,

On behalf of Fourland Realty, Inc., we would like to give you a warm and personal welcome to your new home! We are excited to have you as part of our community and look forward to making your living experience both comfortable and enjoyable.

Our entire Team is committed to providing you with a pleasant and well-managed environment. As you settle in, please be assured that we are here to support you every step of the way.

Enclosed, you will find your *Resident Handbook*, thoughtfully prepared to help guide you through your day-to-day living.

We encourage all residents to take a moment to review the handbook. It not only provides useful tips and suggestions but also outlines our expectations to help ensure a harmonious and respectful living environment for everyone. After all, being a good neighbor and treating others as we would like to be treated helps make this a great place to live.

If you have any questions or if something isn't clear, please don't hesitate to contact our Leasing Office. We're always happy to assist with any questions, concerns, or suggestions you may have.

Again, welcome to your new home, and thank you for choosing Laguna Apartments.

Warm regards,

Roberto Landron,
Broker,CAM
Fourland Realty, Inc.
roberto@fourlandrealty.com

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INTRODUCTION

The Landlord, as well as Fourland Realty, Inc., has developed the basic guidelines and regulates the dos and don'ts that coordinate the efficient operation of Laguna Apartments.

Management Team

Fourland Realty, Inc.

Office is located:

Fourland Realty, Inc.
4846 Cherry Road
West Palm Beach, FL 33417

Office Phone number:

(561) 904-6622

For after-hours emergencies:

(561) 904-6622

Office Hours

Monday to Friday
7:30 am to 4:00 pm

Hours of operation are posted on the main office door located at *4846 Cherry Road West Palm Beach, FL 33417*. These hours have been established to provide service during regular work periods. Please feel free to call the office or submit an inquiry online using our application, DoorLoop, for service requests or assistance.

We are concerned with doing the best job possible in serving you. However, we also enjoy the time with our family. Please consider our time when calling after normal working hours.

FIRE DEPARTMENT: 911

POLICE: 911

ELECTRIC: Florida Power Light (561) 697-8000

WATER: Palm Beach Water Utilities (561) 740-4600

CABLE, PHONE & INTERNET: Comcast/Xfinity (800) 934-6489

MAIL INFORMATION

The post office delivers mail to the designated mailboxes located in front of the office and the pool.

Mailing Address Example:

John Smith
4846 Cherry Road
West Palm Beach, FL 33417

Be sure to include your name, apartment number, and street address.

DELIVERIES

Deliveries will be the responsibility of the resident. The post office will place your packages inside one of the boxes assigned to the mailboxes. Management assumes no responsibility for loss or damage to any item or merchandise delivered resulting from an act of its agents or employees.

OCCUPANCY

I. RENT PAYMENT INFORMATION

Rent is due on the **1st** day of every month.

- Payments made on or before the **7th** of the month are considered on time.
- On the 8th of the month, rent is officially late, and a \$100 late fee will be added to your account.
- Also on the **8th**, the 3-day eviction notice process will begin if payment has not been received by the leasing office or through the online portal.

II. HOW TO PAY RENT

Rent can be paid in one of the following ways:

- In person at the leasing office during business hours, by money order or cashier's check
- Online via the DoorLoop portal (available 24/7)
- After hours: Use the green drop-box located outside the leasing office for money orders or cashier's checks

IMPORTANT: We do not accept cash payments under any circumstances. If you plan to be away when rent is due, please make arrangements to submit your payment in advance.

III. SECURITY DEPOSIT POLICY

Your security deposit is not your last month's rent. It serves as a guarantee that the terms of your lease will be fulfilled and to cover any potential damages to the apartment, excluding normal wear and tear.

To Ensure the Return of Your Security Deposit:

- Fulfill the full terms and conditions of your lease and ensure no outstanding balance remains.
- Provide at least thirty (30) days' written notice before moving out.
- Remove all personal belongings from the unit.
- Schedule a final walk-through inspection with the leasing office before you vacate the property.
- Provide a valid forwarding address in writing.
- Return all keys to the office. The rent will continue to be charged until keys are returned and the unit is fully vacated.

The return of your security deposit (or applicable balance) will be processed 15-30 days in accordance with Florida state law. Your Security Deposit will be refunded after you move out, provided your rent is current, your lease has been fulfilled, and your apartment has suffered no damage.

