



Welcome Guide

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WELCOME TO YOUR NU HOME!

At NuNu Realty, we are here for you! We will guide you through what you need to know when leasing your new home and let you know what you can expect from us, as well as what is expected of you as a resident.

Please use the resources on this brochure to look up important information about living in a NuNu Home. A place to raise your family with space, privacy, and sense of community. Your high-quality home is not only updated, but also backed by our professional property management team.

- Comprehensive, Multi-Point Quality Inspection prior to move in
- Professional Property Management
- Emergency Maintenance Services
- Pet-Friendly Environment
- Online Resident Portal
- Online payments and Maintenance request

Our team is at your service to make you feel at home and we look forward to helping you lease a NuNu Home for years to come.



MAKING PAYMENTS

SETTING UP YOUR PAYMENT ACCOUNT

Your online payment account makes leasing easy. Select “Pay My Rent” on the NUNU Residents tab.

1. If you apply online, you have an account, Log in using your current login and password.
2. If you did not apply online, you will receive an Invitation to activate your portal account from the Property Management.
3. If you do not receive our email notifications within 10 minutes of registering, please check your spam/junk folder.

ONLINE PAYMENT

Select “Pay My Rent” on the NuNu Residents tab. Once you are in the resident portal, select “Payments.”

1. Hit the “Pay Now” button.
2. Complete the required fields and accept the terms and conditions to complete the payment.
3. Set up recurring payments through the “Auto Pay Setup.”

For more in-depth payment instructions, please read the [Payment Quick Guide](#).



MAINTENANCE REQUESTS

From proactive service visits to emergency maintenance, NuNu Realty provides the highest level of service to our residents. As a NuNu Realty resident, you have control of your maintenance requests. Visit the Maintenance Portal to:

- Request a repair or maintenance service
- Track and access your home maintenance service 24/7
- Access your maintenance service history

Your username is the email address you provided to NuNu Realty. If you previously accessed the online maintenance portal, click the “Forgot Your Password” link to create a new password. If this does not work, please contact the management office at 305-614-6868.

RESIDENT HOME CARE RESPONSIBILITIES

MAINTAINING YOUR HOME

When it comes to your home's maintenance, we are in this together. NuNu Realty will resolve your home's major maintenance concerns. However, as a resident you will have minor home maintenance responsibilities. If unsure of your responsibilities, please contact your Property Manager.

Let us handle the big stuff like appliances and fences. If something of that level goes wrong, contact us to avoid mishandled repairs. The smaller items, like air filters and pest control, are your responsibility. Please read the list below for a short guide.

	RESIDENT	NUNU
INTERIOR	<ol style="list-style-type: none">1. Changing air filters2. Changing light bulbs3. Proper use of gas, electrical, and plumbing fixtures4. Pest control	<ol style="list-style-type: none">1. Air conditioning not cooling2. Furnace not heating3. All appliances
EXTERIOR	<ol style="list-style-type: none">2. Dispose of trash in a clean and sanitary manner3. Lawn maintenance4. Pool maintenance if applicable	<ol style="list-style-type: none">1. Fences2. Garage door3. Roofing issues
PLUMBING	<ol style="list-style-type: none">1. Drain clogs2. Garbage disposal	<ol style="list-style-type: none">1. Garbage disposal2. Major drain clogs3. Plumbing leaks4. Plumbing hardware5. Water heater6. Minor toilet

We want to help you avoid any unnecessary fees to your account. Fees will incur for the following:

1. Damage caused by you or a guest
2. If an issue is not reported to us and causes damages
3. If someone over the age of 18 is not present during a visit
4. If an appointment is cancelled in less than one business day



UNDERSTANDING YOUR LANDSCAPING RESPONSIBILITIES

A major benefit of renting a single-family home is having private outdoor space. In fact, access to outdoor space is often a major reason that people choose to live in a home. While there are many benefits to having outdoor space, it also comes with some additional responsibilities. At NuNu we want to give you the opportunity to create your own outdoor environment. Residents can make changes to the landscaping with approval from their property manager.

RESIDENT LANDSCAPING RESPONSIBILITIES

- General yard care
- Mow lawn regularly or as needed
- Water lawn and plants to keep them healthy
- Trim tree branches below 10 feet in height
- Trim hedges and shrubs at least 1 foot away from the home
- Remove weeds from all flower beds and hardscape areas
- Fertilize as needed
- Rake and dispose of leaves and other debris
- Remove snow and ice from driveways and sidewalks
- Clean up any pet waste immediately

LANDSCAPING MAINTENANCE SERVICE REQUESTS

If you have any safety concerns or non-functioning sprinkler system equipment, promptly contact the NuNu Realty maintenance team to submit a service request.



