

Serving South Florida

Tenant
GUIDE
for Your New Home

Who We Are?

TPG Property Management is dedicated to providing tenants with a comfortable, safe, and hassle-free living experience.

Its main goal is to ensure that those renting a property under its management have access to quality service and continuous support.

AMONG THE KEY SERVICES THEY PROVIDE FOR TENANTS ARE:
PROMPT AND EFFICIENT SERVICE:

Prompt and Efficient Service:

TPG Property Management ensures that all maintenance and repair requests are handled quickly and professionally, ensuring that tenants live in a well-maintained environment.

Continuous Communication:

Tenants can easily communicate with the team through apps like the Resident Center APP, where they can submit requests, report issues, and receive assistance at any time.

Transparency and Support:

TPG offers clarity in leasing contracts and payments, with simple processes for managing monthly rent and any leasing-related matters.

Safety and Peace of Mind:

The focus is on creating a safe and protected living environment, responding to emergencies, and offering effective solutions to any issues tenants may face.

With TPG Property Management, tenants have the assurance of a committed team working to make their rental experience as satisfactory as possible, ensuring they live in a well-cared-for and well-managed property.



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Dear Tenant,

WE ARE PLEASED TO WARMLY WELCOME YOU AS A NEW RESIDENT.

At TPG Property Management, our mission is to ensure that your experience with us is exceptional. We are committed to providing you with first-class service and a comfortable, safe living environment.

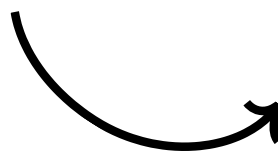
If at any point you have questions or need assistance, please don't hesitate to reach out to our team. You can easily do so through the Resident Center APP , where we will be happy to assist you and ensure that your stay with us is as pleasant as possible.



Thank you for choosing our property. We hope you enjoy your new home and that your time with us is a wonderful experience.

MEET THE TEAM

To learn more about us, you can scan the following QR code:



Sincerely 

Important Contact Information

TPG Property Management

Main Office:

579 N State Rd 7, Royal Palm Beach, FL 33411

Phones:

561-506-9520 | 561-506-4295

email:

info@tpgproperty.com

Website:

www.tpgpropertymanagement.com

Emergency Contact

561-506-4295

(available outside of office hours)

Para situaciones urgentes relacionadas con la propiedad (por ejemplo, daños mayores, problemas eléctricos o de plomería)

Resident Center APP Support (Buildium)

Use the Resident Center APP to submit maintenance requests, report issues, or manage any matter related to your lease.

AVAILABLE 24/7 TO FACILITATE YOUR EXPERIENCE.

Follow us for updates and news:



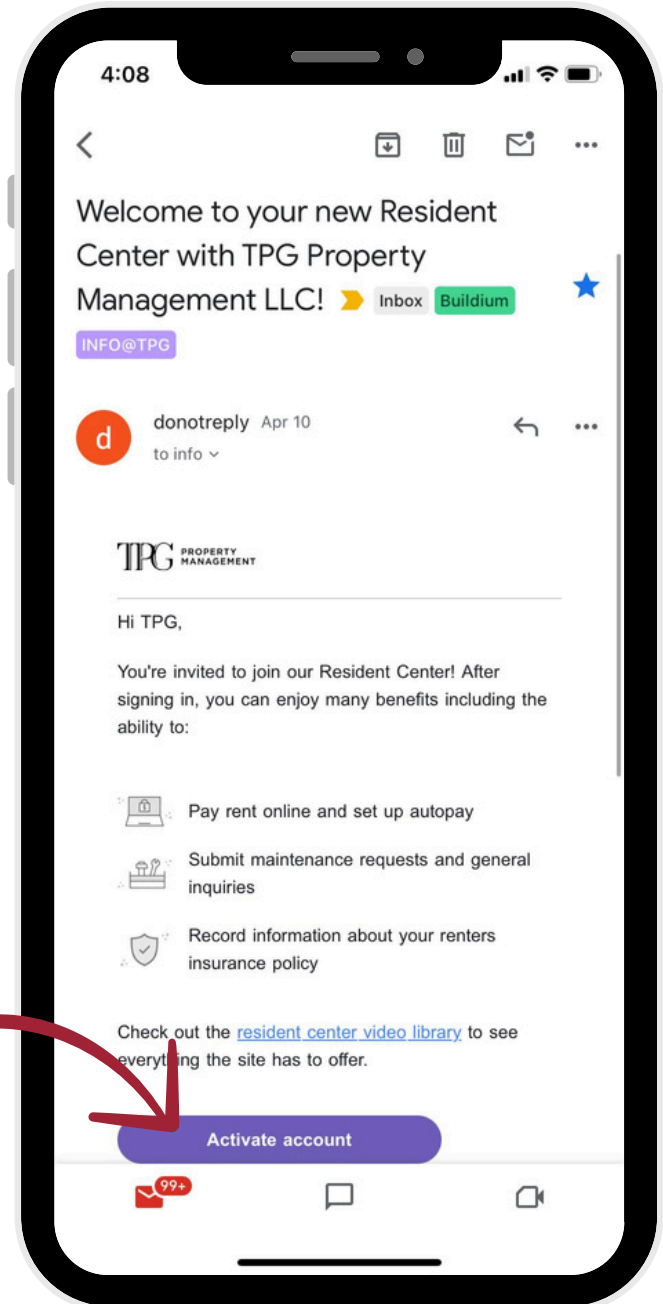
App Setup for "Resident Center"

1. Download our Resident Center App to contact us:

DOWNLOAD THE APP HERE



2. You will receive a welcome email titled "Welcome to your new Resident Center with TPG Property Management LLC!" in your email inbox. Please click on the " [Activate account](#) " button and follow the instructions provided.

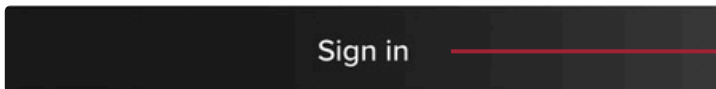


PLEASE NOTE THAT YOUR ACCOUNT USERNAME IS YOUR EMAIL.