IV. OCCUPANCY POLICY

Your apartment may be occupied only by the individuals listed on your Lease Agreement. No more than (4) occupants are permitted per unit, or other compliant occupancy standards as may be permitted by local municipal code. If someone else intends to move in or stay for an extended period, the Landlord's prior written approval is required.

V. GUESTS

Occasional overnight guests are permitted, but must not exceed:

- 5 consecutive nights, or
- 10 total nights in any calendar month

For any extended stays beyond this, written approval from the Landlord is required. Please keep in mind that parking is available; however, spaces are limited and require prior approval from Management.

VI. TERMINATION OF LEASE

Your initial lease term is for one (1) year, unless stated otherwise. If you feel your reason for leaving before the end of one (1) year is essential, don't hesitate to get in touch with the Leasing Office, and a decision will be made. Otherwise, all residents will be expected to fulfill their lease obligations. Residents are not allowed to sublet their units under any circumstances. Talk to the Leasing Office if you have any questions or concerns.

VII. MOVE-OUT PROCEDURES

Moving of furniture is permitted to and from the building only between the hours of 8:00 a.m. and 10:00 p.m. You will be responsible for any damage to building property resulting from the moving of your personal furniture and belongings.

When preparing to move out:

- Clean your apartment thoroughly
- Remove all personal belongings
- Return all keys to the Leasing Office
- Schedule a move-out inspection with the Leasing Office during business hours

Rent will continue to be charged until all keys are returned and the apartment is fully vacated. A walk-through inspection may be completed by one of the Leasing Office staff before the last day of your lease contract.

VIII. RENTER'S INSURANCE

You are responsible for insuring your personal property. The Landlord is not responsible for any personal property inside the property, and we strongly recommend that all residents obtain Renter's Insurance, which provides:

A. Personal Property Coverage

Protection against loss or damage from:

- Fire, theft, smoke, lightning, wind, hail, explosion
- Vandalism, vehicle or aircraft damage
- Plumbing leaks, and more

B. Family Liability Coverage

Coverage for:

- Accidental injury to guests in your unit
- Damage to another person's property for which you may be liable
- Legal defense in case of claims
- Liability coverage for certain personal activities away from the premises

Protecting your home and belongings gives you peace of mind—ask your insurance provider about a resident's policy that fits your needs.

IX. APARTMENT INSPECTIONS

Our Maintenance Team will conduct periodic inspections of your apartment. You will be notified in advance of any scheduled inspections. These checks are important to ensure that all units are being properly maintained and remain in good condition.

X. CABLE, PHONE & INTERNET

Information regarding cable, phone, and Internet service can be obtained by contacting Comcast/Xfinity at (800) 934-6489 or www.xfinity.com. Installation of cable, phone, and internet is entirely optional, and all costs incurred for installation and monthly service charges will be payable by the resident.

XI. PRIVATE PARTIES

Private parties will be confined to the individual's home. When entertaining, residents should invoke proper discretion to ensure that the peace and quiet of their neighbors is not infringed upon. Failure to adhere to this courtesy will result in prompt and vigorous enforcement of remedies by management.

GENERAL POLICIES

I. LOCKOUTS

Only persons whose names appear on the Lease for the premises or other written permission provided to the Management by the residents will be permitted entrance to an apartment in case of a "lock-out". The person must provide reasonable identification when requesting Management to grant them access to the premises. Management shall have no LIABILITY for refusing to permit persons access to the premises for any reason.

II. KEYS & LOCKS

For safety, security, and maintenance purposes, management will retain a key to each apartment unit. Residents may not alter or replace existing locks, install new locks, or add knockers or other hardware to any doors within the property.

Unauthorized changes are a violation of community policy and may result in charges or other lease enforcement actions.

To protect your privacy, no key will be issued to anyone other than the resident(s) without proper identification and written consent from the resident.

If you are locked out of your unit, please get in touch with the Leasing Office.

If you lose any of the original keys provided at the time of move-in, the following replacement fees will apply:

- Front Door Key/Knob: \$75
- Mailbox Key: \$25
- Pool Key: \$50

Please take care to keep your keys in a safe place and report lost or damaged keys to the office as soon as possible.

III. CHILDREN

The following rules shall govern the behavior of children to provide for their safety and proper demeanor:

1. Children are not permitted to play in hallways or any common areas.
2. No children are permitted on the grounds without supervision.

