

CBVR Policies and Procedures must be compliant with all CBA documents, CBA Policies and Procedures, and the Rental Agreement. The following was reviewed and approved by the Casa Blanca Board of Directors.

CBA Declaration of Condominium sections 15 and 16 apply to Rental.

16.7 Owners are required to use CBA rental agent.

16. Minimum rental 7 nights, rental 5 -6 nights upon owner written authorization unless a fill-in between reservations.

15.2 Overnight guests are limited to 6/unit.

15.5 BOD has the authority to confirm family relationships for guest usage.

* Policies are subject to change with approval from Board of Directors.

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I. CBVR Owner Information

a. Rental Program Participation Requirements:

1. Rental Agreement (Signed & Dated).
2. Annual Confirmation of the Rental Agreement with Owner Preferences.
3. Annual Deep Cleaning and passing required inspection of the unit.
4. Accurate & Up-to-date Owner Information Form, Form W9, FLDOR Authorization Form, Direct Deposit Form (if applicable) & Vendor Preference Form.
5. Owner financially responsible for FPL, landline phone service, and any upgrades to the unit's TV/internet service above what is provided by the Association.

CBVR Responsibilities:

1. CBVR is responsible for reasonable care, custody and control of the unit.
2. CBVR services include administration of reservations, collection of all deposits & payments, registration, and custody of keys. CBVR will communicate procedures and expectations to tenants, staff, and vendors given access to the unit.
3. CBVR shall seek to be fair in distributing bookings to all unit owners involved in the rental program, with due consideration to the tenants' rental preferences in regard to unit location, style and rates.
4. CBVR provides support services for the rental program including cleaning, linens, and maintenance services for minor repairs.

b. Advanced Payment:

A \$300.00 deposit is due at the time the reservation is made, the remaining funds are due 60 days prior to arrival. Payment may be made via U.S. currency, Visa, MasterCard, Discover Card, American Express, Traveler's Check, or Cashier's Check. Personal Checks are only accepted 21+ days prior to arrival and subject to returned check, additional bank fee, & processing/handling fee.

c. Authorized Access:

- Owner must provide a list of those authorized to have access to the Unit when the unit is unoccupied.
- CBVR reserves the right for staff or vendors to enter the unit when necessary for specific maintenance issues. Staff will make every effort to access the units for scheduled inspection or maintenance when the unit is unoccupied.
- If a property is for sale, the owner reserves the right to have his property shown to the prospective buyers. Every effort will be made to schedule the showing at a convenient time.

d. Cancellation:

- A \$300.00 deposit is due at time of reservation. In the event a reservation is cancelled 61 days or more prior to arrival, the deposit, less a \$95.00 processing fee (to the Agent), will be refunded upon written confirmation. If a reservation is cancelled within 60 days or less prior to arrival the entire amount will be forfeited with written confirmation, unless the Agent is able to rent the same unit to another party (for the same dates and price), in which case the full amount will be refunded, less a cancellation fee of \$95.00. There are no refunds for early departure. If a guest requests a change of dates or to change units within 61 days before arrival the same policy applies. The processing fees & taxes are non-refundable.

e. Damage:

- A credit card on file is required in lieu of a damage deposit. Renter is to indemnify owner for any damages or costs to the premises, furnishings, equipment, or household items, which occur during renter's occupancy, excluding normal wear and tear (that deterioration which occurs based upon the use of which the rental unit is intended and without negligence, carelessness, accident, or misuse, or abuse of the premises or contents by the Tenant or members of his/her household, or their invitees or guests.)

f. Minimum Stay:

- Rates are based on 7 night stays. Shorter stays of 5-6 days may be accepted as allowed by an individual owner.

g. Occupancy:

- Unit occupancy is limited. Renters must abide by the number of registered guests for each unit. All occupants must be registered. The total number of persons allowed in the property at any time is restricted to the stated limit for each unit. There is a maximum of four people in a one-bedroom unit and six people in a two-bedroom unit. Individual units may have a lower occupancy maximum.
- Primary registered guest must be at least 25 years old & must be occupying unit the whole duration of the reservation. Reservations or occupancy made under false pretenses will be refused at check-in or evicted, and will forfeit all deposit(s) & payment(s). Management reserves the right to enter the rental property at any time to investigate disturbances, check occupancy or to check for damages, repairs & maintenance.

