



# INTRODUCTION

PMI Arrico Realty and Property Management, LLC (PMI Arrico) was founded in 2008 and then partnered with the Property Management Inc. (PMI) franchise system in 2017. PMI Arrico is a full-service family owned and operated real estate and property management company in the Central Florida Region with a division dedicated to residential property management. PMI Arrico has managed hundreds of homes as that is our primary business focus. We are definitely one of the best property management companies in the area! The reason we are so good at what we do is because we are heavily engaged FULL TIME in the property management industry as that is our primary business.

We have provided "cradle to grave" real estate services including procurement, rehab, leasing, management and sale of homes to some of the largest investor firms in the US as well as those new to real estate investing. We are well known for our expertise and excellent service and strive to maintain that reputation!

Oh, and yes, we are also very effective at buying/selling homes and we'll gladly help you purchase or sell your home when the time comes.

## **PMI Arrico Mission Statement**

Provide innovative & comprehensive management and leasing services for the Tampa Bay Area. Our team has the education, experience and commitment to placing quality tenants in quality homes by exemplifying the highest standards of professionalism. Our core values of Service, Excellence and Integrity are the foundation of our business practice.

## **PMI Arrico Vision Statement**

Our vision is to be the most trusted name in leasing and property management services in the Tampa Bay Area. We will accomplish this through effective communication, leading edge technology and continuous education. Our goal is to be a recognized leader in the industry and maintain a strong presence in our community.



# PROPERTY MANAGEMENT SERVICES

The following are just some of the many things we do for you as your property manager:

**AGREEMENT** - Our Property Management Agreement with you allows us to act on your behalf on most matters concerning your property. This agreement is open ended but may be cancelled without cause with 30 days written notice.

- *FULL SERVICE MANAGEMENT* – We take care of nearly EVERYTHING on your behalf.
- *TENANT PROCUREMENT ONLY* (lease only finder's fee) – We screen and provide the lease only. We DO NOT collect rent, handle tenant relations, or maintenance issues for either party. NOTE: we advise against this service unless you are an experienced landlord.

**MANAGEMENT SOFTWARE** – We use State-of-the-Art Software to maintain detailed and accurate records of all income and expenses pertaining to your property. Online access 24/7 allows:

- Owner portal – Owners can view every aspect of their property
- Tenant Portal - Tenants can view their charges and request maintenance
- Ability to accept and send online ACH payment

**MARKETING** - We install a secure lockbox on your property to allow access to authorized persons. We don't just put your home on the Multiple Listing Service (MLS) and Arrico's website and hope for the best... although this computer data base does reach over 20,000 licensed Realtors in central Florida who may assist us in renting your home. Your home IS listed in MLS but also on our family of over 80 different websites and search engines via Internet Data Exchange (IDX) Solutions through our MLS, management software and even Homes.Mil, the official home search of MacDill, AFB!

**SCREENING** - All potential tenants are thoroughly screened through our proprietary property management software which retrieves credit history and worthiness, Experian Rent Bureau, criminal background INCLUDING the sexual predator database, national eviction reports, tenant performance reports, public records, small claim judgments, and collection referrals. Previous residence screening includes talking to the previous Landlords and FAX them a questionnaire with 5 basic questions: (1) have they given proper notice, (2) was their rent paid on time, (3) was the property maintained in good condition, (4) did you withhold any portion of their security deposit and why (5) would you rent to them again?

**LEASES** - When application is approved, we execute an Attorney provided lease that is tailored to our specifications and your property, not a generic agreement. This ensures legal sufficiency and protects you, your property and us also should any problems arise.

**PROPERTY REVIEW** – We perform a move-in Property Report that includes pictures and/or video of your property prior to tenant move in. We also walk the property with the tenant and provide them with a copy of the inspection report. During the lease, we can perform an interim Property Report to ensure our tenant standards & compliance are being met prior to offering renewal and document necessary maintenance that may be required to keep your property maintained in the best condition.



Upon move-out we reference the move-in report and if there is damage beyond normal wear-and-tear, it is the tenant's responsibility to correct it or we will have it done and deduct the expense from the security deposit.

**RENT COLLECTION** - We collect all rents for our clients and disburse the proceeds directly into your designated bank account via ACH.

**FUNDS** – All tenant rents and security deposits are held in and distributed from our non-interest bearing checking accounts at PNC Bank 821 E Bloomingdale Ave, Brandon, FL 33511

**NOTICES** - We do not tolerate the late payment of rent or violation of standards and lease compliance. We hire a Florida Court Certified Process Server to deliver all notices so the tenant understands the seriousness of their violation. We are careful to explain this policy to new residents in order to avoid any misunderstandings that might arise later. You can expect that we will make every effort to collect rents timely and when due on the 1st of the month. We will deliver 3 Day & 7 Day Notices when required at no extra charge to you!