NOTE: Resident will be held financially liable for any damage or vandalism caused by any person(s) visiting their apartment.

IV. DISTURBING NOISES

Residents shall not permit any noise or vibration to be transmitted beyond the premises. Residents shall not conduct vocal or musical instrument instruction, play or allow to be played any such musical instrument, radio, television or stereo equipment in such a manner as to cause a disturbance for other residents of the development. They shall not engage in any of the foregoing activities between the hours of 10:00 p.m. and 8:00 a.m. the following day if such activities are likely to disturb or annoy other residents of the development.

V. PET POLICY

Pets are welcome at our community, provided they meet the following requirements and guidelines established to ensure the comfort and safety of all residents:

- **Pet Deposit:** A non-refundable pet deposit of \$200 is required per unit for residents who own or acquire a pet.
- **Pet Limitations:** Each household is allowed a maximum of two (2) pets with a weight not to exceed 35 pounds.
- **Documentation Requirements:** All pets must be registered with Management and provide the following:
 - A recent photo of the pet(s)
 - Vaccination record from a licensed veterinarian
 - Proof of current rabies vaccination
- **Leash Policy:** All pets must be leashed at all times when outside the unit, including when walking in common areas. Unleashed pets are not allowed at any time within the community.

A. Service Animals & Emotional Support Animals (ESA)

Service animals and emotional support animals are not considered pets and are not subject to pet deposits or weight restrictions. However, residents must provide reasonable documentation for the animal, including:

- A photo of the animal
- Supporting documentation from a healthcare provider or appropriate authority

Service and emotional support animals must also be leashed or appropriately controlled when in common areas to ensure the safety and comfort of all residents.

B. Liability

All residents with pets are required to indemnify, defend, and hold harmless the Landlord from any liability, damage, or claims that may arise due to their animal(s), including but not limited to injuries or disturbances caused by the pet. Failure to comply with these policies may result in warnings, fines, or further lease enforcement actions.

VI. BICYCLES AND MOTORCYCLES

Bicycles are to be stored in the residents' lanai or inside the property. Walkways and entry shall not be used for storing bikes, toys, sports equipment, or footwear.

Four (4) designated motorcycle parking spaces are available on a first-come, first-served basis. If you own a motorcycle and want to use one of these spaces, please stop by the Leasing Office to register your motorcycle.

VII. RUBBISH INSTRUCTION

Place all trash in durable bags to transport to the designated trash area. Bags, etc., are to be secured and closed to prevent debris from causing litter on the premises.

DO NOT throw any lighted materials into any trash containers (matches, cigarettes, cigars, etc.) All lit materials should be removed from the ashtray or thrown into the wastebaskets before being discarded.

Do not drop or allow your guests to drop any litter (tobacco products included) on our property. It is all our responsibility to maintain a community that we can all be proud of.

VIII. COMMUNITY APPEARANCE

Since this apartment community is your home, we kindly ask that you treat it with the same respect. We are proud of our community and would like you to share our pride in the apartment community as well. In this way, it will be an attractive and safe place in which to live and entertain your guests. We ask that you abide by the following policies and maintain an attractive community, a safe environment, and the protection of the property. We further ask that residents not permit their family and guests to throw paper, cigarette butts, beer or soda cans, etc., at random around the property. Vandalism of any type will not be tolerated. All surfaces and property shall be treated with respect.

The hanging or drying of clothes outside your unit, including on walkways or lanais, is strictly prohibited under all circumstances. As part of ongoing efforts to upgrade and improve the appearance of the community, such actions are not allowed and will result in a \$75 fine if observed.

IX. MISCELLANEOUS

No equipment may be removed from any part of the buildings. All equipment must be permanently retained in its original location.

Unless Management provides advance written consent in each instance, residents may not install chain locks, freezers, washers, dryers, or use any illumination other than electric lights. Resident shall not use or permit to be brought into the premises any flammable oils or fluids such as gasoline, kerosene, naphtha, benzene, or other explosives which are deemed hazardous to life, limb, or property.