h. Operation:

- **Email:** info@thecasablanca.net
- **Office Hours:** Mon.-Sat: 9:00 a.m. - 5:00 p.m.
Sun.: 10:00 a.m. - 4:00 p.m.
- **Office Phone Number(s):** (941) 349-5101 or (877) 349-5101
- **CBVR Emergency (after hours):** (800) 422-0176
- **Check in time:** after 3:00 p.m.
- **Check out time:** 10:00 a.m.
- **Laundry Room:** 9:00 a.m. - 9:00 p.m.
- **Pool:** 9:00 a.m. - Dusk
- **Recreation Room hours:** 9:00 a.m. - 9:00 p.m.
- **Emergency:** 9-1-1
- **Sheriff:** (941) 316-1201
- **Website:** www.thecasablanca.net

i. Owner Stay:

- CBVR may rent or lease the unit, except for the periods designated by the owner and confirmed annually, when the unit shall be left for occupancy as owner desires.

- Any changes in these dates must be filed with the rental office at least 13 months before new occupancy dates within availability. Owner will confirm regular owner occupancy annually with Agent
- Owner may reserve additional dates thirteen months in advance or as available within the rental reservation schedule during the calendar year. CBVR will confirm these dates in writing in the same manner in which any reservation is confirmed.
- If a tenant is obtained by owner or another person acting as agent for owner, or if owner chooses to occupy the unit in conflict with the reservation schedule, and notice is received by agent with sufficient time to adjust reservations, agent will make all possible adjustments. If adjustments cannot be made, the agreement made by agent shall be valid and take preference over any other agreement. Any expenses incurred by owner or another person acting as agent for owner due to reservation conflict shall be paid by owner.
- Owner may block rental reservations for maintenance within the unit with notice to agent. Owner must maintain a written statement with agent stating who, other than owner, has permission and keys to access unit. Owner or their named representative must confirm with agent that no guests are occupying unit prior to accessing unit.
- Owners occupying their unit shall register at the office.
- Owner may choose to clean the unit or provide their own linens and supplies during an owner's stay. Occupancy charge or cleaning charge may not apply if the office is notified prior to cleaning or setting up the unit. Cleaning or occupancy charge will only be charged if the cleaning is not met to the standards or if laundering/changing of linen is needed.
- No management fee shall be due Agent upon occupancy of the Unit by a spouse, parent, grandparent, child, grandchild, or sibling of owner. Occupancy and cleaning charges will apply unless office is notified as stated above.

j. Rates, Rate Adjustments:

- Agent will determine and issue a published rate chart. Owners utilizing independent advertising must also publish the same Casa Blanca published rates.
- Tenant shall pay the published rates to Agent.
- Agent, at the direction of the Board of Directors, may offer specials, group rates or other rate adjustments to increase occupancy and income with owner having the ability to opt in or out of these programs.

k. Rebooking/Right of First Refusal:

- Guests who currently occupy a unit have the Right of First Refusal for rebooking same unit for the same time frame the next year. The guest may adjust arrival date based on any existing reservation. The guest has until their departure date to rebook or the dates will be opened up to the general public. Guests staying 21 days or longer must rebook within the first 14 days of arrival for the following year. Should a conflict arise with current guests in the same apartment or villa, guest staying in the same apartment or villa for the longest amounts will have first preference. Website reservations made during a current guest stay should not be confirmed until the residing guest declines rebooking.

II. Fees

a. Additional Person Fees:

Additional Person fee is charged every person above the standard rate of 2 persons in a 1/1 and 4 persons in a 2/1 or 2/2 based on the maximum capacity. Some units allow up to 6 persons, however additional person fee may still apply per night. The additional person fee is \$10.00 per person per night, applicable to ages 2 & up.

b. Cleaning Fees:

Owner will be responsible for cleaning and occupancy charges for all reservations of seven days or more. Tenants staying for five or six nights will be responsible for cleaning and occupancy charges.