**EVICTION PROTECTION PROGRAM** - Many owners worry about the financial burden of evicting a tenant and paying the legal fees. The ARRICO Eviction Protection Plan is available to you for only \$14.95 per month. Our screening process reduces this possibility, but evictions can happen. Should this occur, this plan covers court cost, attorney fees, and agent appearing in court on a nonpayment of rent eviction.

**MAINTENANCE** - We coordinate all the repairs that are necessary on your property, both small and large, and either send you an invoice or deduct that number of repairs from the monthly rent. You don't have to worry about those things, because you've hired us to handle them for you. We have put together a team of maintenance professionals including general contractors, plumbers, electrician, HVAC, etc. over the years. They are licensed in their respective fields, honest, reliable, and professional. If those personal traits change, we change companies.

**PROJECT MANAGEMENT** - As your renovation project manager, we specialize in job-site supervision. Whether you need a complete remodel, from floor to roof or you have just a small repair list, Arrico's Project Management Team allows you to keep your life simple while still staying abreast of everything that happens. We keep tabs on progress, help convey your needs and expectations to the contractors and subcontractors involved in the project, and keep you informed on how things are going, no matter where you are located. We are your one point of contact and your eyes on the project from start to finish.



## **Arrico Statistics – By The Numbers!**

We feel it is important to share our statistics with you to give you a better understanding of who we are and how we help you. It is also important to the owner of rental property to know that their property management company works hard to lease and maintain their properties and save them money.

### **MANAGED RENTALS**

**78 – Number of homes managed**

**\$1597 - Average rent**

**5 - Available for Lease**

**27 – Number of NEW leases last year**

**3 - Number of NEW leases THIS year How many leased this year**

**3 – Number of NEW leases last month**

**34 - Number of lease RENEWALS last year**

**7 – Number of lease RENEWALS THIS year**

**4 – Number of lease RENEWALS last month**

**5 – Average Days to Rent Ready**

**19 – Average days to lease the property (from when property is market ready) 24**

**24 - Average Months Current Tenant Occupied**

**3 - Average Years of Management**

# PROPERTY MARKETING

*We work hard to quickly find the right tenant for your home and use our proven marketing & promotional methods to attract high-quality applicants.*

PMI Arrico's marketing method is built on years of experience to get your property producing maximum income for you as soon as possible. We install a secure lockbox on your property to access only to authorized persons. We don't just put your home on the Multiple Listing Service (MLS) and Arrico's website and hope for the best... although this computer data base does reach over 20,000 licensed Realtors in central Florida who may assist us in renting your home. Your home IS listed in MLS but also on our family of over 80 different websites and search engines via Internet Data Exchange (IDX) Solutions through our MLS, management software and even Homes.Mil, the official home search of MacDill, AFB!

## Rental Analysis

We start with a custom rental analysis based on market data and our knowledge and experience to find the rent amount that puts the most money in your pocket. Your customized rental analysis will give you the information you need to:

- Get Optimized Rental Value for Your Property
- Gain Crucial Insight Into Current Market Conditions
- Determine Your Cashflow from Monthly Rental Value

## Professional Listing

*Your property only gets "one chance to make a first impression" with the right tenant. We don't cut corners on our listings, each includes:*

A professionally written description that highlights your property's most attractive features instead of just 4 bed 2 bath for rent in Brandon...

High-quality photos that give potential tenants an idea of what your property looks like in person.

Video walkthrough tour - *an online favorite* - will increase viewing traffic to your listing.

Published to over 80 rental sites, including the MLS for other realtors to show.

## TENANT SCREENING

Our screening process includes thorough background and credit checks on each potential tenant to assess the likelihood the tenant will fulfill the terms of the lease and responsibly care for your rental property.

We have found that an effective tenant screening process will answer four critical questions to determine whether an applicant is the right tenant for a property.



*Is the applicant who they say they are?*

- Government Issued Identification
- Social Security Number Verification



*Does the applicant have a history of paying their bills?*

- Credit Score
- Previous Address Tenant History
- Public Records Search
- National Eviction Search



*Can the applicant afford this property?*

- Pre-screening Income Qualification
- Income Verification
- Employment Verification



*Will the applicant be a responsible resident and take care of the property?*

- Previous Landlord Verification
- National Criminal Search\*
- National Sex Offender Search
- International Terrorism Database Search

### **Important Note:**

*All applications are processed without regard to the race, color, religion, sex, handicap, familial status or national origin of the applicant and follow Fair Housing Guidelines.*

***\*Criminal checks only look into convictions.***

# RENT COLLECTION

*We remove the burden of collecting rent from your tenant. We collect all funds for you & deposit them directly into your account.*

PMI ARRICO helps you protect your cash flow and makes sure that rent is paid and promptly deposited into your bank account. We expect tenants to pay by the first day of each month (holidays and weekends may delay this) and with our On-Time Rent Guarantee we promise that your owner's payment will be deposited into your account by the 12th of the month or you receive that month's management for free.