X. TRASH REMOVAL

We are committed to maintaining a clean and orderly community. Please follow the trash disposal guidelines below to ensure timely and proper waste removal:

Scheduled Pick-Up Days:

- Tuesdays – Household Trash & Recyclables
- Fridays – Household Trash, Recyclables & Bulk Items (e.g., furniture)

Community Trash Rules:

- *Bulk Item Disposal:* Bulk items may only be placed in the designated trash area on Thursday evenings. Items placed earlier will be considered a violation of community guidelines and may result in a fine.
- *Bagging Waste:* All household trash must be securely bagged and placed in appropriate bins. Loose trash outside containers is not permitted.
- Recycling Requirements: Cardboard boxes must be broken down and placed inside the recycling bins. Open or unflattened boxes are not allowed.

Please always be considerate of your fellow residents and the overall appearance of our community.

XI. PARKING RULES & REGULATIONS

Each condo is allocated two (2) assigned parking spaces, and a maximum of two (2) vehicles may be registered per unit. Vehicles must fit within parking spots and not encroach on landscaped areas, sidewalks, or adjacent roadways. Upon move-in or registration, residents will receive two (2) parking decals, each marked with the assigned number corresponding to the property.

Residents are not allowed to park in the visitor's parking spaces at any time, as they will be towed immediately. Boats, trailers, trucks, campers, RVs, mobile homes, ATVs, and extended vehicles are NOT permitted in the community.

To register a vehicle, residents must provide the Leasing Office with the following information for each Vehicle: make, year, and tag number. If a vehicle is replaced or changed, the resident must notify the Leasing Office and update the information. A new decal for the updated vehicle must be purchased for \$50, payable to Laguna LLC. The original decal will no longer be valid.

A. Parking Decals:

- All vehicles must be registered with the Leasing Office.
- Decals must be displayed on the driver's side, bottom left corner of the windshield, at all times.
- Decals are installed by one of the Leasing Office staff members.
- One assigned parking space will be located close to the resident's building; the second space will be within the surrounding area.
- Vehicles without decals or improperly displayed decals are subject to removal at the resident's expense.

B. Parking:

- Vehicles parked in spaces or areas not authorized for the resident's use may be removed at the resident's expense.
- All vehicles must display a valid parking decal. Vehicles without decals will be subject to removal at the owner's expense.

C. Vehicle Covers

Vehicle covers are not permitted in the community parking lot. This rule is enforced to maintain the community's appearance, safety, and functionality: Covers can make the community appear unkempt and may conceal inoperability or abandoned vehicles, negatively affecting property values and making it harder for emergency services to navigate. Visible vehicles allow for easier enforcement of parking regulations and community standards.

D. Visitor Parking:

- Visitor parking is EXTREMELY limited around the Laguna Apartments.
- NO overnight parking is permitted for vehicles without a temporary pass from the office.
- Visitors may only park in the assigned visitor parking spaces.
- Visitors are NOT permitted to park on the side of the road, block villa walkways, park on the grass, or use reserved parking spaces.
- Under NO circumstances should visitors park on the road, blocking access to other units or the street.
- Temporary passes MUST be obtained from the Leasing Office during business hours, Monday to Friday from 7:00AM to 4:00PM.

E. VEHICLE MAINTENANCE

- No vehicle maintenance is permitted on the Laguna Apartments grounds.
- Vehicles left abandoned for three (3) days are not permitted and will be towed at the resident's expense. No prior notice is required.

F. PARKING VIOLATIONS - IMMEDIATE TOWING

- Residents with decals parked in visitor spaces.
- Vehicles parked on the street.
- Double-parked vehicles.
- Vehicles parked in fire lanes.
- Vehicles without license plates.
- Vehicles parked on sidewalks.
- Vehicles parked in handicap spots without a visible handicap placard.
- Vehicles parked in the reserved space in front of the office.
- Expired visitor passes.
- Vehicles with decals are not parked in their assigned spaces.
- Inoperable vehicles.
- Expired license plates (residents must email the office a copy of their renewal receipt within 24 hours)
- No trailers, RVs, or boats
- Covered vehicles
- Banned vehicles.

SAFETY

I. YOUR SAFETY

Adequate protection of you and your property is of great concern to the Management. Be sure to make use of any locks provided to ensure that "uninvited persons" cannot gain access. Close and lock the door at all times. Be suspicious of unexpected deliveries to your property. These are some of the tricks used by professionals to gain entry into a building or apartment.

Each resident should be concerned with the safety of themselves and their neighbor. Report "suspicious" persons to the Leasing Office and call the police.

Office personnel are not permitted to give out residents' apartment numbers or telephone numbers to visitors. Please be sure to give your guests this information.