If the housekeepers have to rearrange furniture, perform any cleaning or laundering beyond standard housekeeping, linens are lost or damaged, evidence of pet or contraband is found or if all keys are not returned, then additional fees may be incurred to guest.

c. Management Fees:

- 13% of the gross rent collected from rental of the unit according to the published rate schedule of CBVR which includes any revenue collected for deposit, advanced payment or cancellation fees.
- All tenants will be charged the Casa Blanca published rate for the unit they occupy. Any special financial arrangements between owner and tenant, including rebates or reduced rates, will be strictly between owner and tenant. The current management fee is applicable, according to the rates then in effect, as established by agent, and shall be paid to agent.
- Owner will notify agent about gift occupancy arrangements for family, friends or business associates made by owner. Management fee, occupancy and cleaning charges will apply, and will be billed to owner.
- Special financial arrangements concerning management fee may be made for charitable donations. A written request must be made to BOD and have prior approval. Owner will be responsible for occupancy and cleaning fee.
- If owner cannot be reached to provide authorization, the manager has the discretion to refund or credit an amount greater than 1-2 nights rent if renter has been inconvenienced due to failure of appliance, HVAC or other major incident during their stay. 13% commission may still apply to the total reservation.

d. Occupancy Fees:

Occupancy fee is \$3.00/day for 1/1 units & \$5.00/day for 2/2 units.

Occupancy Fee covers:

- Linens: (sheets, towels, beach towels & kitchen linens)
- Additional linens or additional linen exchange may be provided for an additional fee.

e. Processing Fees:

- Processing Fees will be charged to guests for administrative fees & processing fees.

f. Repair & Misc. Fees:

Owner will be charged for maintenance work & repairs beyond provided service, general cleaning that may require vendor(s) or additional cleaning fees, misc. replacement items on the required inventory/standards list, and/or any other fees that are owner's responsibility.

CBVR will do their best to collect fees/repairs from guests when damages are found upon departure.

III. Housekeeping

- a. **Standard Cleaning:** Takes place following a departure.

Fees: Owners to be updated annually for individual cleaning fees.

Standard Housekeeping Cleaning Checklist:

- Housekeeper will lock up unit after scheduled cleaning, return any guest keys (if applicable), and report any found items to the office.

General/ Misc.:

- Housekeeper will remove any trash, food, guest personal items, and soiled linens.
- Housekeeper will check and straighten all cabinets, closets and drawers.
- Housekeeper will check for spots or marks on walls, doors, cabinets, & around light switches.
- Housekeeper will place appropriate number of clean towels and toiletries, make beds with clean linen, and replace kitchen linens.
- Housekeeper will place cleaning items in closet.
- Housekeeper will check lights, set thermostat, and lock up windows/doors.
- Housekeeper will note and report any items in need of repair or any additional cleaning needed to office staff. Communication with owner will follow if needed.

Bathroom:

- Clean and disinfect all bathroom fixture(s), sink(s), toilet(s), tub(s)/shower(s), floor, remove all soap scum, water spots, and polish glass/mirrors.

Bedroom:

- Change linens & make beds.
- Change linens, place extra pillows and blankets in closet, remove stained spreads or pads for laundering, dust furniture, polish glass, dust or vacuum floor, and check underneath beds.

Dining:

- Wipe table(s) & chairs, and center centerpiece/decor.
- Straighten chairs and placemats (if applicable).

Kitchen:

- Run dishwasher (is being requested of Guest(s)). Housekeeper will run dishwasher if needed.

- Clean all appliances inside and outside, countertops, backsplash, dishwasher/dishes, run garbage disposal, clean small appliances, unplug any countertop appliances, straighten cabinet contents, and check for cleanliness of dishes and drawers.

Lanai/Patio:

- Wipe & check sliding glass doors & track, lanai/patio furniture, floor, exterior doors, and 'spot' wipe windows (interior).

Living Room:

- Dust furniture, clean glass & mirrors, vacuum & mop floors, and check sleeper sofa for soiled linens.
- Housekeeper will straighten or organize decorative items.

Inspection Guidelines:

The unit will be inspected by Head Housekeeper following departure cleaning.