FULFILLING HOA AND MUNICIPAL REQUIREMENTS

Your NuNu Home may be part of a Homeowners Association (HOA) or a municipality covered by specific rules and regulations to keep your neighborhood beautiful and safe. Please familiarize yourself with the expectations and restrictions provided to you as part of your Lease Agreement, if applicable. Some of these requirements may include:

- Maintaining the landscaping of trees, plants, flowers, and shrubs on your lot.
- Parking vehicles in the driveway or garage and not covering sidewalk areas or impeding pedestrians. Please be aware of the residential speed limit and watch for pedestrians while driving.
- Keeping driveways free of oil stains.
- Storing trash containers in garages or behind a fence, and not in driveways or common areas.
- Placing trash containers on the street no earlier than the night before trash pick-up and storing them no later than the night of trash collection.
- Removing holiday decorations within a reasonable amount of time (approximately 10 days).
- Walking pets on a leash and disposing waste properly.
- Not displaying signs, foil, cardboard, or any other item visible from the exterior or displayed in the window of your home.



SWIMMING POOL INFORMATION

Your NuNu Home may have a pool – if it does, we want to help you get the most enjoyment out of it, which is why we want to make sure you are aware of this important information on pool maintenance and safety. The information below will provide a detailed look at frequently asked pool questions.

RESIDENT RESPONSIBILITIES FOR POOL MAINTENANCE

- **Water Levels:** Maintain appropriate water levels (at the midpoint of the pool skimmer basket inlet).
- **Pool Pump:** Run the pump as per manufacturer instructions.
- **Pool Net Skimmer, Brush & Vacuum:** Use a pool skimmer and vacuum, as needed, and brush pool surfaces (including sides and steps) to prevent debris from collecting.
- **Pool Toys:** Avoid the use of small pool toys that may cause damage or block cleaning systems. Keep pool clean of toys and floatable devices when not in use.
- **Proper Swimming Attire:** Avoid attire not designed specifically for swimming, because it retains high levels of laundry detergents that can cause an imbalance of proper pool chemical levels.
- **Service Appointments:** Make sure that your pool is clean, pets are secured, and the pool service provider has been given access to the pool on scheduled service days.

SAFETY

- Keep gates closed at all times
- Always have adult supervision near the pool when children are present
- Stay away from drains. Refrain from using glass bottles, dishes, or other glass items in or around the pool.

SERVICE REQUEST

- Visit our [Maintenance Portal](#) to submit a service request.
- If you have any further questions regarding your pool, please contact us.

INSURANCE

Your lease with NuNu Realty requires renter's insurance. Quality insurance is the best way to protect yourself and your home against fire, wind, lightning, water damage, and theft. And fortunately, as a NuNu Realty resident, protecting your home has never been easier. You can buy insurance through our preferred provider, ResidentShield, or you can purchase through AppFolio or any third-party vendor of your choice. Renters insurance is mandatory for the financial protection of your family and your home – please take the time to select a coverage that best fits your needs.

This community requires all residents to obtain and maintain evidence of liability insurance throughout the term of your lease, including lease renewals. Prior to your move-in, you are required to purchase and maintain Renter's Insurance with minimum liability coverage of at least \$100,000.

IF YOU ALREADY HAVE RENTER'S INSURANCE:

If your current policy provides the amount of liability coverage dictated by your lease, you are set!

Simply contact your insurance provider to update your policy to include:

- Insured Name (Resident's name)
- Insured Address (including unit number, if applicable)
- Insurance Carrier (or insurance agency) name and contact information
- Policy Term (dates of coverage)
- Liability limit equal to or greater than \$100,000
- Interested Party: SK Florida Homes, LLC, 2200 Biscayne Blvd, Miami, Florida, 33137

IF YOU DO NOT HAVE RENTER'S INSURANCE:

We recommend you visit our preferred vendor [ResidentShield](#) for a quote and to obtain coverage. Coverage can begin with ResidentShield immediately, and our office will receive automatic notification of your online policy purchase.

To enroll in the ResidentShield plan, feel free to visit their [website](#) or contact the ResidentShield customer service team at 1-800-566-1186.

Review the [ResidentShield Brochure \(English | Spanish\)](#).

If you have any further questions, please contact our office.

LIVE EVERYDAY LIKE NU

We hope you can enjoy this home for years, but when the time comes to move out, please leave the home in the same condition as when you moved in. We want to help you maximize your security deposit refund. Read a list of items to maintain in our [Move Out Guide](#).



Nu Home Nu You

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