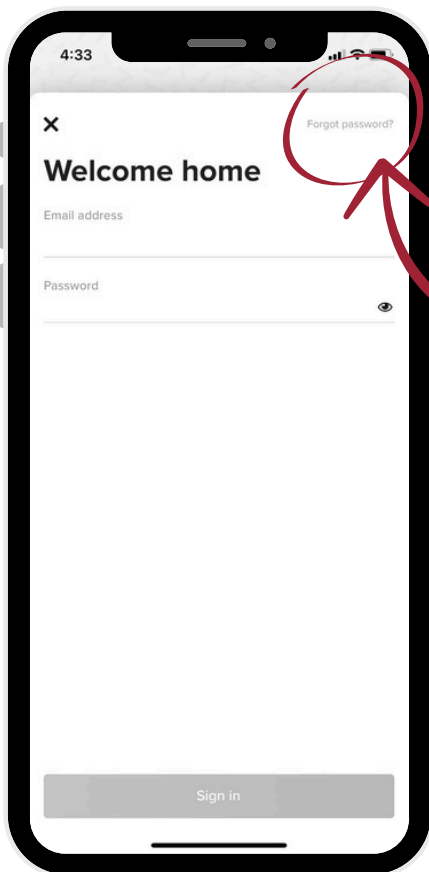
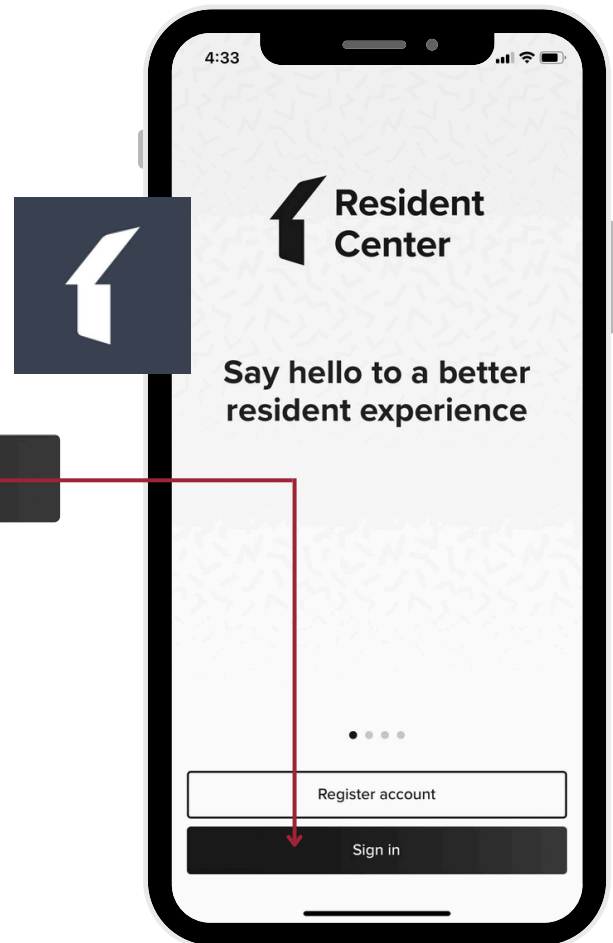
How to Log In to “Resident Center”

Access our Resident Center App

1. On the home screen, select the Sign in button.



2. Enter the email and password associated with your account.



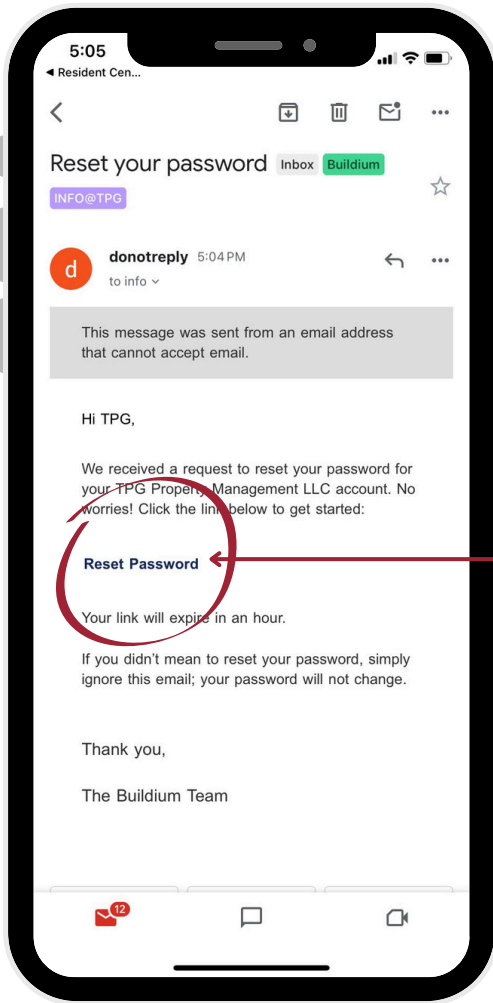
WHAT TO DO IF YOU FORGOT YOUR PASSWORD?

1. Select the "Forgot Password" option.
2. Then, enter the email associated with your account.

3.  Check your email for further instructions.

Check your email

Password reset instructions sent to



4.

In the email, select the **Reset Password** option and follow the instructions to create a new password.

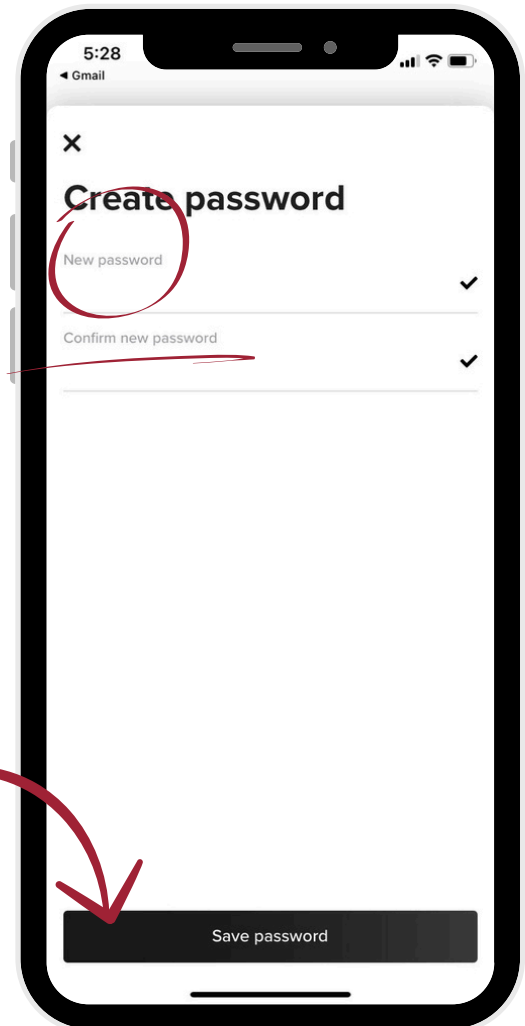
REMEMBER, YOUR PASSWORD MUST HAVE AT LEAST:

- More than 8 characters
- One uppercase letter
- One lowercase letter
- One number or special character

5.

1. After creating your password, confirm it in the following field and then click on

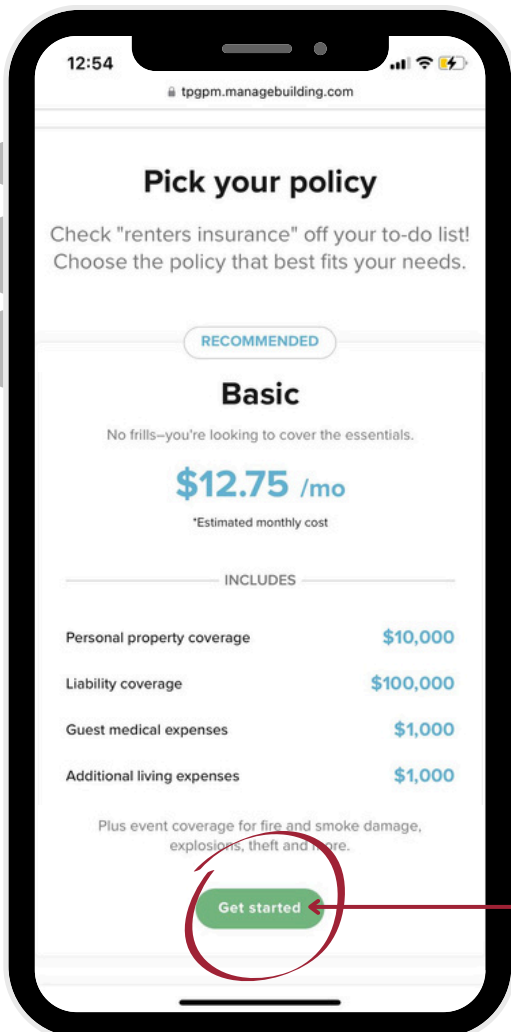
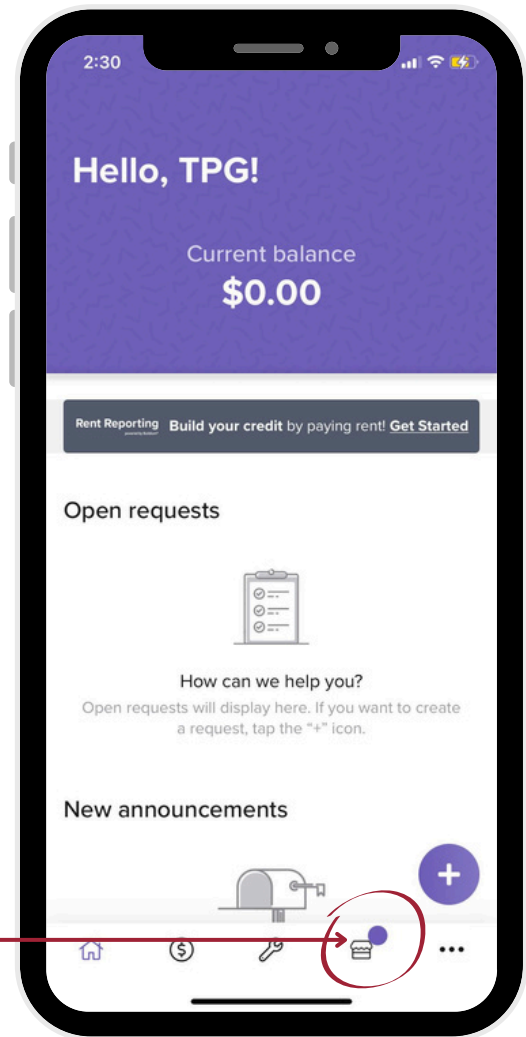
Save password