- "Open" Inspection- When a guest arrives after last departed guest with a time lapse of no more than a few days between guests, blinds & drapes will be opened, temperature set at 74 degrees, and 'spot' cleaned quickly.
- "Close" Inspection- When the unit will be empty for more than a few days between guests. Unit temperature will be set at 78 degrees, blinds & drapes will be closed, lights & fans turned off.
- "Back to Back" Inspection- Unit will be cleaned between guests on the same day. Temperature set at 74 degrees, blinds/curtains will remain open.
- Missing or damaged items will be reported.

General/ Misc.:

- Check cleanliness in all areas.
- Check clean linens & restocking of supplies. Return any laundered items to the unit.
- Check TV(s) & Lightbulbs.
- Tidy cabinets, closets and utility closet.
- Decorative Items placed appropriately.
- Check for any insects, mold, odor, water stains, and double check toilets.
- Doors/windows are locked.
- Temperature is set at appropriate temperature based on "open", "close" or "back to back".

Lanai:

- Check for cleaning of lanai/patio furniture, and sliding glass doors (if applicable).

Deep Cleaning Information (Annually)

Owner is responsible for the following. Owner may perform Deep Cleaning, or direct cleaning staff/vendor to perform Deep Cleaning. Unit will be inspected and owner may be charged for any additional cleaning required. The following should be completed at least annually.

Deep Cleaning Information Checklist:

General/ Misc.:

- Check Required Furnishings and Inventory List.
- Clean and organize all cabinets, closets, and drawers.
- Clean and polish glass, mirrors and frames.
- Clean blinds, window treatments, filters, light fixtures, lamps, light switches, and door handles.
- Clean ceilings (cobwebs), walls, woodwork, and baseboards.
- Clean handles, knobs, light switches, phones, remotes, and air vents.
- Clean, organize, replace cleaning supplies, equipment and vacuum.
- De-clutter, remove multiples and outdated items.
- Steam clean tile and grout, check for stains, cracks and caulk. Grout must be sealed.
- Update owners file information for new replacements.
- Update photos for website.
- Wipe down, dust, and polish ceiling fan blades.

Bathroom(s):

- Remove dirty towels.
- Using a long-handled duster wipe all walls, ceilings, ceiling moldings, and light fixtures.
- Wash all walls, inside & outside of shower(s)/bathtub(s), baseboards & door frames.
- Clean all faucets, soap dishes, and drain covers ensuring they are clean and shiny.
- Clean shower doors, tracks, faucets, drain covers, and soap dishes.
- Replace any shower curtains that are dirty.
- Clean inside of toilet bowl, toilet tank top/sides and base of toilet
- Discard trash from drawers, cabinets & under sinks
- Clean all cabinets inside & outside.
- Clean all Mirrors.
- Clean Sink, countertop, faucets and drain covers.
- Clean all counter top plants & ornamentation (if applicable)
- Clean leaves & containers for all plants (if applicable)
- Hang fresh towels.
- Leave amenities, bath mat(s), towel(s), and washcloth(s).
- Sweep, vacuum, mop floors, and clean all baseboards.

Bedroom(s):

- Clean, disinfect or replace all bedding items, pillows, protectors, mattress pad(s) and rotate mattress(es).
- Vacuum/ Mop (if applicable) floor, moving furniture to get all surfaces.
- Wipe down/polish dresser(s) and night stand(s)
- Wipe down/dust Television surface/ Television stand.
- Dust, wipe down, and polish headboard(s).
- Dust and wipe down window ledge/ blinds.
- Clean all mirror/ window surfaces.

Dining:

- Wipe down/polish Dining table and chairs.
- Remove rug (if applicable), sweep/mop all floor surface.
- Replace placemats if frayed, ripped, faded, or mismatched.

