

## Getting Started with the Florida Elite Group

### I. Furnishing Your Unit

Whether you decide to decorate yourself or if you opt to work with a decorator, there are some basic considerations to keep in mind. The items on the following list are considered an absolute necessity in the industry.

- Flooring should be durable. Tile flooring should have area rugs in appropriate areas such as under the coffee table in the living room.
- Fabrication of upholstery and carpeting should be durable and not of a **light color**.
- Window treatment is a must. Blinds not only to keep out light but also provide privacy.
- Artwork is needed but should be kept simple. Mirrors are a good option.
- Silk plants.
- Decorative items – excessive, expensive or easily broken items are not encouraged.
- For suggested bedding arrangements:

King size bed in the master (queen size is ok if king size does not fit).

2 singles or a queen size bed in the 2nd bedroom if a 2/br unit.

2 single beds in the 3rd bedroom if a 3/br unit.

Sleeper sofa in the living room. If there is no sleeper in the living room, you will be required to purchase a rollaway bed or air mattress.

Please purchase quality mattresses and sleeper sofas – they will last longer and make guests want to come back.

- Electronics should be of a name brand but not the most costly. These are the bare minimum requirements:

**Living/dining area:** 25” or larger TV and a surround sound system that includes a cd/dvd/tuner, plus a cordless phone and answering machine.

**Master bedroom:** regular phone, 19” or larger TV, alarm Clock

The purchase of additional TV's, telephones and alarm clocks for the 2nd and 3rd bedrooms is optional.

## **II. Utilities**

You will need to make arrangements for the following utilities to be put in your name upon the closing of your unit:

- FPL
- Cable (expanded package, you need to arrange for it to be connected – a one time fee)
- BellSouth – you must provide local access and have a long distance block placed on the line.

**You are responsible for the timely payment of all utility bills.**

## **III. Contracts & Closing Date**

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1. Please call our local office to schedule an appointment or you may register your unit by emailing [info@flelite.com](mailto:info@flelite.com) and request a “New Unit Owner Registration form” as soon as possible. Once your unit is registered in our system and we have an idea of the unit size, type and view, our leasing agents can start taking reservations. Most reservations are made 30 to 90 days prior to arrival, so the sooner we have your unit in our system the sooner we can get your unit rented.
2. Order your furnishings and amenities at least 6 weeks prior to your projected closing date. Coordinate the delivery of the items with the building manager.
3. Arrange for all utilities to be connected (FPL, cable, telephone) on or near the closing date. Please provide the unit telephone # as soon as you get it. Florida Elite Group can make these arrangements for you for a nominal fee of \$75.00.
4. Upon closing you will need to provide us with 4 sets of keys, and any access cards or garage clickers that may be needed for entry onto the property (Note: copies of keys depend on size of unit so please inquire within for further information).
5. After your furnishings have been installed, our staff will install the amenities. At this time your unit will require an initial cleaning to be done by our housekeeping staff. Although the unit is brand new, there will be construction dust and debris that will need to be cleaned and the unit will need to be made ready with guess amenities for the first arrival. Our staff will also do an official inventory list to be entered into your file. The charge for this service will be billed to you on your first rental statement.

## **Membership Fee information**

Unit owners entering the furnished rental program are subject to a one-time \$250 membership fee which will be deducted from your first net rental income statement.

This fee includes the purchase of the required individual rental unit software and includes the data input of unit owner, rental unit information, Professional quality property photographs of your unit, website services to list your property on [www.flelite.com](http://www.flelite.com), create a rental unit tour for advertising and marketing which is seen both in the United States and International.

## **Management Agreement**

Please contact the local office at 305-538-6140 or e-mail [info@flelite.com](mailto:info@flelite.com) so a FEG representative can forward a management agreement to you.

## **Questions and Answers**

The following is a list of frequently asked questions and respective answers concerning our services and the rental management contract. Please feel free to contact us if you need more information.

### **Q. What is the compensation package for Florida Elite Group?**

**A.** Florida Elite Group (FEG) will receive 20% of gross monthly rental revenue and 30% of gross weekly rental revenue, dependent upon a property's particular rental restrictions.

### **Q. Who pays for the departure cleaning?**

**A.** The Guest that rents the unit pays for the departure cleaning and any additional cleaning that is requested or required.