The majority of our tenants pay their monthly rent through our 24/7 Online Tenant Portal and we track incoming rent payments for each property through an automated process. If any delay is noticed we stay on top of it and immediately reach out to the tenant to avoid late payment.

## Turn your rent collection over to PMI ARRICO

### • 1

We thoroughly screen each tenant which helps avoid rent being paid late.

### • 2

We make paying rent as easy as possible through the 24/7 Online Tenant Portal.

### • 3

We give owners real-time access to accounts through the 24/7 Online Owner Portal.

# PROPERTY MAINTENANCE

*Protecting and maintaining your home and your investment is our top priority. We coordinate and communicate with the tenants, owner, and vendor for all maintenance needs.*

## RESPONSIVE SERVICE

- Responsive 24/7 maintenance support for tenants and owners.
- After-hours emergency line for emergencies that need immediate service.
- Non-emergency maintenance requests can be made through the online tenant portal, and we determine if a vendor needs to be called.

## TRANSPARENT COMMUNICATION

- The online owner portal keeps owners in the loop at all stages of a maintenance issue.
- Real-time updates and records can be accessed anytime through the online owner portal.
- Maintenance expenses are included with monthly owner statements and are always available through the online owner portal.

## ACCURATE REPORTING

- PMI ARRICO negotiates high-quality services at reasonable rates with its nationwide network of licensed, bonded, and insured tradesmen and suppliers.
- We reconcile each invoice to insure that all charges are correct and every repair is reasonably priced.
- No maintenance issue is too large or too small.



# OUR PROPERTY MANAGEMENT GUARANTEES





We guarantee to find a quality tenant for your rental home in less than 28 days, or the first months of management fees are waived!

## HOW IT WORKS

When it comes time to market your rental property, the last thing you want is to have your home unrented. Every day an investment property is vacant is a day of lost income and this is why we guarantee that we will find the right tenant for your home within 28 days or you receive the first months of management fees for free when the 28-Day Rental Guarantee is added to your property management or leasing agreement.

## Our conditions for the 28 Day Rental Guarantee are simple:

- The home must be vacant.
- The home must be ready for tenants, The 28 days begin from the day the home is move-in ready.
- The home must be a pet-friendly property and allow a maximum of 2 approved pets.
- 28 Day Rental Guarantee must be agreed to by both parties.
- Rental price must be an amount agreed upon by both owner and PMI ARRICO.



We guarantee that your owner's payment will be processed within 10 business days or our services for that month are free.

When a tenant pays rent on-time we promise to process your owner's payment on the 10<sup>th</sup> of the month. If not, we will give you back that month's management fee.

## HOW IT WORKS

Making sure you get your money as soon as possible is part of our job and the reason why we offer our On-Time-Rent Guarantee through PMI ARRICO's **Express Pay**. What this means is that we will get your payments processed to you by the 10th business day of the month when the tenant pays rent by the first of the month. If we can't do this for you then we didn't do our job and we will pay that month's management fee back to you.



You should never have to pay twice for us to find a new tenant for your property. Our leasing guarantee states that if a tenant does not fulfill at least 7 months of a lease term, we will find a new tenant for free.

## HOW IT WORKS

### The conditions for our Leasing Guarantee:

- We must have placed the tenants. This guarantee does not cover tenants we've taken over or inherited.
- The guarantee does not cover tenants who have to break a lease due to military orders, military transfers, or any other legal cancellation of a lease.
- The guarantee does not cover any tenants who have abided by the lease terms by paying appropriate lease breaking fees.



If a tenant we placed must be evicted for non-payment of rent from a rental property that we manage, we will pay the cost of court and legal fees for the eviction.

How the Eviction Guarantee works:

- Owner must subscribe to our **Eviction Protection Plan** in the Management Agreement.
- New tenants with leases signed after Management Agreement is in place are immediately covered.
- Existing tenants with leases signed prior to Management Agreement are covered after seven months.
- The Program does not cover lost rent, move-out costs, or damage to property.
- The Program does not cover the Owner for the Tenant's Attorney fees, or court ordered fines, damages, or penalties.

\*This is a summary of terms of the Eviction Protection Plan, see your management agreement for exact terms.



We don't get paid until you get paid. With PMI  
ARRICO you will have peace of mind, knowing that  
we are working hard for you and you will not need to  
pay us until you get results.