How to get your tenant insurance from Resident Center

1.

Tap the kiosk icon, and from the dropdown menu, select "Renters Insurance".



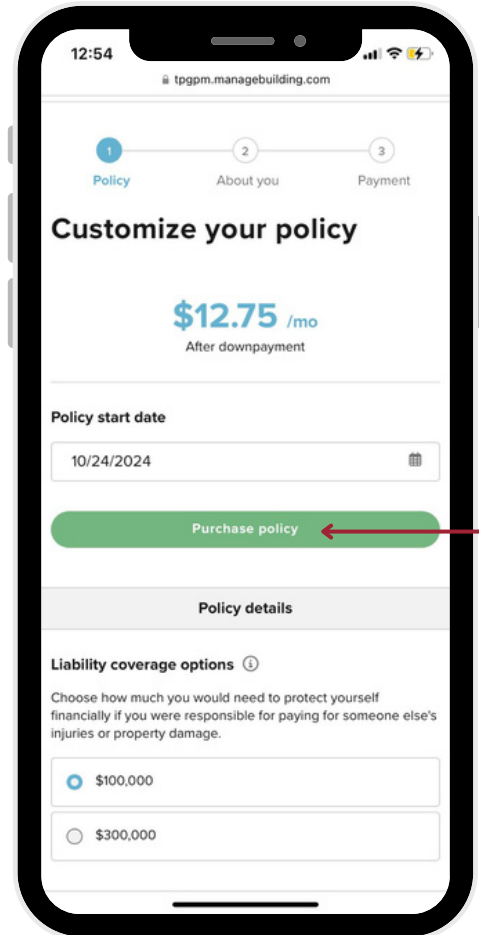
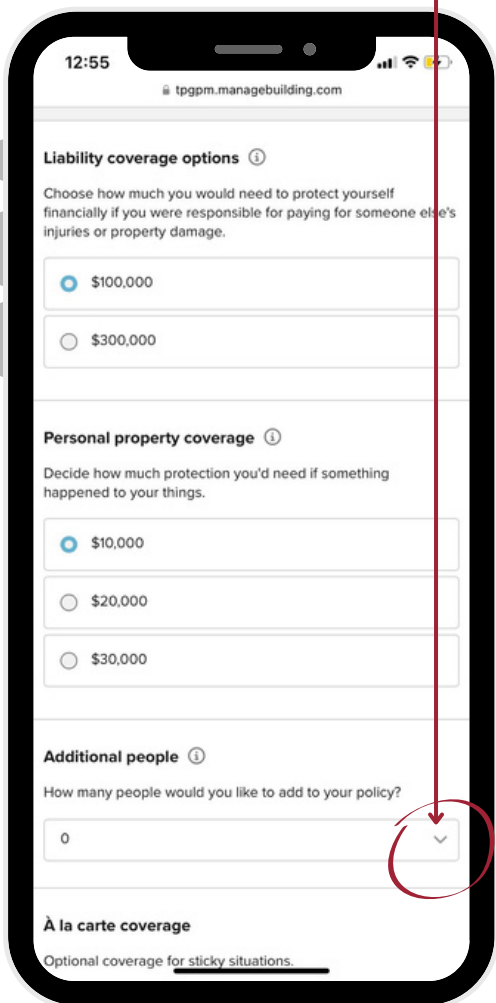
2.

Select the policy that best suits you.
Scroll down to see the different policies.

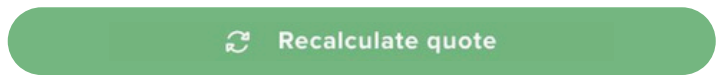
3. Review the policy and scroll down to check your coverage options.

REMEMBER THAT IF YOU DECIDE TO CHANGE THE COVERAGE, THE PRICE MAY BE AFFECTED.

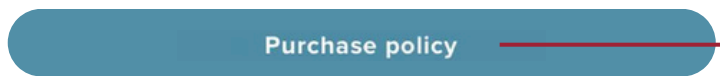
However, make sure to add any additional people who will be living in the property.



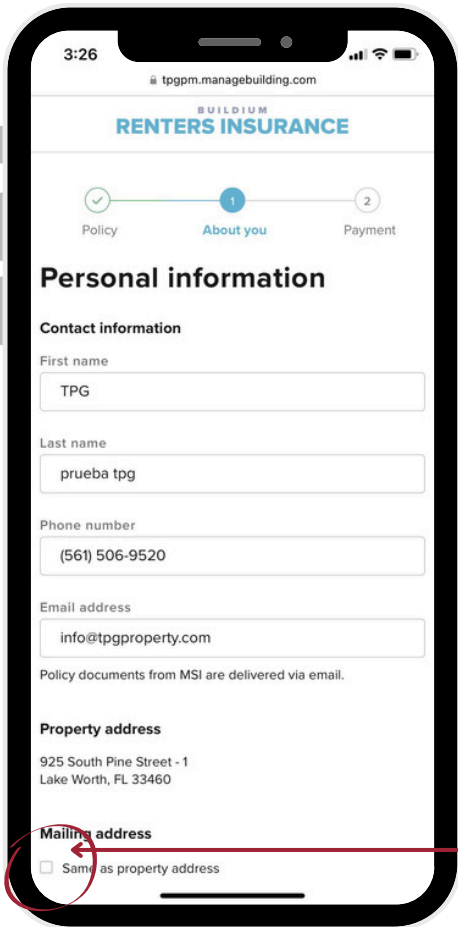
4. When you finish making these changes, scroll back up and click on the option



Then, click again on Purchase policy.