Management reserves the right to enter apartments without advance notification when there is reasonable cause to believe that an emergency exists or that abandonment has occurred. If the Resident and all adult members of the household are absent from the premises at the time of entry, the Management shall leave a written statement specifying the date, time, and purpose of entry.

Management will provide 24 hours written notice to the resident to perform routine inspections and make improvements or repairs not requested by the resident.

II. VACATION CHECK LIST

Before you go on vacation or other extended trips:

1. Stop your mail and other regular deliveries from being left at the front door of your apartment.
2. Don't pull all the drapes or close all the blinds unless you usually keep them closed.
3. Turn your central A/C thermostat down a few degrees to save energy. Don't turn the A/C completely off. The apartment must be at 78 degrees or above to alleviate damage inside the apartment.
4. If you usually keep a light burning all night, leave it on so things look normal in your apartment.
5. Make arrangements with the Leasing Office regarding rent payments if you will be away for an extended period of time.
6. An economical timer connected to a light and/or radio will often deter a potential intruder.
7. Before leaving your home for vacation garbage and trash should be emptied.

III. FIRE PREVENTION

Fire extinguishers are placed strategically throughout the buildings. These are for emergency use only. Please instruct visiting children not to play with the extinguishers; an empty extinguisher is useless.

If an extinguisher is used, please be sure to contact the Leasing Office as soon as possible. There will be a \$75 charge for a fire extinguisher that is removed or stolen.

You can prevent a fire by following a few simple rules:

1. Do not smoke in bed.
2. Do not put lighted cigarettes, etc., in ashtrays or wastebaskets.
3. Do not throw lighted materials in the rubbish.
4. Do not leave the range unattended when using cooking oils, etc.
5. Do not overload the electric system.
6. Do not keep flammable materials in your apartment or storage area.
7. Dispose of newspapers, magazines, and grocery bags regularly.
8. Store all matches in tightly closed metal containers.
9. Be careful of loose clothing, especially sleeves.
10. Keep curtains, towels, potholders, etc., away from the range top.
11. Always keep household equipment clean and in good repair.
12. Repair or replace worn and frayed electrical cords.
13. Please report any fire to the Fire Department and the Leasing Office as soon as possible.
14. Always give an accurate and clear address to help fire units locate the fire.
15. Fire regulations prohibit residents from storing any personal items in the area where the water heater is located.

A. PROTECTION

(What To Do In Case Of Fire In Your Apartment)

- **DO NOT PANIC - KEEP CALM.**
- **DO NOT TRY TO PUT THE FIRE OUT BY YOURSELF.**
- LEAVE THE ROOM WHERE THE FIRE HAS STARTED AND CLOSE THE DOOR.
- CALL THE FIRE DEPARTMENT FROM YOUR NEIGHBOR'S APARTMENT IMMEDIATELY. WARN OTHER RESIDENTS OF THE BUILDING IF POSSIBLE.
- AFTER YOU HAVE LEFT THE BUILDING, DO NOT RETURN UNTIL THE FIRE HAS BEEN PUT OUT AND APPROVAL HAS BEEN GIVEN BY THE FIRE DEPARTMENT.

IV. EMERGENCIES, AFTER BUSINESS HOURS

Our Leasing Office hours are Monday through Friday, 7:30 AM to 4:00 PM. During business hours, you can contact the Leasing Office at (561) 904-6622 for any emergencies or concerns.

For emergencies after regular office hours, the office number (561) 904-6622 will remain available until 8:00 PM. Our staff will monitor and respond to actual emergencies during this time. If an emergency occurs after 8:00 PM and it poses an immediate risk to life, safety, or property (such as fire, severe flooding, or a medical emergency), please call 911 immediately.

For non-urgent matters or requests that can wait until the next business day, kindly leave a message or submit a maintenance request through the residents portal. Please use discretion when reporting after-hours emergencies.

V. COMMUNITY POOL RULES

To ensure a safe and enjoyable environment for all residents and their guests, the following pool rules must be followed at all times. Failure to comply with these rules may result in loss of pool privileges and/or fines.

Pool Hours

Daily: 8:00 AM – DUSK

No entry is permitted outside of designated pool hours.