### **Q. How are resort taxes handled?**

**A.** FEG charges the applicable state, county and city taxes to the guests upon reservation and will in turn pay the taxes to the appropriate parties. You, the owner, are relieved of this responsibility.

### **Q. What happens if a guest damages an item or takes something with them?**

**A.** FEG holds a security deposit on every guest that makes a reservation. When damages or missing items are discovered upon their departure, the guests are at that time charged. FEG will then handle the replacement or repair of the item.

### **Q. How does FEG know what is in my unit?**

**A.** Upon signing the contract with FEG, a FEG Customer Service Representative will go to your unit and take an inventory of the items that are in the unit. At this time FEG will make recommendations for any necessary items needed for the rental of your unit. The items that are included in the inventory are only items that are considered to be essential for rental program purposes.

### **Q. Can I keep personal items in the unit?**

**A.** If your unit has an extra storage closet you may place a lock on it and use it for personal items. FEG will however in no way be held responsible or liable for any claims of damage or missing items that are left in the closet or unit itself.

### **Q. What am I, the owner, responsible for?**

**A.** The Owner is responsible to pay all monthly mortgage payments (if any), real estate taxes, liability insurance payments, monthly Condominium fees, and any Condominium assessments when due. Furthermore, the Owner agrees and understands that if the Condominium/Homeowner's Association is not paid its monthly maintenance fees that the Association may seek to have all monies from the Guest retained. If the Association does retain

monies from the Guest, the Owner is still responsible for all fees and costs to FEG.

**Q. When are statements/checks sent out?**

**A.** The Net Income check and a statement showing the Net Income will be mailed by the 20<sup>th</sup> day following the end of each month to the Owner. The statement will set forth the nights the Property was occupied, the nightly rate charged, and itemized deductions, including any charges for Maintenance on the Property.

**Q. Are income taxes taken out of my rental check?**

**A.** No, at year end FEG will issue a 1099 Form. You, the owner, are responsible to pay the taxes to the appropriate parties.

**Q. Are there any upfront costs to become a member of the Florida Elite Group rental program?**

**A.** Owners shall be subject to a one-time non-refundable \$250.00 membership fee which this amount is due and payable at the time of execution of the Management Agreement. The Owner shall also provide FEG with the sum of \$100.00 which will go to fund a Miscellaneous/Repair Account for the Owners Unit. The Owner is required to maintain a balance of \$100.00 in the Miscellaneous/Repair Account. Any estimates or repairs in excess of \$100.00 will be given to the Owner, in writing, and if approved, the Owner can either pay the invoice directly, or fund the Miscellaneous/Repair Account with enough funds to pay for said invoice. The Miscellaneous/Repair Account Ledger will be listed on the Owner's monthly statement.

**Q. What do I do if I, the owner, want to use the unit or allow a guest to use it?**

**A.** As an owner you may use your unit whenever and as much as you like however you must follow some guidelines –

- 1.** Make a reservation by e-mail to [Marilyn@felite.com](mailto:Marilyn@felite.com) or [cservice@felite.com](mailto:cservice@felite.com) or call the local Miami office at 305-538-6140.
- 2.** Provide as much advance notice as you possibly can. The contracts stipulate that the reservation needs to be made at least sixty (90) days prior to your arrival (we are flexible). This allows us time to move any future reservations and block out the dates for your use. Of course if you are calling within the 90-day period and your unit does not have a reservation or the reservation can be moved you are more that welcome to stay. Every effort will be made to accommodate you. FEG however, does not encourage owners to travel during peak periods as revenue for unit owners and FEG alike will suffer.
- 3.** All owners and guest of owners will be charged a standard departure cleaning fee plus tax in order to make the unit ready for the next guest. This fee will be the same regardless of the length of stay and will be appear as a line item deduction on the next monthly net rental statement.

**Q. What if I want to use my unit at the last minute but it is occupied?**

**A.** In the event the Owner wishes to use his/her/its Property and the Property is occupied by a Guest, FEG shall perform its best efforts to place the Owner in another property which is similar in size (i.e. bedroom) at a discounted daily rate, and if a similar sized (i.e. bedroom) Property is not available, the Owner shall be given a twenty five percent (25%) discount off the current market daily rate of another Owner's Property. These discount(s) shall not be effective for any housekeeping, maintenance, or other charges and fees for the use of another Owner's Property.