## RESULTS GUARANTEE

### HOW IT WORKS

Our results guarantee ensures that you have the peace of mind of knowing we are working hard for you and you will not pay us until a tenant is placed and has paid rent.

That's right, you don't pay us anything until we produce results for you. At PMI ARRICO, we don't collect management service fees until we have a renter moved in and rent is collected. We do all of the heavy lifting – market your home, schedule showings, screen applicants, draft the lease, and facilitate tenant move-in – all before being paid a dime.



## HAPPINESS GUARANTEE

At PMI ARRICO our mission is to exceed our clients' expectations in these three key areas:

SERVICE

COMMUNICATION

RESPONSIVENESS

We are so committed to excelling in these areas that we back it up with our Happiness Guarantee

## HOW IT WORKS

**Happiness Guarantee** - If for any reason you are not completely happy with our services and want to leave us, you may cancel your property management agreement without penalty with 30-day's notice. The notice period allows for a smooth and professional transition for the tenant, wrap-up of any outstanding maintenance items and invoices, and assignment of the lease and security deposit funds properly over to you so we transfer a happy tenant.

## Our conditions for the Happiness Guarantee

- A 30-day notice is provided by property owner which allows us time to resolve any outstanding service issues and prepare accounts and files for transfer.
- All outstanding invoices have been paid to vendors.

We want the cancellation process to go smoothly for you and your tenant.

## OUR MANAGEMENT TEAM



**Paul Arrington, MPM<sup>®</sup>, RMP<sup>®</sup>, Owner/Broker, CAM - Florida Licensed Real Estate Broker** - Paul Arrington is the owner of PMI Arrico Realty and Property Management and has years of real estate and business experience. This experience along with operations expertise, accounting and financial experience, legal knowledge, and solid business acumen, are all core requirements to a solid and successful property management firm.

Paul's Real Estate and Mortgage experience began after culminating a successful 20+ year career with the United States Air Force where he served as a fighter aircraft maintenance technician and later became a successful Air Force recruiter. Prior to starting Arrico Realty and Property Management, Paul worked as a Realtor<sup>®</sup> and Mortgage Broker with Keller Williams Realty, Total Home Source, Inc., Florida Mortgage Funding and Premier Mortgage where he closed millions of dollars in real estate transactions.

Paul is a Florida Licensed Real Estate Broker, Florida Licensed Community Association Manager, Florida Licensed Real Estate Instructor and is also an Instructor for the National Association of Residential Property Managers. Paul has managed 1000s of homes and taught hundreds of students throughout the Tampa Bay area and the USA. He is also the Qualifying Broker for twelve Property Management Incorporated (PMI ARRICO) Franchises as well as the Regional Mentor in the state of Florida for PMI ARRICO.

Paul was the founding Chairman of the Greater Tampa Association of Realtors (GTAR) Property Management Task Force and President of Tampa Bay Chapter of the National Association of Residential Property Managers (NARPM<sup>®</sup>) and holds the Master Property Manager (MPM<sup>®</sup>) and Residential Management Professional (RMP<sup>®</sup>) Designations through NARPM as well. He is currently the Education Chair for the Tampa Bay Chapter of (NARPM<sup>®</sup>) and serves on the (GTAR) Property Management Task Force. Paul also serves as a GTAR Realtor<sup>®</sup> Ambassador to MacDill AFB, FL.





**Stacey Arrington, Accounting** - worked as a Property Manager Assistant for Birdy Properties, one of the largest and most successful residential property management companies in San Antonio, TX. She was responsible for customer service, maintenance coordination, and account documentation. Her duties include Accounts Receivable and Accounts Payable. Stacey is also the mother of our two awesome daughters Savannah and Madison.



**Laura Penn, Office Coordinator** – Laura assists our team to carry out all aspects of property management responsibilities. She coordinates with owner and tenant alleviating their concerns including maintenance requests vendor assignment, HOA/COA issues, rent collection, vendor invoices and owner payments.



**Penny Bradford, Broker Associate/Property Management** – Penny is our licensed Broker Associate and Property Manager. She has owned and managed rental property in the Tampa Bay area for over 17 years. Her duties include overseeing all aspects of property management including marketing and advertising, coordinating of property maintenance, performing property evaluations, lease negotiation and execution, communicating with owners, residents, vendors and the Arrico team, and ensuring the integrity of the property files in accordance with the corporate mission statement and corporate policies and procedures.



**Alex Roman, Leasing** – Alex is our licensed Realtor® leasing specialist. Her duties include contacting tenant leads to schedule showings of available properties. Collects tenant information for application and tenant screening. Prepares and executes the lease with the new tenant and assists with the move-in. She also reviews current leases and contacts the owner and tenant to coordinate lease renewals.