A. General Rules

- Use of the pool is at your own risk. No lifeguard is on duty.
- Children under 16 must be supervised by an adult at all times.
- Proper swim attire is required. No cut-off shorts, jeans, or street clothing allowed.
- Shower before entering the pool.
- No diving, running, or rough play in or around the pool area.
- No glass containers, alcohol, or smoking in the pool or pool deck area.
- No pets are allowed in the pool or pool area.
- Loud music or disruptive behavior is not permitted. Please be respectful of your neighbors.
- Do not leave personal belongings unattended. Management is not responsible for lost or stolen items.
- Only residents and their approved guests are permitted to use the pool. Residents are responsible for the conduct of their guests.

B. Access and Safety

Pool key is required for entry. Do not prop open gates or share your key with others. If your pool key is lost, please contact the leasing office. A replacement fee will apply.

C. Health & Sanitation

Residents with open wounds or contagious illnesses are asked not to use the pool. No food or beverages in the water. Snacks may be consumed in designated areas only.

D. Enforcement

Violations of pool rules may result in:

- Written warnings
- Temporary or permanent suspension of pool privileges
- Fines added to your resident account

Let's work together to keep our pool area clean, safe, and enjoyable for all residents.

VI. BBQs, Grills, and Outdoor Cooking Devices

As a reminder, and in accordance with Palm Beach County Fire Rescue and the Florida Fire Prevention Code, the use of grills, or similar cooking devices, is strictly prohibited in the following areas:

- Lanais (screened porches)
- Balconies
- Any area within 10 feet of any structure

This includes, but is not limited to:

- Charcoal grills
- Propane/gas grills
- Wood-burning grills
- Open-flame cooking devices

These regulations are enforced to ensure the safety of all residents and to minimize fire hazards in the community.

LAGUNA APARTMENT'S SPEED LIMIT IS 8 MPH.

SERVICE

I. MAINTENANCE ON APARTMENTS

Residents shall promptly notify the Maintenance Department of all routine maintenance needs for the premises. Only emergency calls are responded to after hours. Examples of emergency maintenance needs include failure of the furnace (when temperatures are under 60 degrees Fahrenheit), refrigerator, plumbing, water, roof leaks, electric power failure, no water, and blocked sewer. All maintenance needs to be reported to the Maintenance Department by submitting a request on the Residents Portal/DoorLoop unless we instruct otherwise.

Halls, stairways, sidewalks, and all other parts of the building that are a part of the common area shall not be obstructed at any time. These areas are not to be used for any purpose that may create a health and safety hazard for all residents.

Residents will not leave any personal belongings on or in any common areas. For example, no garbage cans, grocery carts, umbrellas, furniture, or other articles shall be placed on stairways, hallways, landings, or any other common area of the building.

All maintenance service calls for your apartment must be submitted to the Maintenance Department or online through the residents' portal. Don't stop any of the maintenance staff on the grounds and ask for special favors.

Maintenance Staff must account for all time spent on the job, and the only way for time to be counted is through a maintenance service request on the portal.

Maintenance can be reached through the residents' portal (DoorLoop) or via email at alejandro@fourlandrealty.com

Management sincerely hopes that our maintenance request procedure will provide fast, courteous, and efficient service. If you have any questions regarding our maintenance policy, please contact Management.

II. PEST CONTROL

Bug Off Exterminators Inc. provides monthly pest control services to all residents, scheduled for the first Wednesday of each month. Exterior treatments are performed every other month outside the buildings, while interior treatments are conducted during the alternating months and are available for residents who request service in advance.

If you are experiencing issues with rodents or insects and would like interior pest control, you must submit a request through the resident portal no later than one week before the first day of the month to be included in the upcoming service visit.

III. LANDSCAPING

The grounds and landscaping are common elements and are under the responsibility of the Laguna Apartments. Residents and guests are not permitted to add their own plants, potted plants, flowers, etc., to any common element. Contact Management if there is an issue with your landscaping.

IV. MONTHLY A/C FILTER MAINTENANCE

To ensure the proper functioning and longevity of the air conditioning units, the Maintenance Team replaces A/C filters on a monthly basis.

If you are not home during the scheduled maintenance, please be aware that our Maintenance Team will knock first to see if anyone is present. If there is no response, they will use the extra set of keys provided by the Leasing Office to access your unit and complete the routine A/C filter replacement.

This monthly maintenance is mandatory and helps keep the A/C system running efficiently, which directly benefits your comfort and helps prevent future repairs.