**Q. Will FEG keep me informed on the ongoing status of my unit?**

**A.** FEG will not, as common practice, inform owners of the day-to-day status of their units. FEG prefers to dedicate the time, energy, and resources of its employees to the rental and proper management of the units, as well as to provide as much support as we can to our guests. Owners may contact the local leasing office by e-mail or fax. For any questions with net income statements please use [accounting@flelite.com](mailto:accounting@flelite.com).

**Q. Who takes care of maintaining the quality of my unit?**

**A.** FEG routinely does an inventory and assessment of the condition of the unit (normally a departure housekeeping function). At this time, repairs, touch-up paint, carpet cleaning, AC filter changes will be scheduled. Every effort is made to eliminate any inconvenience to the guests or the owner.

**Q. Who pays for repairs of appliances and other items?**

**A.** The Owner shall provide FEG with the sum of \$100.00 which will go to fund a Miscellaneous/Repair Account for the Owners Unit. The Owner is required to maintain a balance of \$100.00 in the Miscellaneous/Repair Account. Any estimates or repairs in excess of \$100.00 will be given to the Owner, in writing, and if approved, the Owner can either pay the invoice directly, or fund the Miscellaneous/Repair Account with enough funds to pay for said invoice. The Miscellaneous/Repair Account Ledger will be listed on the Owner's monthly statement.

**Q. Who supplies the paper goods such as toilet paper, guest's soaps, cleaning supplies etc.?**

**A.** FEG handles all the purchasing and distribution of all necessary cleaning and guest amenities.

**Q. How do I furnish the unit?**

**A.** If you are not decorating the unit yourself or not utilizing a professional decorating service, then FEG can refer local furniture retailers for furniture packages. If you are in need of the amenities package, then Florida Elite Group can provide the package which includes the small wares such as linens, kitchenware, electronics and so on. Typically, rental units are decorated either in a contemporary or a 'Tommy Bahama look' tropical style. You can also visit one of our properties to view units that are already decorated for guidance and inspiration.

**Q. What else do I need besides the furnishings and amenities?**

**A.** Phone service, cable and Internet access:

**Phone:** if using BellSouth [www.bellsouth.com](http://www.bellsouth.com), then you order the most basic, no-frills, local calls only plan. If Internet phone [www.vonage.com](http://www.vonage.com) for example, then the plan includes free local and limited free long distance. This service piggybacks via a router on your Internet service.

**Cable:** you will need to order expanded basic, via whichever provider is specific to your area. Please contact the Florida Elite Group leasing office specific to your property for your provider's contact info.

**Internet:** All new units are required to have DSL or Fast Access Internet service, complete with a wireless router (WIFI). Please contact the Florida Elite Group leasing office specific to your property for your provider's contact info.

Liability Insurance: In case of an accident by a guest (none to date) or an incidence of damage, typically by water (it has happened), to another unit owner(s) unit(s), it is strongly recommended that you carry liability insurance in the amount of \$300,000. We can refer an insurance company if you do not have one. Please contact our local office for further information.

**Q. When furnishing the unit, should I, the owner, purchase extra special decorative items?**

**A.** It is not recommended that the units contain an excessive number or expensive decorative items. In general, it is not recommended to place any items of great monetary or personal value in the units, as these are rental units.

**FURNISHINGS**

Please note that the items below are required for the best rental results.

**Important: All normal light bulbs must be compact fluorescents!**

ITEM	ITEM	ITEM	ITEM
ENTRY WAY	DINING ROOM	LIVING ROOM	ELECTRONICS
Door mat	Table	Sleeper Sofa (mandatory)	TV (32" or larger)
Side table	Chairs	End tables	Surround sound system with DVD/CD/tuner
Mirror/picture	Overhead or floor lighting	Coffee table	Cordless phone
Plant (silk)	Artwork/mirror	Side chairs	Answering machine
	Area Rug	Armoire or system shelving	
		Floor lamps	
		Side table lamps	
		Area rug	
		Artwork /mirror	
		Plants (silk)	
		Other small décor items	
MASTER BEDROOM	2nd bedroom	3rd bedroom	Balcony
King size bed (if a king fits)	2 twin beds (or Queen)	2 twin beds (mandatory)	Table
Dresser w/ mirror	Dresser w/ mirror	Dresser w/ mirror	Chairs
Dresser w/ mirror	Dresser w/ mirror	Dresser w/ mirror	
Nightstands with lamps	Nightstand(s) with lamp(s)	Nightstand(s) with lamp(s)	
Chair	Chair	Chair	
Floor lamp or ceiling fan	Floor lamp or ceiling fan	Floor lamp or ceiling fan	
Basic phone & alarm			
TV	TV	TV	