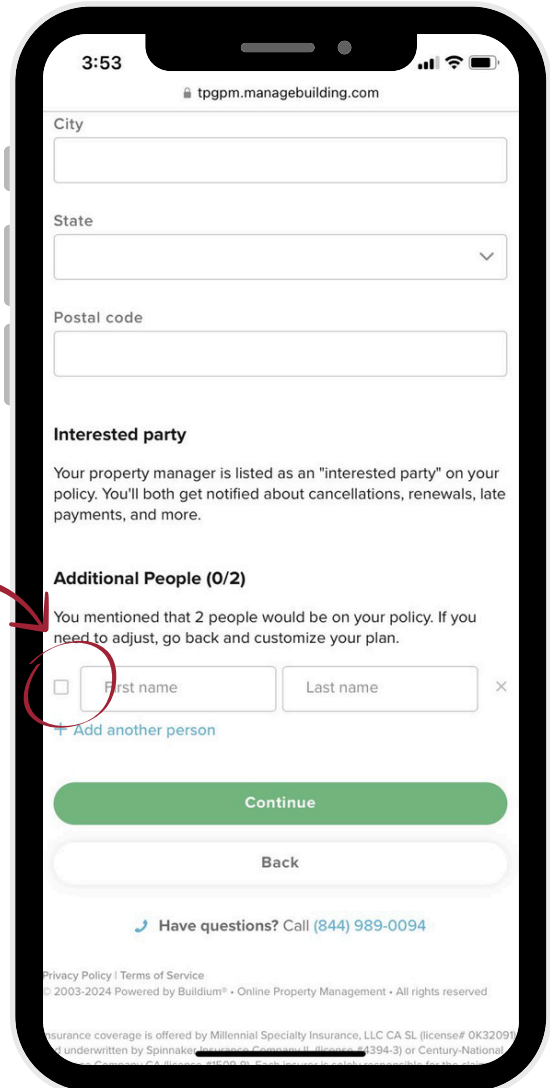
5. Review your personal information by scrolling down and adding any missing details.



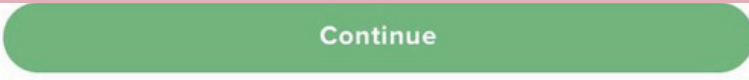
6. If your address is the same as your mailing address, you can check the corresponding box.

7. If you have additional people on the policy, scroll down to the corresponding section and click on "+ Add another person".

Fill in the fields with names and last names, and remember to select the checkbox on the left to include them in the policy.



WHEN FINISHED, CLICK THE "CONTINUE" BUTTON.



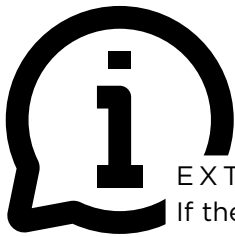
8. Select your payment method, either annual or monthly
(Paying annually saves you \$20).

Then, enter your payment details with your card, and once done, click the Continue button.



REVIEW THE INFORMATION AND PROCEED TO PURCHASE YOUR POLICY.

Remember that this policy must be renewed every year.



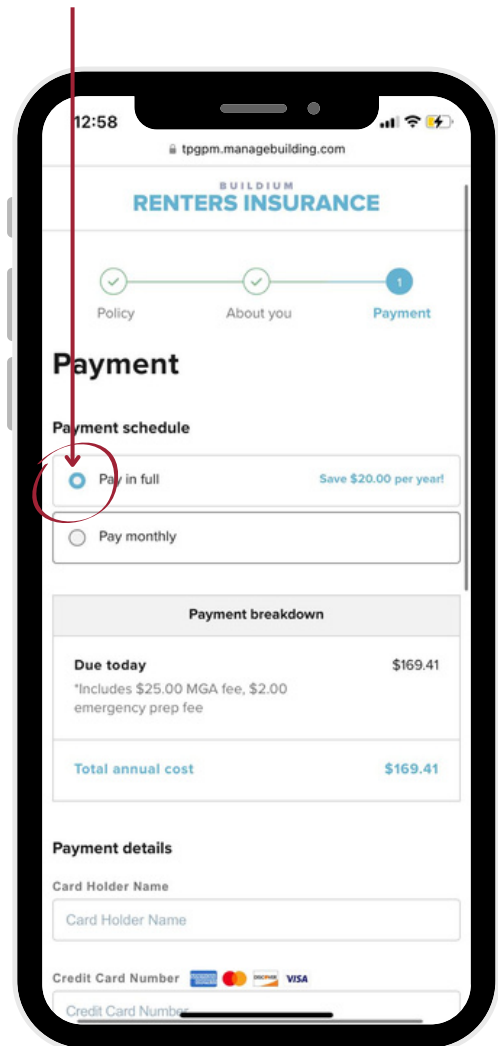
EXTERNAL PROVIDER:
If the tenant prefers to obtain renter's insurance through an external provider, they can contact any local or national insurance company.

Some well-known companies that offer renter's insurance include State Farm, Allstate, GEICO, and Progressive. Once the insurance is purchased, the tenant must provide a copy of the policy to property management to confirm coverage.



PENALTY:

It is important to remember that some lease agreements may include clauses that require the tenant to maintain valid insurance during the rental term. If this requirement is not met, management may impose a monthly charge (for example, \$30) until the tenant provides proof of valid insurance coverage.



General Information about Renter's Insurance

Obtaining renter's insurance is a key recommendation to protect both personal belongings and liability for potential damages to the rental property. This type of insurance, known as "renter's insurance," covers a variety of situations not included in the insurance that the property owner may have for the building's structure.

WHY IS RENTER'S INSURANCE IMPORTANT?

Renter's insurance provides essential coverage that protects the tenant's belongings against unexpected events such as fires, floods, or water damage (not caused by the tenant) and natural disasters. Additionally, some insurance policies include liability coverage, which covers legal costs if a visitor suffers an accident inside the rental property and the tenant is deemed responsible. Without renter's insurance, tenants risk losing their belongings in emergency situations, as the landlord's policy typically only covers the building's structure, not the tenant's belongings.

WHAT DOES RENTER'S INSURANCE COVER?

Personal Property:

This includes furniture, clothing, electronic devices, and other personal items. In case of an incident such as fire or theft, the insurance can help replace these items.

Liability Coverage:

If a visitor is injured on the property and the tenant is found responsible, the insurance can cover medical or legal expenses.

Relocation Expenses:

If a catastrophic event makes the property uninhabitable, some policies cover the cost of temporary accommodation.

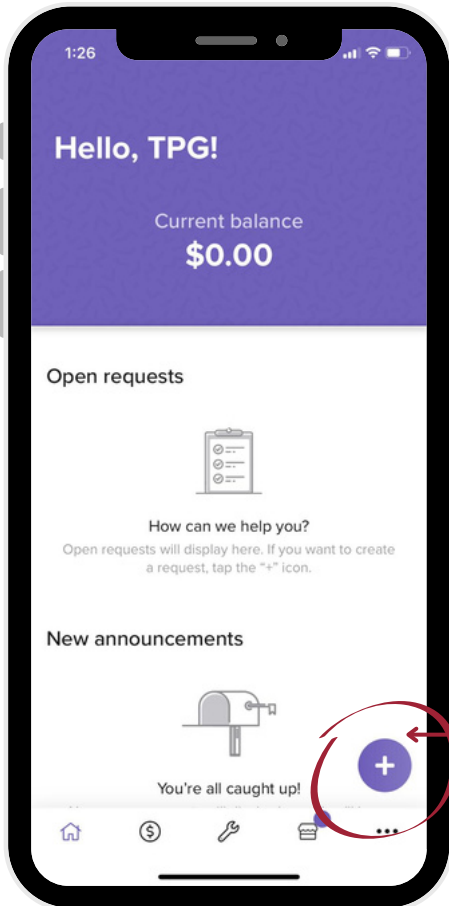
HOW TO OBTAIN INSURANCE THROUGH BUILDIUM OR AN EXTERNAL PROVIDER?

Renter's insurance can easily be managed through platforms like Resident Center, which facilitate the process of obtaining and managing insurance smoothly.

Remember: This is general information about insurance. The costs and coverage of policies should be reviewed when obtaining your policy.

What to Do If You Need a Repair?

