



**Dear Tenant.**

Welcome to **Ross Rentals family**, click the link bellow to watch your Resident's Orientation Video.

<https://www.youtube.com/watch?v=PaZIGTNnAYQ&feature=youtu.be>

We are proud to announce our new move in process.

### **MOVE-IN PROCESS**

1.- **Credit & background performance.** -You must pay a \$40 application fee per person at: <https://rossrentals.managebuilding.com/Resident/apps/rentalapp/>. Please it's mandatory to attach the following documents for each applicant:

- ID (driver's license or passport).
- Employment and income verification (3 last stubs) In
- case of section 8 (application form)

2.- **Lease Agreement and lead base paint.** - You will receive an email with your lease agreement and lead base paint, please follow the instruction and sign it up.

3.- **Administrative fee.** - There is a onetime **Non-Refundable** \$250 administrative fee discount from your security deposit.

4.- **Condominium and association application.** - If you are going to move to a condo please be aware **"In order to move in you must"**

- Fill in & pay your condo application.
- Get a date for an association interview.
- Please wait for the association approval in order to move in. Be aware **"YOU CAN'T MOVE IN, UNTIL YOU HAVE THE ASSOCIATION'S APPROVAL"**

5.- **Renter's Insurance.** - It is mandatory to have a Renter's Insurance Policy. Ross Rentals can offer you a \$100,000 Liability Insurance Required at \$14.50 a month. For more information about your benefits with having renter's insurance please visit: <https://www.assurant.com/>. If you want to know why it is important to have a renter's insurance policy go to: <https://www.youtube.com/watch?v=8y23U2VkyDA&t=2s>.

6.- **U-Haul.** - We encourage every resident to arrange the move-in time and date by reaching out to our office at (844) 4ROSSBC Ext 1 or email: [rossrentals@rossbc.net](mailto:rossrentals@rossbc.net). We have partnered with U-Haul to make move-in arrangements easier for you, so feel free to ask us for U-Haul moving trucks available when calling. Our office hours are Monday through Friday 9am to 4pm.

7.- **Utilities (electricity).** - For Hillsborough county, please feel free to reach out to TECO at 813-223-0800. For Pinellas County, call Duke Energy at 727-443-2641. CABLE & INTERNET: Please call any cable company of your choice.

8.- **Parking** – Please check with the homeowner association for any parking restrictions or requirements.

Association contact information can be found on the application provided to you prior to your move-in date.

9.- **Keys and codes** – You have received a copy of your home key from our office. Gate access or clickers are provided by the association, if applicable

10.- **Mailbox** -- Properties with a community mailbox requires tenants to visit the U.S. Post office that services your property. Community mailboxes or Cluster mailboxes are owned by the USPS Postal and are federal property; they are not owned by the public or property owners. Therefore, in order to receive keys to the mailbox, the tenant must establish residency by going to the local post office with the signed lease agreement to proof the tenant resides at the location where mailbox keys are being requested. In addition to a signed lease agreement, The U.S. Post Office will require a valid government issued ID. To find the post office that services your property, call 800- 275-8777 or go to the USPS Postal Office Locator. Important: Please select “Post Offices” only and not the default “post Offices and Approved Postal Providers”, then enter your zip code to find the closest post office. Upon providing documentation, the postmaster will provide a key which requires a new lock & minimal fee. Any fees that the post office may charge are the responsibility of the tenant. The fee involved is approximately between \$20-\$40, which the tenant pays to the post office as the key is in the tenant’s possession or for their personal use, not the property owner or landlord. Note: new mailbox keys can take between three and five days to receive. Please prepare accordingly.

11.- **Maintenance** – Maintenance requests must be submitted through the online portal with appropriate picture to address repairs with accuracy in a timely matter. Please be aware that each maintenance request will charge you a \$60 service call.

12.- **Payments** –All payments must be submitted through our tenant’s online portal at <https://rossrentals.managebuilding.com/Resident/portal/>. If you mail your rent payment, please add an additional processing fee of \$5, you can mail it to:

## **Ross Rentals**

**1727 Coachman Plaza Dr, Suite 113**

**Clearwater, FL 33759**

13.- **Rent due.** - Your rent is due the 1st of each month with a 3 days grace period. Making a payment after the grace period will cost you a late fee (**NO EXCEPTION**).

14.- **Pay or Quit Notice.** - On the six of each month if you have not paid your rent you will receive a "**PAY OR QUIT NOTICE**"

15.- **Eviction Notice.** - Five (5) business days after receiving your pay or quit notice and eviction request is going to be field to our lawyers.

For your convenience and to serve all of our tenants, we offer access to your account information 24 hours a day and 7 days per week, from any computer, laptop, tablet or cellular phone. We are at your service for any inquiry.

**Best Regards.**

**Ross Rentals Management**