**Samantha Castillo-Salgado, Property Manager Assistant/Sales** She is a licensed Realtor® who handles our sales, leasing and all of our social media. Her duties include contacting tenant and sales leads. She assists clients who are looking to lease, buy and or sell their properties. Samantha is also the head of our social media. She handles the day to day of our Facebook, Instagram, Twitter and etc. Prepares and executes our monthly newsletter and welcome packets.

## PROFESSIONAL ASSOCIATIONS

We are all members of the National Association of Residential Property Managers (NARPM®) and The Greater Tampa Association of REALTORS® (GTAR).

NARPM® property managers have heightened expertise and industry knowledge to assist them in doing the best possible job. They are real estate professionals who know first-hand the unique challenges of managing rental property in today's constantly changing economic and legislative environment. And they know how to manage those challenges to everyone's benefit. They can maximize rents and income for you; and they will manage the property efficiently, professionally and economically.

As NARPM® Members we:

Have access to numerous educational opportunities.

- Adhere to the highest Standards of Professionalism and Code of Ethics.
- Know the landlord/tenant laws for our city, state, and federal governments.
- Know rent values and vacancy factors.
- Have rental applications and consistent screening policies to meet legal obligations
- Perform thorough move-in and move-out property evaluations.
- Are personally familiar with reputable painters, electricians, roofers, chimney cleaners, carpenters, landscapers, furnace and appliance repairmen, and other maintenance professionals.
- Are able to effectively negotiate with tenants, handle difficult issues and enforce the terms of the rental agreement.
- Have the ability to recover NSF checks, evict tenants and collect bad debts.

But, we are not "just members" of NARPM! We hold various positions at both state and local levels. We take pride that we teach or attend every educational opportunity that improves our ability to serve YOU at a much HIGHER capacity than most others!

## EXCLUSIVE RENTAL MANAGEMENT AGREEMENT

**PARTIES:** This agreement between \_\_\_\_\_ the owner or legally appointed representative of the premises, hereafter called LANDLORD and PMI Arrico Realty & Property Management, LLC, hereafter called the BROKER, whereby the LANDLORD appoints the BROKER, its agents, successors, and assigns EXCLUSIVE AGENT to rent, lease, operate and manage the following property known as: \_\_\_\_\_

YEAR BUILT: \_\_\_\_\_ BEDS: \_\_\_\_\_ BATHS: \_\_\_\_\_ MAIL BOX #: \_\_\_\_\_ PARKING SPACE: \_\_\_\_\_

OWNER MAILING ADDRESS \_\_\_\_\_

OWNER EMAIL ADDRESS \_\_\_\_\_

OWNER PHONE: (H) \_\_\_\_\_ (C) \_\_\_\_\_ (W) \_\_\_\_\_

The property includes the entire premises in full UNLESS any areas such as shed(s), storage closet(s), garage, attics, crawl spaces, other storage areas, sheds, or rooms are specifically excluded by LANDLORD in writing.

**EXCLUDED AMENITIES, PERSONAL PROPERTY OR PLACES/AREAS ON THE PREMISES:** Any appliances such as a Jacuzzi, hot tub, extra refrigerator, garbage disposal, dishwasher, solar system, irrigation system, grill, pool pumps or any other amenities or items that the LANDLORD shall not be responsible for maintaining must be disclosed to BROKER by LANDLORD in writing or LANDLORD understands by Florida law that the LANDLORD will be responsible for repair, maintenance or replacement or all these items. Any excluded areas must be disclosed as well or, by Florida law, TENANT may use them. This includes but is not limited to areas such as shed(s), storage closet(s), garage, attics, crawl spaces, dock, other storage areas, sheds, or rooms. Any personal property left on the premises is left at the LANDLORD's sole risk. Excluded items (sheds, storage closets) \_\_\_\_\_.

**TERM:** It is mutually agreed by and between the parties that this Management Agreement shall be binding upon the party's successors, entity changes, estate and assigns and shall remain in full force and effect until termination pursuant to the terms of this paragraph. If the premises are sold, LANDLORD agrees to notify Buyer of this Agreement prior to sale as Buyer will be bound to this agreement. The term shall begin on \_\_\_\_\_ and will be in effect for one year and will automatically renew for thirty (30) day written notice prior to the next term given by either party to terminate.

**MANAGEMENT FEES, LEASING FEES, AND COMMISSIONS:** BROKER shall be entitled to a rental commission from all rent monies collected and shall retain all charges deemed "additional rent" including but not limited to renewal fees, month to month fees, application fees, pet fees, and late fees. All Late charges or fees owed by any TENANT(S) shall be collected at the sole discretion of the BROKER and BROKER shall retain any such charges, fees and late fees even though they may be defined as "additional rent" in the lease agreement which allows these sums to be placed on a Three-Day Notice. All fees or commissions are due to the BROKER whether BROKER procures TENANT or LANDLORD procures tenant unless otherwise agreed to in writing. Late fees, pet fees, NSF fees, notice fees and/or other fees or charges are retained by BROKER. If there are accumulated late charges or other fees at the end of the tenancy, BROKER may at its discretion retain these funds from the security deposit first before applying security deposit funds to damages or amounts due the LANDLORD.