If you need maintenance or assistance with a broken item on your property at any time, follow these steps. By doing so, a member of our team will be able to address your request as soon as possible.

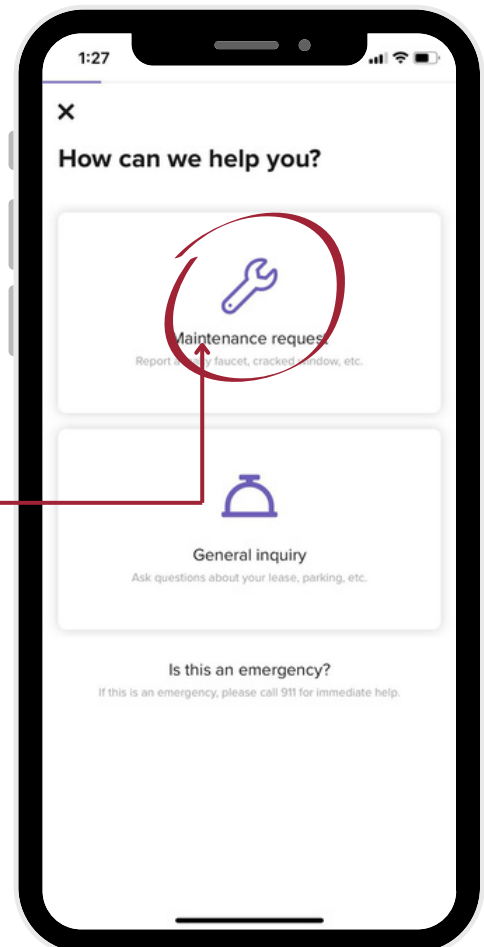


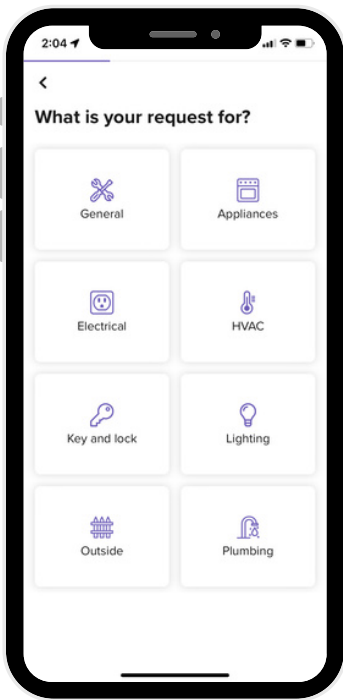
1.

Tap the + icon on your dashboard and select "Create Request."

2.

Tap the + icon on your dashboard and select "Maintenance Request."

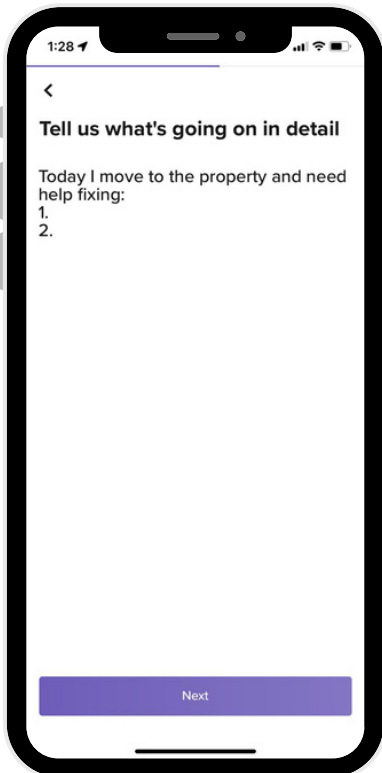
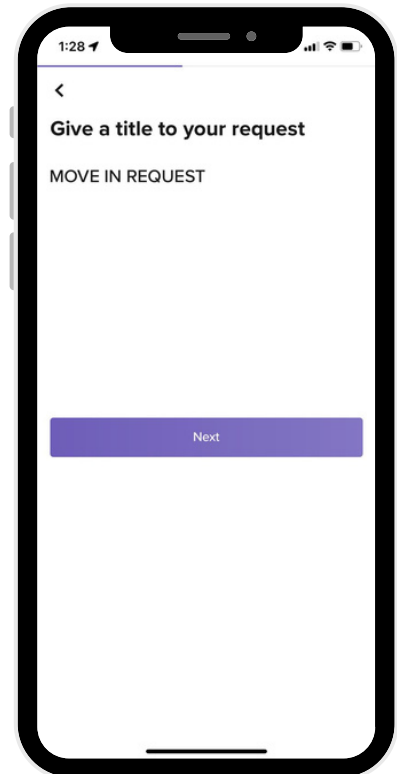




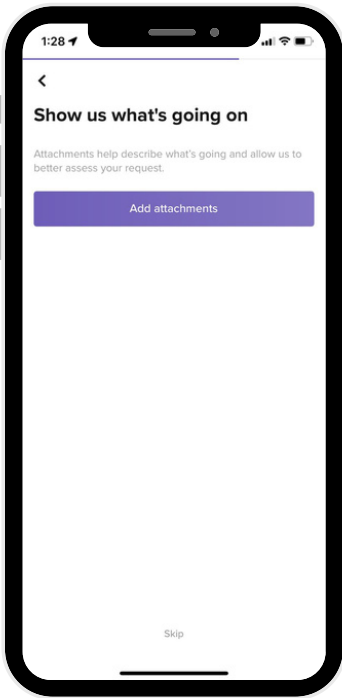
3. Choose a category for your request, such as "Appliances," "Electrical," "Heating and Cooling," or if you're unsure, simply select "General."

Create a title for your request. For example, "Move-In Request."

4.



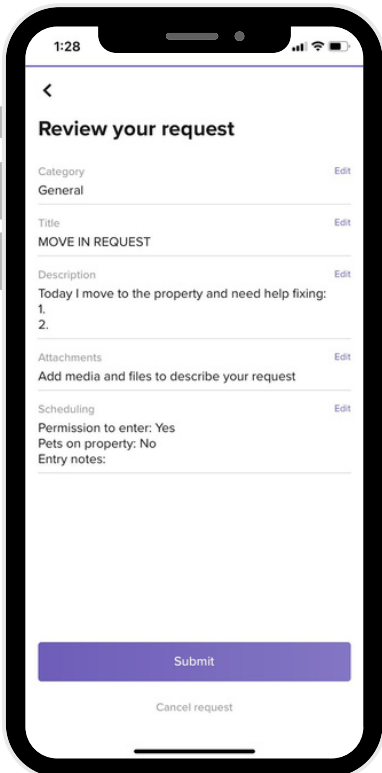
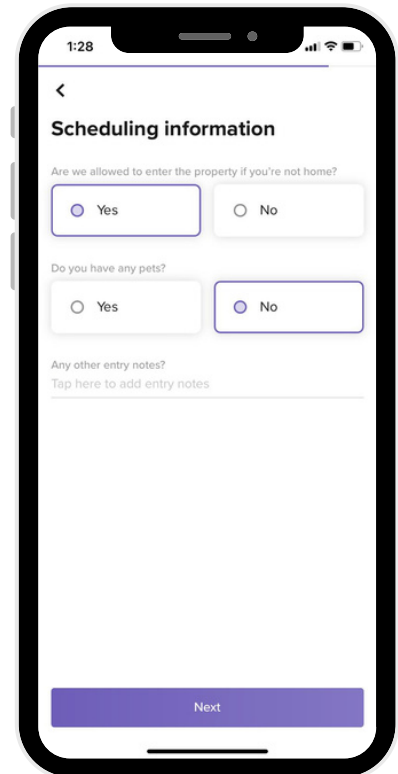
5. Enter a description and include details about the issue. Be as descriptive as possible.