Kitchen:

- Clean, organize, replace, restock all kitchen items.
- Clean coils, under and behind refrigerator, garbage disposal & oven.
- Clean all lower cabinets; including under the sink, inside and outside.
- Clean all picture frames & glass and make sure pictures are straight.
- Clean pipes under sink.
- Clean range top & oven, burner trays, racks, and door (inside & outside) including the lower drawer.
- Clean inside of refrigerator removing drawers to clean under them, washing all shelves, and cleaning insides and outsides of drawers.
- Empty waste can and wash inside & outside, replace liner, and leave extra liner.
- Leave amenities, dish towels, and dish cloth(s).
- Make sure all window(s) are locked.
- Make sure blind(s) & cord(s) are in working condition.
- Put clean dishes and cooking utensils back in cabinets/countertop and organize all upper cabinets.
- Put clean pots, pans, dishes, cookie sheets, and mixing bowls back into cabinets, organize all lower cabinets.
- Remove all dishes, glassware, and cooking utensils from cabinets & countertop, put them into dishwasher & run dishwasher.
- Remove all food left in kitchen.
- Remove all pots, pans, baking dishes, cookie sheets, mixing bowls & silverware from cabinets/drawers, put them in dishwasher and run dishwasher.
- Remove crumbs from toaster, polish all small appliances and make sure cords are clean. ○ Remove filter over stove, wash/put back in place.
- Run & clean disposal, clean sink, and faucet.
- Slide refrigerator out from the wall & clean walls, outsides of cabinet, floor and baseboard.
- Wipe all ceilings, ceiling moldings, walls, light fixtures, fans & sky light.
- Vacuum and mop floors thoroughly.
- Wash all baseboards, windows, and door frames.
- Wash all counters and backsplash.
- Wash all upper cabinets inside and outside, including all moldings.
- Wash any bowls or decorative items setting on countertop.
- Wash coffee maker, basket, carafe & cord.
- Wash cooking utensil holders inside & outside.
- Wash microwave inside and outside, put tray back.
- Wash refrigerator top, front, back, and sides
- Wash window panes, window sill, and blinds.

Lanai/Patio:

- Clean windows, doors, slider track, and screens.
- Check sliding door lock.

- Clean/wipe down table and chairs.
- Replace dryer rack if necessary.

Living Room:

- Clean and polish wood, vinyl and leather furniture, vacuum upholstery and wicker.
- Clean carpet, upholstery, decorative pillows.
- Clean or replace rugs & doormats.
- Inspect and operate all furniture, appliances, electronics and decorative items for good repair.
- Repair or replace anything cracked, broken, frayed, ripped, stained, faded, and mismatched.
- Check for insects, mold, odor, or water stains.
- Update decorative items.
- Check age and life expectancy of appliances (forms).

Deep Cleaning Inspection Checklist:

- Appliances and fixtures must be clean, in good repair and rust free.
- Items that are broken, chipped, outdated, mismatched, faded, worn or rusted must be replaced.
- Kitchen item inventory must be complete, matching, and in good repair.
- Cabinets, closets and drawers must be clean and organized.
- Bedding, including mattresses, pillows, blankets, decorative pillows must be clean and in good repair. Mattresses beyond life expectancy standards or showing age must be replaced.
- Blinds, window treatments, fans, lights, switches, handles must be clean, and in good repair.
- Walls, ceilings, paint and woodwork must be clean, without marks, and in good repair.
- Bathroom fixtures and faucets must be clean, working properly, and without leaks.
- Tile should be clean, without cracks, chips or broken, grout in good repair, clean, and sealed.
- Carpet, upholstery and decorative fabric items must be clean, without stain nor rips, nor frayed.
- Windows, screens, sliders, doors, handles and locks, must be clean and in good repair.
- Lanai furniture, enclosure and flooring must be clean or in good repair.
- Electronics - TV, DVD, phone, and clocks must be updated and in good repair.
- Decorative items must be updated and in good repair.

iv. Laundry

- Laundering of individual unit items, when needed, may be done by Agent contracted vendor or sent to a laundry service.
- Items laundered may include: bedding items – spreads, comforters, mattress pads, pillow covers, blankets, bath mats, or rugs.
- Standard charges for laundry services will apply. Standard charges are subject to change.
- All washable items should be labeled with the unit number. (Unit personalized)

v. Linens

Provided Linens:

- Two sets of towels (bath, hand, and washcloth) are provided per registered guest based on the following (as a minimum):
 - 1Bed / 1Bath: (2 sets= 4 Bath towels, 4 Hand towels, & 4 washcloths)
 - 2Bed / 1Bath: (4 sets= 8 Bath towels, 8 Hand towels, & 8 washcloths)
 - 2Bed / 1.5Bath: (4 sets= 8 Bath towels, 8 Hand towels, & 8 washcloths)
 - 2Bed / 2Bath (Reg.): (4 sets= 8 Bath towels, 8 Hand towels, & 8 washcloths)
 - 2Bed / 2Bath (Large): (4 sets= 8 Bath towels, 8 Hand towels, & 8 washcloths)
- Beach Towels (1Bed/1Bath=2 Beach Towels, 2 Bed/1.5 Bath and 2 Bed/2Bath 4 Beach Towels)
- One bath mat per bathroom.
- Sheets for all beds, including 2 pillow cases per guest.
- Sleep sofa sheets are provided when the guests register additional occupants beyond 2 for a one bedroom or 4 for a two-bedroom unit.
- 2 kitchen towels and dish cloth.
- Soiled potholders will be exchanged.

VI. Linen Exchange Policy:

- Linens will be exchanged at the linen exchange between the office entrance and the pool entrance, on Tuesdays & Thursday, 9:00 a.m. to 11:00 a.m.
- Guests staying longer than 10 days will receive one (1) linen exchange coupon voucher for the same number of towels turned in at the linen exchange. Additional voucher(s) will be provided for every 7 days after the first 10 days.
- Linen exchange may be purchased at the office for those who would like any additional linen exchange(s).
- Owner(s) who would like to provide additional linen exchange for their guest(s) may notify the office in writing. Owner(s) will be charged the exchange fee(s).

VII. Maintenance:

a. Casa Blanca Maintenance Repairs

The Casa Blanca Staff has the authority to repair or replace items up to a value of \$100.

Replacements exceeding \$100 require authorization of the owner unless in the case of an emergency to keep the unit in rentable condition. (Unless pre-authorized maintenance is noted on the Vendor Preference Form).

The Casa Blanca Staff has authority to move renters when emergencies arise and has the authority to begin repairs to return the unit to rentable condition if the owner cannot be reached for consultation.

Maintenance staff may complete minor repairs and replacements as needed in units on the rental program. The first 15 minutes per work order request of maintenance service for are free. Thereafter, all increments of 15 minutes are \$7.50, billed directly to the owner, and deducted from rental income on their owner statement. When expenses exceed income, the owner will be billed. Bills are due upon receipt.

When maintenance repair is requested by guest, guest will be asked for permission to enter if not present. Maintenance work will be scheduled by priority & staff availability.

Owner is responsible to provide office a copy of all keys that may require maintenance and/or guest access. In the event that the lock(s) are changed, owner is responsible to provide a minimum of 5 copies of each key to the office.

Owner will be charged for bi-annual maintenance (A/C filter, A/C drain out, smoke alarm battery change, check for insects, mold, odor & water stains), air filters, smoke alarm batteries, vacuum bags, keys, oven liners, stove burner pans, and other charges.

Staff will do a walk-through unoccupied units approximately every 2 weeks to check for issues, maintenance needed, monthly check for insects, mold, odors, and water stains, etc.

b. Common Repairs for Maintenance Staff

- Air conditioner filters (checked every 30/90 days).
- Fire alarm & extinguishers checked annually via outside contractor.
- Locks/handles.
- Minor electrical (replace switches, outlets, TV hook-ups).
- Minor plumbing (toilet parts, faucets, showerheads, etc.).
- Screen replacement.
- Smoke alarms. (Battery changed bi-annually).

c. Contractor required repairs

- Air conditioning/heating.
- Appliance repair.
- Carpet/upholstery cleaning.
- Electrical (including ceiling fans).
- Maintenance agreements with specific contractors or contractor preference should be included with the owner's file.
- Painting.
- Plumbing.
- Window blinds.
- Windows/glass/doors/locks.

VII. Unit Required Furnishing / Inventory

*Appliances or plumbing fixtures must not exceed their average life expectancy, have poor function or the potential to cause damage to the unit, surrounding units or common elements.