AMENITIES									
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<u>ITEM</u>	<u>studio</u>	<u>1bd</u> <u>qty</u>	<u>2 bd</u> <u>qty</u>	<u>3 bd</u> <u>qty</u>	<u>ITEM</u>	<u>studio</u>	<u>1 bd</u> <u>qty</u>	<u>2 bd</u> <u>qty</u>	<u>3bd</u> <u>qty</u>
<b><u>Kitchen</u></b>					<b><u>Bathrooms</u></b>				
<b>Dinnerware:</b>					Bath rug	2	2	4	6
dinner plate	4	6	8	12	Plunger	1	1	1	1
cup	4	6	8	12	Shower curtain	1	1	2	3
saucer	4	6	8	12	Shower curtain hook set	1	1	2	3
soup/cereal bowl	4	6	8	12	Shower curtain liner	1	1	2	3
salad plate	4	6	8	12	Soap dish	1	1	2	3
					Toilet paper	2 rolls	2 rolls	2 rolls	3 rolls
					Body Soap	1	1	2	3
					Dishwash Soap	1	1	1	1
Serving platter	1	1	1	1	Toilet brush	1	1	2	3
Serving bowl	1	1	1	1	Toothbrush holder	1	1	2	3
Salt & pepper set	1	1	1	1	Trash can	1	1	2	3
Sugar & creamer set	1	1	1	1	Tumbler	1	1	2	3
<b><u>Glassware:</u></b>					<b><u>Linens</u></b>				
beverage	4	6	8	12	Blanket	2	2	3/4	4/5
rock	4	6	8	12	Comforter	1	1	2/3	3/4
juice	4	6	8	12	Duvet cover	1	1	2/3	3/4
wine	4	6	8	12	Mattress pads	1	2	3/4	4/5
					Pillows	4	6	8/10	10/12
<b><u>Flatware:</u></b>					Pillow protectors	4	6	8/10	10/12
teaspoon	4	6	8	12	Sheet sets (2 per bed)				
dinner fork	4	6	8	12	flat	2	4	6/8	8/10
desert spoon	4	6	8	12	fitted	2	4	6/8	8/10
dinner knife	4	6	8	12	pillow cases	2pr	4 pr	6/7pr	8/10pr
Serving fork	1	1	1	1					

Serving spoon	1	1	1	1	<b><u>Towels</u></b>				
					Bath	4	8	12	16
7 pc stainless cookware set	1	1	1	1	Hand	4	8	12	16
Non-stick fry pan	1	1	1	1	Wash	4	8	12	16
Square cake pan	1	1	1	1					
Loaf pan	1	1	1	1					
casserole	1	1	1	1	<b><u>Housekeeping</u></b>				
cookie sheet	1	1	1	1	Broom	1	1	1	1
					Bucket	1	1	1	1
Coffee maker	1	1	1	1	Dustpan	1	1	1	1
Toaster	1	1	1	1	Hangers	12	24	36	48
Blender	1	1	1	1	Iron	1	1	1	1
					Ironing board	1	1	1	1
14 pc knife block set	1	1	1	1	Laundry basket	1	1	1	1
3 pc mixing bowl set	1	1	1	1	Mop	1	1	1	1
3pc storage container set	1	1	1	1	Vacuum	1	1	1	1
Electric Can opener	1	1	1	1	vacuum bags (3)	1	1	1	1
Can pierce/bottle opener	1	1	1	1					
Colander	1	1	1	1					
Cutlery tray	1	1	1	1	<b><u>Other</u></b>				
Cutting board	1	1	1	1	Alarm clock	1	1	2	3
Grater	1	1	1	1	Answering machine	1	1	1	1
Measuring cups	1	1	1	1	Telephone (basic)	1	1	1	1
Measuring spoons	1	1	1	1					
Paper towel holder	1	1	1	1					
Trash can	1	1	1	1					
6 piece utensil set									
Vegetable peeler	1	1	1	1					
Wine opener	1	1	1	1					
Dish cloth	1	1	1	1					
Kitchen towel	1	1	1	1					
Pot holders	2	2	2	2					