Important Note Regarding Storage:

The A/C and water heater closet must remain clear of personal belongings at all times. Storing items in this closet can:

- Create safety hazards
- Reduce the efficiency of the A/C system
- Cause the unit to overwork and potentially malfunction

If the maintenance team finds personal items stored in this space, a written warning will be issued. If the items are not removed within the time frame indicated, a \$75 fine will be applied to your account for non-compliance with community rules.

FREQUENTLY ASKED QUESTIONS

Q. What is DoorLoop?

A. DoorLoop is a software where Tenants can pay rent, request maintenance services, communicate with the leasing office, and get renters' insurance.

Q. How do I pay rent?

A. Tenants can pay rent in three ways:

- 1. Cash/Money Order** - visit the leasing office, and the staff will process the 'tenant's payment and receive a receipt.
- 2. Checking account** - Tenants can register their bank checking account on DoorLoop for free of charge and pay electronically each month.
- 3. Credit Card (Visa/Master Card)** - pay through DoorLoop. There's a 3.25% fee for credit card payments.

Q. How many parking spaces are reserved per unit?

A. A one-bedroom unit has one (1) reserved parking space. Two-bedroom units have two (2) reserved parking spaces.

Q. Are there extra parking spaces for units with more than two vehicles?

A. No. Due to the limited parking spaces around the complex, the property cannot afford to give out more than two parking spaces for those respective units.

Q. Are there visitors' parking spaces?

A. Yes, there are LIMITED marked visitor spaces for the entire community.

Q. What is the community's visitor policy?

A. An occasional overnight guest does not stay more than five(5) consecutive nights or 10 total nights in any calendar month. The Landlord's written approval is REQUIRED to allow anyone else to occupy the Premises.

Q. Does my visitor need a pass to park in the visitor's parking spaces?

A. Yes, the temporary passes MUST be obtained from the Leasing Office during business hours, Monday to Friday from 7:00 AM to 4:00 PM.

Q. How far in advance do Tenants need to give notice before moving out?

A. Tenants need to give a minimum of 60 days' notice of moving out.

Q. Under which circumstances will the Tenants' security deposit not be refunded?

A. Not cleaning the unit sufficiently could be enough for the Landlord to withhold a portion of your security deposit. A good rule of thumb is that, apart from normal wear and tear, the apartment should be left in the same condition as when you moved in to receive the full security deposit back.

Q. When will the Tenant receive the security deposit once moved out of the unit?

A. The return of your security deposit (or applicable balance) will be processed 15-30 days in accordance with Florida state law. Your Security Deposit will be refunded after you move out, provided your rent is current, your lease has been fulfilled, and your apartment has suffered no damage.

Q. Is renter's insurance required?

A. Yes. Renter's insurance is required; however, if Tenants refuse to sign the renter's insurance policy, then the Landlord will not be liable for any damages.

Q. When can the Landlord/Maintenance Team enter my unit?

A. The Landlord or Maintenance Team can enter at any reasonable time for inspection, monthly changing of the A/C filter, or protection of the property. Tenant will get notice before the Landlord/Maintenance team comes into the unit.

Q. What is the pet policy?

A. If you have a pet, read the pet policy in this resident handbook. Inquire about any fees associated with having a pet, including non-refundable pet deposits as well as restrictions on breeds, species, and the number of pets allowed.

Q. Can Tenant change the lock of the front door?

A. Residents may not alter or replace existing locks, install new locks, or add knockers or other hardware to any doors within the property. Unauthorized changes are a violation of community policy and may result in charges or other lease enforcement actions. If Landlord is forced to re-key the locks on the units due to the actions of the Tenants, Tenant shall pay Landlord a fee of \$75.

PLEASE READ HANDBOOK AND RETURN THIS FORM. KEEP THE HANDBOOK FOR FUTURE REFERENCE.

Date: _____

**I HAVE READ THE RESIDENT HANDBOOK FOR LAGUNA APARTMENTS.
I UNDERSTAND THIS IS PART OF THE LEASE AND I AGREE TO FOLLOW THE RULES
AND REGULATIONS IN THIS HANDBOOK. ALL QUESTIONS REGARDING THIS BOOK
HAVE BEEN ANSWERED BY MANAGEMENT.**

Signature: _____

Tenant name: _____

Signature: _____

Tenant name: _____

Apartment Address: _____