6. Attach images or videos to help resolve your issue faster.

Select your scheduling preferences.

7.



8. Verify that the information is correct and submit your request.

Good Neighbor Guidelines

To ensure harmonious coexistence and maintain a pleasant environment in the community, we ask that you adhere to the following guidelines:

- **Quiet Hours:**

To respect the rest of all residents, keep noise levels low between 10:00 p.m. and 7:00 a.m. Additionally, when enjoying music or any other type of entertainment in your home, please be mindful of the volume so as not to disturb neighbors. Respecting noise limits greatly contributes to the well-being of all residents.

- **Common Areas:**

Keep common areas (gardens, hallways, pools, etc.) clean and free of personal items and trash. Respect their intended use and avoid hosting large events without prior approval.

- **Communication and Problem Resolution:**

In case of any inconvenience, communicate respectfully with neighbors or management. Avoid direct conflicts and seek peaceful solutions.

- **Responsible Resource Use:**

Use water, electricity, and other resources efficiently. Turn off lights and close faucets in common areas when not in use, helping to care for the environment.

- **Proper Parking:**

Park only in designated areas, respecting spaces assigned to other residents.

DO NOT PARK ON GRASS AREAS, AS THIS COULD DAMAGE THE SEPTIC TANK, WHICH MAY AFFECT YOU DIRECTLY.

- **Pets:**

Pets are allowed, but they must be registered with TPG Property Management. Keep your pet under control, respecting common areas and others' space. Unregistered pets are not permitted.

- **Trash:**

Use the designated trash collection area and recycle according to government guidelines. Keep the area clean for everyone's benefit.

Any activity that could negatively impact the peace and safety of the community should be avoided. This includes disruptive behavior, excessive noise, or any other act that could cause discomfort to neighbors. Respect, tolerance, and consideration for others are essential for peaceful coexistence. We encourage everyone to follow these guidelines and contribute positively to the community.

THANK YOU FOR YOUR COOPERATION AND COMMITMENT TO A RESPECTFUL COEXISTENCE.

Appliance Usage Guide

To extend the lifespan of appliances and avoid costly repairs, follow these recommendations for proper use:

✓ What To Do

Refrigerator

- Keep the temperature between 3-5°C (37-40°F) for the fridge and -18°C (0°F) for the freezer.
- Clean condenser coils every 6 months to maintain efficiency.
- Close the refrigerator door quickly to prevent cold air loss.

Microwave

- Use only microwave-safe containers.
- Clean the interior walls regularly to avoid grease buildup.
- Use covers or lids to prevent splatters.

Washing Machine

- Use the appropriate detergent in the recommended amount.
- Clean the filter regularly to prevent blockages.
- Wash full loads but do not overload the machine.

Dryer

- Clean the lint filter after each use.
- Use low-temperature drying cycles for delicate fabrics.

Dishwasher

- Rinse dishes before placing them inside.
- Use detergents specifically for dishwashers.
- Clean filters and spray arms regularly.

Stove & Oven

- Clean the surfaces after each use to avoid grease buildup.
- Use lids to prevent spills.
- Make sure burners are off when cooking is finished.

Air Conditioner

- Change or clean filters MONTHLY.
- Set the thermostat to a constant temperature.
- The thermostat should be set to a minimum of 74°F and a maximum of 78°F.

Small Appliances (Toaster, Coffee Maker, etc.)

- Turn off and unplug small appliances when not in use.
- Clean up crumbs and residues daily.

✗ What NOT To Do

Refrigerator

- Do not overload the refrigerator, as this blocks the cold air circulation.
- Do not place hot food inside, which increases energy consumption.
- Avoid using sharp objects to remove ice.
-

Microwave

- Do not use metal containers or aluminum foil.
- Do not heat food for excessive times.
- Do not use the microwave if it is empty.
-

Washing Machine

- Do not use too much detergent, as it may damage the machine.
- Do not leave wet laundry inside for long periods, as this may cause mold.
- Do not force the door when opening or closing it.

Dryer

- Do not dry clothes with oil or grease stains.
- Do not use without cleaning the filter, as this is a fire risk.
- Do not overload the dryer.

Dishwasher

- Do not place sharp knives or utensils that may damage the dishwasher.
- Do not stack dishes in a way that blocks the spray arms.
- Do not use regular dish soap.

Stove & Oven

- Do not use non-oven-safe containers.
- Do not leave the oven on without supervision.
- Do not place aluminum foil at the bottom of the oven, as this may block airflow.

Air Conditioner

- Do not obstruct air outlets with furniture or curtains.
- Do not leave doors or windows open while the air conditioner is on.

Small Appliances (Toaster, Coffee Maker, etc.)

- Do not place small appliances near water sources or on damp surfaces.
- Do not leave appliances plugged in when not in use.
- Do not overload power outlets; follow manufacturer instructions.

Additionally, make sure to read the specific instructions for each appliance (washing machine, dryer, oven, microwave) and follow the manufacturer's recommendations for use and maintenance. If you have any issues with an appliance, report it through the Resident Center APP.

BY FOLLOWING THESE RECOMMENDATIONS, YOU WILL AVOID COMMON PROBLEMS AND MAXIMIZE THE LIFESPAN OF YOUR APPLIANCES, KEEPING YOUR HOME SAFE AND EFFICIENT.





IMPORTANT

SEPTIC TANK GUIDELINES

IF YOUR PROPERTY COUNTS WITH A SEPTIC TANK, PLEASE KEEP IN MIND

TENANT is to use only "septic-safe" quality/approved toilet tissue. TENANT will not flush anything other than safe approved toilet tissue in toilet and is not to flush or pour any items, including but not limited to, grease, oil, sanitary napkins, diapers, refuse, dental floss, coffee grounds, or paper towels down any toilet, or allow these items to pass into the septic system, whether it be from a toilet or any other household drains. TENANT will be responsible for all repairs to the septic system due to TENANT'S negligence or intentional acts.

TENANT is responsible to flush enzymes down the toilets one time per month (example Ridex), at TENANT'S expense. TENANT is to alternate treatments if there is more than one toilet.

LANDLORD, at LANDLORD'S expense, is responsible for one (1) septic pumping each twelve (12) month period and any additional septic pumping is the responsibility of the TENANT, at TENANT'S expense, if due to TENANT'S negligence or intentional acts from excessive paper and/or grease, as additional rent.

IMPORTANT INFORMATION

ABOUT IRRIGATION SYSTEMS

If your property has an irrigation system, it is essential to understand its operation and maintenance to ensure efficient water use and the health of your lawn and gardens. Below are some key guidelines:

SYSTEM SCHEDULING

- The irrigation system is automatically programmed to operate at specific times, usually in the early morning or at night, to maximize absorption and minimize excessive evaporation.
 - Do not adjust the system settings without first consulting management. If you notice any issues with the irrigation, please report them immediately.
-

RESPONSIBLE WATER USE

- Avoid manual watering if the irrigation system is active. Excess water can damage the lawn and unnecessarily increase consumption.
 - During rainy seasons, the system may automatically adjust or be temporarily disabled.
-

MAINTENANCE AND REPORTING

- Periodically check the visible irrigation areas to ensure that sprinklers are functioning correctly and that there are no leaks.
 - Do not obstruct or cover sprinklers with outdoor furniture, vehicles, or other objects.
 - If you notice any irregularities, such as broken sprinklers, leaks, or areas receiving inadequate irrigation, notify management immediately.
-

PROPERTIES WITHOUT AN IRRIGATION SYSTEM

- If your property does not have an irrigation system, please disregard this information.