<u>Location</u>	<u>Item</u>	<u>Life Expectancy</u>
<i>* notes safety or liability requirement, non-compliance can result in suspension from the rental program until corrected</i>		
General/Misc.	Telephone (landline or a way to dial out to 911/office)	Owner financially responsible for the duration of ownership
	*Fire Extinguisher	
	*Smoke Alarm(s)	As needed. Battery changed bi-annually
	*Water Heater	Maximum 10 years
	Air Conditioner/Furnace	Maximum 20 years
	Air conditioning Compressor	15 to 20 years
	Broom & Dust Pan	
	Carpeting	As needed
	Clock(s)	
	Counters	
	Doormat(s) (exterior door(s))	
	Drying Rack (collapsible/folding)	
	Iron & Ironing Board	
	Mop & Mop Bucket	
	Plumbing, Waste Piping	
	Recycle/Trash Container	
	Vacuum/ Hard Floor Cleaner	
Bedroom(s)	Alarm Clock	
	Bed(s) & Headboard(s) (Queen or King in Master)	
	Bedsread(s) or Comforter(s) & Bed Skirt(s)	
	Blankets- 2 per bed	
	Chair	
	Dresser or Built-in Storage Drawers	
	Hangers- 10 per Closet	
	Lamp(s)	
	Mattress pad(s)	
	Mattress(es) in Good Condition	8 to 10 years

	Mattress/Box Spring encasement cover(s) (waterproof, bed bug proof- highly recommended)	
	Mirror, full-length	
	Night Table with Lamp	
	Pillows with protectors - 2 per guest	
	Privacy Blinds or Drapes	
	TV (recommended)	
	Wastebasket	
Bathroom(s)	*Grab bar in shower or tub area(s)	
	Cabinet/Vanity/ Medicine Cabinet	
	Exhaust Fan or Window	
	Hairdryer(s)	
	Mirror	
	Toilet Brush/Holder	
	Tub mat or slip free surface	
	Wastebasket	
Dining	Chair(s) (# unit sleeps)	
	Table	
	Centerpiece	
	Placemats	
	Lighting	
Kitchen	Appliances	
	Dishwasher	10 years
	Clothes Washer/Dryer (if applicable)	10 years - 14 years
	Exhaust Fan	
	Garbage Disposal	
	Microwave	
	Refrigerator	
	Stove/Oven	
	Kitchen Cabinets	
Tableware	Cream & Sugar Container(s)	
	Cups/Mugs	
	Dishes/Plates (2 sizes) & Bowls (Double the # the unit sleeps)	

	Glassware (Water/Juice)	
	Knife Set/Steak Knives	
	Plastic Tumblers	
	Salad Bowl/Server	
	Salt & Pepper Shakers/Grinders	
	Serving Bowl(s)/Platter(s)	
	Silverware/Serving Pieces	
Electric Appliances	Blender	
	Can Opener (can be manual)	
	Coffee Maker	
	Mixer	
	Toaster	
Miscellaneous	Baking Pans	
	Baking/Cookie Sheet(s)	
	Bottle Opener/Corkscrew	
	Casserole Dish(es)/Lid(s)	
	Colander/Food Strainer	
	Cookware/Pan Set with Lids	
	Cutting Board	
	Dish Drying Rack	
	Ice Maker or Ice Trays	
	Kitchen Scissors	
	Ladles, Spatulas, Spoons, Whisks, etc.	
	Measuring Cups/Spoons	
	Mixing Bowls	
	Paper Towel Holder	
	Paring Knives	
	Pitcher	
	Pot Holder(s)/Oven Mitt(s)	
	Scrub Brush	
	Tea Kettle	
	Vegetable Peeler	
	Waste Basket	
	Window Covering	

	Table with chairs (the # unit sleeps)	
	Blinds/Drapes	
	Carpet or Tile	
Lanai/Sun Room	Chairs (the # unit sleeps)	
	Table	
	Wall Decor	
Living Room	DVD Player	
	End/Coffee Table(s)	
	Lamp(s)	
	Sofa/Chair(s) (at least # unit sleeps)	
	Television with Remote	

VIII. Unit Standards:

All units on the rental program must maintain minimum standards as determined by the BOD, Rental Agreement, and Policies & Procedures. It is the responsibility of the owner to inspect and maintain the standards, condition of furnishings, inventory, cleaning and organization of the unit or to pay any expenses related to the completion of these actions if performed by staff or vendor.