**LEASING FEE:** equal to one month's rental amount deducted from 1<sup>st</sup> month rent paid.

**MANAGEMENT FEE:** 10% of monthly rental, deducted from monthly rent paid.

**SAFE RENTER PROGRAM:** \$14.95 per month. Our screening process reduces this possibility, but evictions can happen. Should this occur, this plan covers the cost of evictions for nonpayment of rent.

**LEASE RENEWAL FEE:** Equal to 25% of one month's rental amount.

THESE ARE MANDATORY FEES which covers a wide variety of services such as advertising property, screening potential tenants, fully computerized system, arranging for and supervising repairs, inspections, collection and payment of applicable Florida state and local taxes from funds received from TENANT(S), preparation of IRS Form 1099, etc.

LANDLORD agrees to pay BROKER according to the above schedule during the TENANT(S) occupancy together with any renewals or extensions thereof or for any new lease or rental between the parties.

BROKER may pay and/or receive commissions, referral fees and/or other compensation to/from others involved in the real estate and related industries including those that BROKER may have an ownership interest in. Any fees collected from TENANT, VENDOR or others not specifically described herein as belonging to the Owner shall be retained by BROKER as additional compensation.

**PROCEEDS:** BROKER shall send LANDLORD the proceeds collected from the rental of property minus the rental commission, fees and any costs and expenses provided for in this agreement. It is understood that no funds will be released until such time as monies have cleared the BROKER's bank (usually 5 to 7 business days for local checks and 2 to 4 weeks, depending on locale, for out of state checks). If BROKER does disburse money to LANDLORD before funds have cleared and if the funds paid to BROKER are NSF, stop payment, there is a credit card chargeback or otherwise not available and BROKER has already disbursed funds to LANDLORD, LANDLORD agrees to immediately refund that amount paid to them to BROKER. BROKER may send LANDLORD proceeds by check, direct deposit or ACH and also may send all statements by email to LANDLORD. LANDLORD shall provide BROKER with all necessary information for ACH deposits. If the premises are owned by a husband and wife and one spouse dies during the term of this agreement, extensions or any renewals LANDLORD directs BROKER to remit proceeds to the surviving spouse. In the event a prospective Tenant places a good faith or holding deposit with BROKER and fails to take possession, said deposit or portion thereof, if retained, shall be retained by BROKER.

**PRIORITY OF FUNDS:** Rents and charges collected from tenants shall be disbursed in the following order of priority:

- a. Broker fees
- b. Reimbursement of Broker for out-of-pocket expenses.
- c. Payment to vendors or affiliates
- d. Reserve account replenish
- e. Balance to Owner.

**TERMINATION BY LANDLORD:** Termination is effective when actually physically received IN WRITING by BROKER. Broker's rights shall remain in full effect if a 30-day termination of agreement notice is not provided to BROKER by LANDLORD. In the event this agreement is terminated by LANDLORD, the BROKER's rights provided for in this agreement shall survive such termination. All monies expended by BROKER shall be paid to BROKER prior to this cancellation and BROKER is authorized to withhold any sums owed to BROKER from monies held prior to the final disbursement to LANDLORD. An additional cancellation and document storage fee of \$350 will be charged to

LANDLORD should terminate this agreement for any reason. In the event that BROKER has not procured a TENANT within sixty (60) days of the property being fully available for rent, LANDLORD may terminate this Agreement with no penalty. BROKER may at its option continue to hold LANDLORD liable for any commissions, fees or monies owed BROKER before such termination by LANDLORD.

**TERMINATION BY BROKER:** BROKER reserves the right to terminate this agreement with 30 days written notice to LANDLORD at any time, or, immediately with written or verbal notice if in the opinion of BROKER'S legal counsel, LANDLORD'S actions or inactions violate the terms of this management agreement or are illegal, improper, jeopardize the safety or welfare of any TENANT(S) or other persons, interfere with this management agreement, code violations occur on the property, a foreclosure action is filed against the LANDLORD or LANDLORD is delinquent in the payment of any taxes, fees, assessment, fees, bills, fines or any other financial obligations related to the premises or the BROKER. BROKER may at its option continue to hold LANDLORD liable for any commissions, fees or monies owed BROKER if the TENANT(S) remains in the property after such termination by BROKER. If termination occurs, LANDLORD shall immediately hire a Property Manager or provide BROKER with a Florida bank account for BROKER to transfer any deposits held on behalf of the TENANT.