FOR ANY QUESTIONS OR ISSUES REGARDING YOUR PROPERTY'S IRRIGATION SYSTEM, PLEASE CONTACT MANAGEMENT. WE ARE HERE TO HELP YOU MAINTAIN THE PROPERTY IN OPTIMAL CONDITION.

Tenant Responsibilities

To ensure harmonious coexistence and maintain a pleasant environment in the community, we ask that you comply with the following guidelines:

- **Payment of First Month's Rent & Security Deposits:**

You must pay the first month's rent and both security deposits at the time of signing the contract.

- **On-Time Rent Payment:**

Rent should be paid between the 1st and 3rd of each month to avoid a late fee charge.

- **Keep Information Updated:**

It's essential to keep all your information up to date. Report to property management if there are any changes in your phone numbers or email address.

- **Changes in the Property:**

If you wish to make changes to the people living on the property or plan to have a pet, you must request authorization as stipulated in the contract. These changes could incur additional costs.

- **Obtain Renter's Insurance:**

Our complex requires tenants to obtain renter's insurance through our platform. If insurance is purchased outside of the platform, there is a monthly charge of \$30 until proof of purchase is provided.

PROPERTY CARE

It is essential to take care of the property and perform the necessary maintenance. Preventive maintenance helps avoid major issues and ensures a safe environment. Here are some basic recommendations:

- **Filter Cleaning:** Air conditioning and heating systems' filters should be cleaned regularly to ensure they function efficiently and extend their useful life.
- **Minor Repairs:** Minor repairs, such as adjusting loose faucets, replacing burned-out light bulbs, and replacing air filters, should be handled by the tenant. These simple tasks prevent larger issues in the future.
- **Routine Inspections:** Regularly check for leaks, drips, or any indicators of humidity or mold. This is crucial for maintaining the property in good condition.

PROPER COMMUNICATION

Immediately report any emergency that may cause harm to the property, such as fires, leaks, moisture, or electrical damage.



Move-Out Process and Lease Termination

The move-out and lease termination process should be clear and organized to prevent issues and misunderstandings between the tenant and the landlord. **Here is a brief overview of the most important steps to follow:**



NOTICE OF TERMINATION:

The tenant must formally notify their intention to terminate the lease with sufficient notice, as stipulated in the lease agreement (usually 30 to 60 days before the move-out date). This notification must be made in writing, either through the management platform or via email, specifying the exact date they plan to vacate the property.

FINAL INSPECTION:

Before the move-out date, a property inspection will be scheduled. The purpose of this inspection is to verify that the property is in the same condition as when it was handed over, excluding normal wear and tear. This inspection includes reviewing walls, floors, appliances, and other installations.

RETURN OF THE SECURITY DEPOSIT:

Once the inspection has been completed and no damages or lease violations are found, the security deposit will be returned within a timeframe established by local law. In the case of damages, repair costs will be deducted from the deposit.



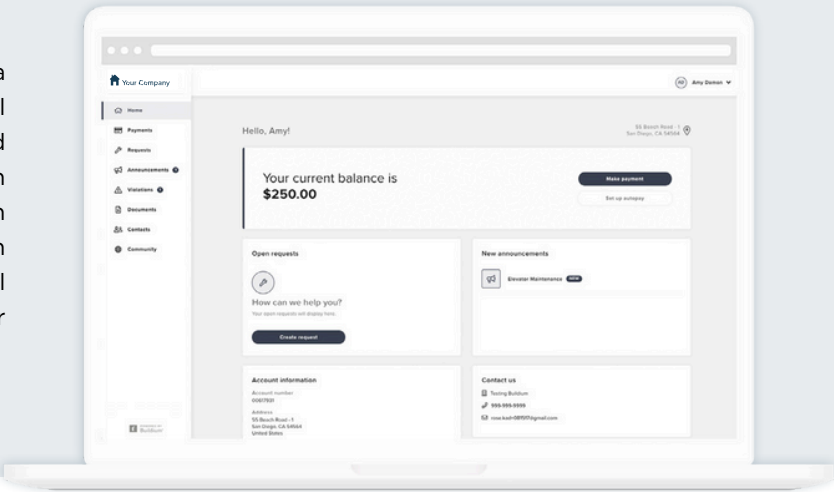
Learn More About Resident Center

Resident Center Guide

Welcome to the Resident Center! It has been designed specifically to let you easily manage your living experience and make payments online. We've provided some instructions below to help you get up and running—let's get started!

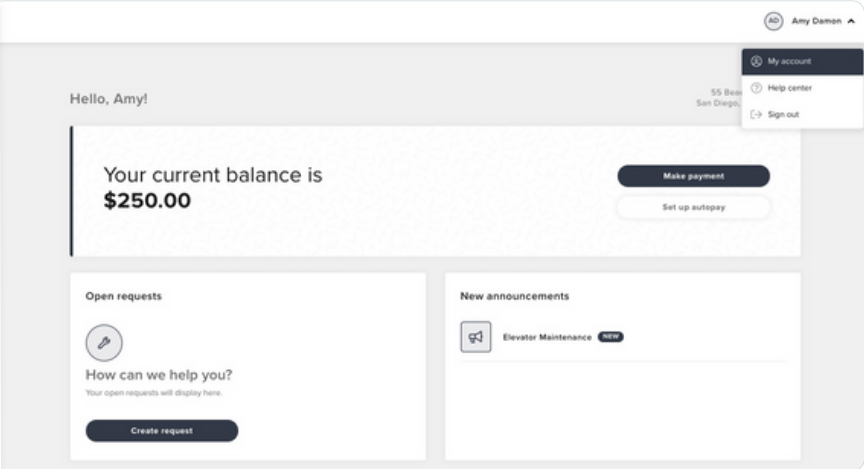
Create a password and sign in

Your password will be sent in a welcome email. The email will contain the website, login ID, and temporary password to use when you sign in the first time. Sign in using the Resident sign-in box on the right side of the screen. You will be prompted to change your password the first time you sign in.



24/7 access from anywhere

The Resident Center is fully mobile responsive and available 24 hours a day so you can make payments, submit requests, or access important documents anytime, anywhere.



My account

You can use the “My Account” page to keep your contact information up-to-date and to change your password.

You can also add or edit your emergency contact here.

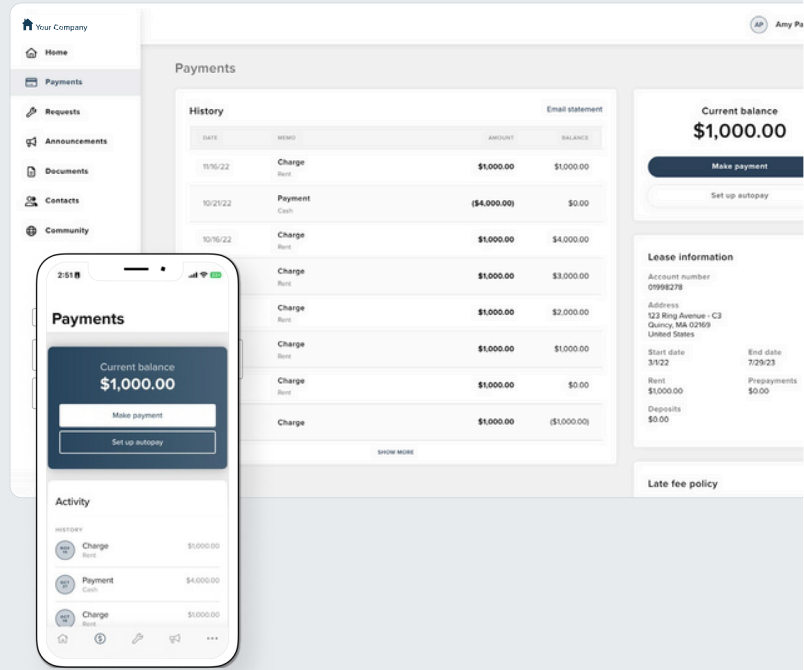


Payments

The Payments page shows your transaction history - charges, payments, refunds, and more. From here, you can make a one-time payment or set up autopay.