Satisfying renter expectations increases individual rentals and occupancy for the entire program. Guests’ comments/surveys, housekeeping, and staff inspections are utilized to determine whether standards are maintained. The owner will be notified of any specific concerns related to individual units.

The owner must address concerns in a timely manner to maintain standards comparable with other units. If not met within the timeline, the unit may be removed from the rental program until corrections are made.

Units are decorated individually and it is not policy to dictate personal taste; however, updated, well-furnished units in good repair are desired and requested by renters. Items and amenities beyond minimum requirements that enhance your guests’ stay will encourage additional rentals.

The owner is responsible to maintain appliances or fixtures in good condition prior to having the potential to affect occupancy or potentially damage common elements or adjoining units. Conditions including humidity and salt, and heavy usage can shorten the life expectancy. Updated, well-functioning appliances are essential in rental units.

Please refer to the ‘Unit Required Furnishing/Inventory’ for life expectancy.

- The owner is responsible for maintaining current unit information, including ages of appliances, with the office in their owner’s file.

- Inspection, organization and deep cleaning is required at least annually, but is recommended twice a year.
- Following inspection, the unit will be approved and designated a standard unit or not approved and designated a sub-standard unit. Sub-standard units will be given an opportunity to make needed corrections then re-inspected.
- Appliances and fixtures must be clean, in good repair, and rust free.
- Unit must be free of insects, mold, odor, or water stains.
- Items that are broken, chipped, outdated, mismatched, faded, worn or rusted must be replaced.
- Kitchen item inventory must be complete, matching, and in good repair.
- Bedding, including mattresses, pillows, blankets, decorative pillows must be clean and in good repair. Mattresses beyond life expectancy standards or showing age must be replaced.
- Blinds, window treatments, fans, lights, switches, and handles must be clean and in good repair.
- Walls, ceilings (cobwebs), paint and woodwork must be clean, without marks, and in good repair.
- Bathroom fixtures and faucets must be clean, working properly, and without leaks.
- Tile should be clean, without cracks, chips or broken, grout in good repair, clean and sealed.
- Carpet, upholstery and decorative fabric items must be clean, without stains, rips nor frays.
- Windows, screens, slider, doors, handles, locks, and smoke alarm must be clean and in good repair.
- Lanai furniture, enclosure and flooring must be clean or in good repair.
- Electronics - TV, DVD, phone, and clocks must be updated and in good repair.
- Decorative items must be updated and in good repair.

Unit Guidelines & Procedures

- The Rental Committee, at the direction of the BOD, develops Quality Standards and Expectations for all units participating in the CBVR Program.
- The Owner is responsible to inspect their unit on a regular basis, maintain furnishings and inventory in good repair, deep clean at least annually and perform or contract cleaning, repairs and replacements.
- Renter expectations include updated, well-furnished units in good repair.
- Annual inspections, completed by housekeeping and/or staff, take place in the fall following deep cleaning. Staff will report the condition of the unit and any repairs or replacements necessary to meet Quality Standards expectations of the rental program.
- If additional cleaning, repairs or replacements are needed, based on staff observation or renter reports; staff will notify the owner.
- Owner is responsible for remediation of any deficiencies reported by staff.
- Additional inspections by staff, Rental Committee or BOD may be required when there are multiple concerns within a unit.
- If items in need of repair, replacement or cleaning are not completed by the owner or approved to be completed by staff following notification, and deficiencies affect rentable condition of the unit or renter satisfaction, deficiencies within the unit will be documented and written notice will be sent to the owner by the manager.
- Owner has 30 days to comply with the requested corrections or submit a written plan and timeline for remediation of deficient standards.
- During that time, renters may be relocated to another unit.
- If owner fails to correct documented deficiencies after 30 days, and the unit does not meet minimum standards, the unit will be removed from the Rental Program.

- Owner may request an inspection to be reinstated to the Rental Program when deficiencies affecting the rentable condition are corrected and the unit is brought back in to compliance.
- Based on inspection by the manager, BOD member, chairman or designee of the Rental Committee, the unit may be returned to active rental status or the Rental Agreement may be terminated with 15 days' written notice and the approval of the BOD.
- Future reservations will be moved to other CBVR units upon termination of the Rental Agreement.