**RENTALS:** BROKER will use his best efforts to lease or rent with the following terms:

PRORATED RENT, FIRST MONTH'S RENT AND SECURITY DEPOSIT WILL BE COLLECTED BEFORE OCCUPANCY.

Any deviation from these terms must be agreed upon by all parties in writing. LANDLORD agrees to hold BROKER harmless for any failure to secure TENANT(S) for the LANDLORD, any cancellation by the TENANT(S) and/or failure to collect any rents or monies due from the TENANT(S) for any reason. LANDLORD understands and agrees that a TENANT cannot be forced to pay anything.

Unless otherwise modified in writing, Rental Rates will be the current market rate as determined in the sole judgment of BROKER but no less than \$ MARKET RENT base rent per month unless LANDLORD agrees to a reduced amount in writing. All Late charges or fees owed by any TENANT(S) shall be collected at the discretion of the BROKER and BROKER shall retain any such charges, fees and late fees even though they may be defined as "additional rent" in the lease agreement.

**INSURANCE/FEES/TAXES/CHARGES:** LANDLORD shall pay direct any condominium (COA) or Home (HOA) maintenance fees, taxes, insurance, mortgages, assessments and other charges. BROKER IS NOT RESPONSIBLE FOR PAYING THESE SUMS ON BEHALF OF LANDLORD UNLESS THERE IS A WRITTEN AGREEMENT TO THE CONTRARY. LANDLORD agrees that they shall maintain public liability insurance coverage on the property at all times in an amount not less than \$100,000.00 per person and \$300,000.00 per occurrence and shall furnish BROKER with proof of insurance and a copy of the declaration page. LANDLORD MUST NOTIFY THE INSURANCE COMPANY THAT THE PREMISES IS BEING USED AS A RENTAL. LANDLORD agrees to and does hereby indemnify and hold harmless BROKER, it's employees, agents and assigns, from any and all claims, suits, damages costs, losses and expenses arising from the management of the property and from any injury to persons and/or property occurring on or about the premises unless due to BROKERS negligence. LANDLORD agrees to indemnify BROKER for any damages suffered as a result of any lapse in or failure by LANDLORD to maintain insurance coverage. If TENANT is required to purchase "Renters Insurance".

LANDLORD agrees and understands that TENANT may discontinue coverage without notice to BROKER and "Renters Insurance" is primarily for the TENANT'S personal property NOT the premises or injury to persons on the property or damage to LANDLORDS property. If the LANDLORD requires the TENANT to purchase renter insurance, LANDLORD must direct BROKER in writing PRIOR to the lease signing and must specify what type of Renter's Insurance is required. LANDLORD agrees to hold BROKER harmless for any damages suffered as a result of any lapse in or failure by TENANT to maintain insurance coverage.

**DOGS:** LANDLORD affirms that dogs, if allowed,  ARE OR  ARE NOT covered by the LANDLORD'S liability insurance. LANDLORD is responsible for verifying this with their insurance agent. LANDLORD agrees and understands that Service Animals for persons with disabilities are not considered pets and must be allowed. No pet fee or pet deposit can be collected for a Service Animal.

**UTILITIES:** If allowed by law and unless otherwise agreed to by the parties, TENANT(S) are required to have telephone service, cable, electric service, water service and all other utilities in their own name. In any lease where the TENANT(S) shall have use of the LANDLORD's utilities and be responsible for all or part of the bill(s), LANDLORD shall pay the entire bill in a timely manner and forward copies to this office for reimbursement. Under no circumstances shall LANDLORD cause the termination of these services and LANDLORD agrees to indemnify BROKER for any damages or litigation fees/cost incurred by BROKER if LANDLORD improperly terminates a utility service. Florida law specifically prohibits the direct or indirect termination of utilities and utilities are defined broadly. BROKER will deduct bills to the extent of funds available and LANDLORD agrees that BROKER shall be in no way responsible for nonpayment of or theft of any utility service by TENANT(S). At the request of BROKER, LANDLORD will be required to have water and electric service turned on if the premises are not occupied. This is to allow for proper showings, maintain the property and protect the pool if applicable. LANDLORD has agreed that it has disclosed in writing any issues regarding utilities including water quality problems.

**FUNDS:** All funds and security deposit (and advanced rents, if applicable) will be held in the following manner: Deposited in a separate non-interest bearing account with: **PNC Bank 821 E. Bloomingdale Ave. Brandon, FL, 33511.**

**DEPOSITS:** According to Florida law, deposit money and advanced rent must be held in a Florida Banking institution. If LANDLORD is holding these funds, LANDLORD shall comply with Florida law as to the manner in which the funds are held and will comply with the law pertaining to the disposition of the deposits when the Tenant vacates holding BROKER harmless for LANDLORD's failing to comply with Florida law and indemnifying BROKER if TENANT institutes any litigation regarding the deposits against BROKER.