Make a payment online by clicking the “Make Payment” button from the home dashboard or payments page. You have the option to make a one-time payment or set up an automatic payment to process on a regular basis.

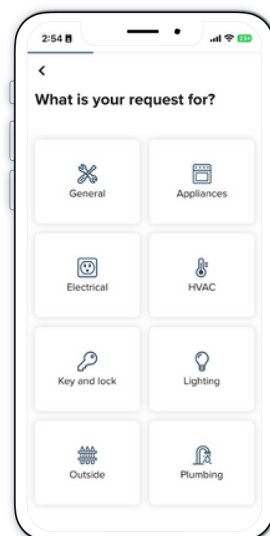
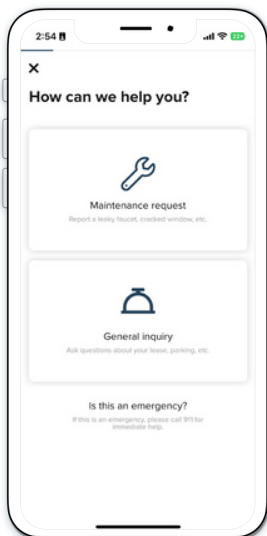
You can schedule the payment for a later date-or to pay immediately. Once you make a payment, it may take a day or two for the charge show up on your bank or credit card statement. If an online payment is refused by your bank, it will reflect on the Payments page automatically.



Requests

The requests page allows you to submit either a maintenance request or general inquiry.

The maintenance request page will allow you to provide the necessary information about your issue in order to get it fixed as soon as possible.



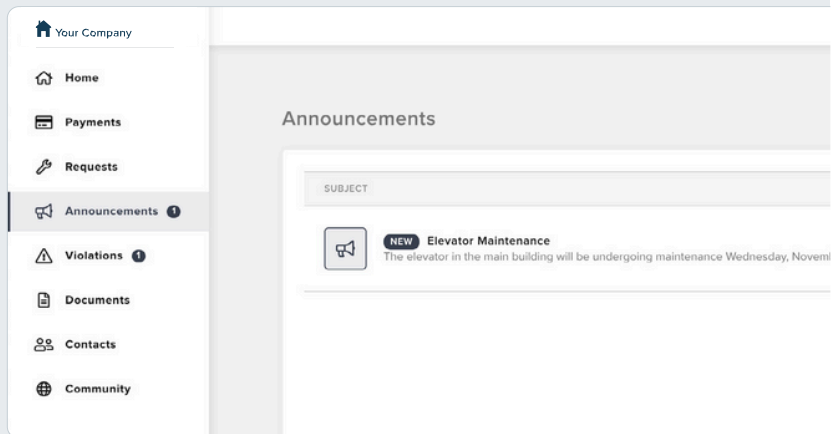
Once submitted, your request is saved and available here. You can come back to the request to check on the status. When updates are made, we'll let you know by email and on this page.

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Announcements

You will receive important news and updates which will be posted on the resident site and also sent to your email.

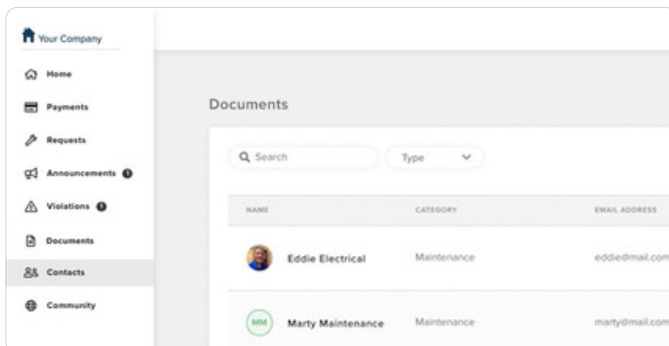
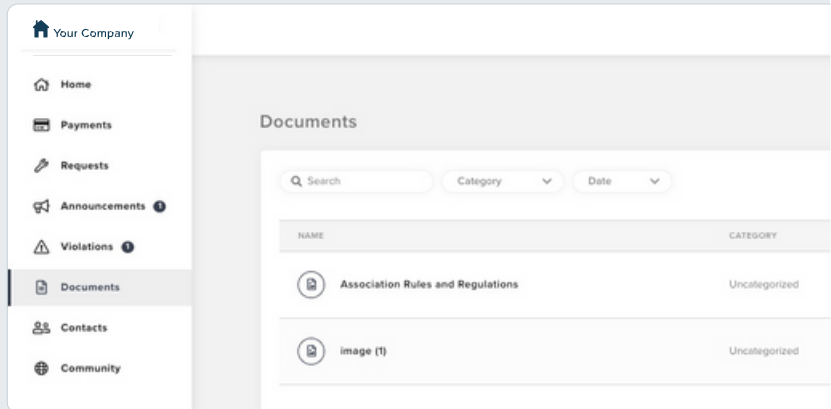
You can log in to the resident site to check for new announcements right on the dashboard.



Documents

The Documents section shows all files that have been shared with you.

For example, you might find a scanned copy of your lease, move-in report, and local maps of the area on this page.



Contacts

The Contacts section helps you find your way in your neighborhood. You will find phone numbers and websites of local utilities, municipal services, restaurants, and other useful information here.

Renters Insurance

Purchase a renters insurance policy and get coverage within seconds directly through the resident site. Protect your belongings for as low as \$8/mo* and automatically notify your property manager of your new policy.

Renters Insurance
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Pick your policy
Check "renters insurance" off your to-do list! Choose the policy that best fits your needs.

Policy Type	Estimated Monthly Cost	Includes
Basic <i>No frills. Just the essentials.</i>	\$10.17 /mo	<ul style="list-style-type: none"> Personal property coverage: \$10,000 Liability coverage: \$100,000 Guest medical expenses: \$1,000 Emergency living expenses: \$2,000
Standard <i>A solid choice that meets most renters' needs.</i>	\$13.03 /mo	<ul style="list-style-type: none"> Personal property coverage: \$20,000 Liability coverage: \$100,000 Guest medical expenses: \$1,000 Emergency living expenses: \$4,000
Premium <i>Got extra stuff to protect? This is for you.</i>	\$16.75 /mo	<ul style="list-style-type: none"> Personal property coverage: \$30,000 Liability coverage: \$100,000 Guest medical expenses: \$1,000 Emergency living expenses: \$6,000

*Prices may vary

Rent Reporting

Sign up for rent reporting and build your credit by reporting your on-time rent payments to the credit bureaus.

Rent Reporting
powered by Buildium

You already pay rent. Why not build your credit history too?
Let your hard-earned rent payments jumpstart your credit.

Sign up now for \$4.99/month

[Sign up](#)

Why is rent reporting worth it?
You already know building good credit is the key to getting the big-ticket items you want, better loans, lower interest rates, and more. By automatically reporting your on-time rent payments, you can start building credit today without any negative effects.

Did you know that reporting your rent can up your credit score by 60 points on average?!

*Buildium is not a credit bureau and does not have direct influence over any aspect of credit bureau consumer profiles or credit scores calculated by the bureaus. Each bureau will determine, in its sole discretion, whether and how to use reported rent payment information.



Download the **Resident Center** mobile app today!





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