**ATTORNEYS FEES - LEASE DRAFTING:** In the State of Florida, a BROKER is not allowed by law to draft a lease; therefore, there may be an administrative charge to the LANDLORD of **\$60.00** for preparation of the lease. The law firm preparing the lease deals primarily in Landlord/Tenant Law. If LANDLORD chooses to have another law firm prepare the lease, BROKER will send the necessary information over to that attorney upon request.

**CONDOMINIUM/HOMEOWNERS ASSOCIATIONS:** In a condominium unit, the lease shall be subject to the Declaration of Condominium pertaining thereto and the rules and regulations of the Association and Board of Directors thereunder and, further, the LANDLORD shall be responsible for providing BROKER with all current rules and regulations, and for payment of any recreation fees, liens, deposits, and/or other fees, fines levied by the association, or assessments and LANDLORD agrees to indemnify BROKER for payment of same. In the event the TENANT(S) fails to comply with the rules and regulations and the association or board levies fines or assessments against the LANDLORD, LANDLORD agrees that BROKER is in no way liable for the payment of any fees, fines, or assessments imposed by the HOA or Condo Association. BROKER will make its best efforts to legally force TENANT to comply with the Rules and Regulations.

If a Condo Association or HOA requires approval of the TENANT and this approval is not granted or is delayed by the Association, BROKER shall not place the TENANT in the property. In the event LANDLORD receives any correspondence from an association regarding any problems with the TENANT or Rule or Regulation change, LANDLORD shall immediately forward such correspondence to BROKER and confirm receipt by BROKER.

**FURNISHINGS/WARRANTIES:** The LANDLORD shall deliver a copy of the furnishings inventory if furnished or, in the alternate, pay the BROKER \$NA to provide same. (This fee is subject to change with written notification). It is LANDLORD's responsibility to keep the inventory current. LANDLORD is also to deliver copies to BROKER any Service Contracts or Warranties that exist. If no Warranties or Service Contracts are received at the time this agreement is executed, BROKER shall assume none exist. LANDLORD will provide 2 full sets of keys, 2 mail keys and at least one gate opener or garage door opener if applicable to the BROKER. LANDLORD will provide basic window treatments and their hardware or authorize BROKER to purchase and install same. Screens on all windows are required by Florida law and all windows must be operational. If TENANT demands screens or window repairs, LANDLORD agrees that BROKER is authorized to purchase screens and/or make window repairs or replacements at LANDLORD'S expense. LANDLORD understands that it is not advisable to leave any personal property on the premises and LANDLORD shall hold BROKER harmless for any loss of that personal property for any reason.

**LANDSCAPING:** Even if TENANT is responsible in the lease agreement for landscaping, LANDLORD understands and agrees that drought, pests and TENANT neglect is common and it is extremely difficult to expect the TENANT to maintain the landscaping as would the LANDLORD. LANDLORD is urged to have professional lawn/landscaping service and holds BROKER harmless for the TENANT'S failure to properly maintain the landscaping.

**REKEYING:** BROKER is given the authority to Re-Key the outside access doors at the discretion of BROKER at LANDLORD'S expense. BROKER will not provide LANDLORD with keys to the premises while the premises are occupied due to liability to the LANDLORD and the BROKER. Owner understands that the home may be keyed on a master key system.

**LEASING and MANAGEMENT:** BROKER is given the Exclusive Right to screen and approve or disapprove prospective TENANT(S), to deliver, on LANDLORD's behalf, any default notices to TENANT(S) as may be necessary. Any legal notices or institution of eviction or damage proceedings against TENANT(S), through the courts or otherwise, must be taken by the LANDLORD individually or, with the permission of LANDLORD, BROKER shall hire an attorney to perform the eviction. Costs and Attorney's Fees to evict TENANT(S) or otherwise will be paid by LANDLORD in advance and LANDLORD agrees to hold BROKER harmless for same. In the event TENANT(S) vacate voluntarily or involuntarily owing rent monies due under the terms of the lease or any renewals, and, if these monies are collected in whole or part in the future, LANDLORD agrees that BROKER is entitled to a commission on any monies received in the percentage as set forth below and agrees to remit same to BROKER. LANDLORD warrants that the unit to be managed is a legal rental unit and rental of same will not be in violation of any rules, laws, or ordinances. Due to laws which may affect disclosure of private and credit information, LANDLORD shall not be provided with the TENANT'S credit report and/or application unless specifically authorized in writing by the TENANT(S) and the provider of the credit report.

TENANT lease renewal will be at broker's discretion based on TENANT payment record AND lease compliance. This determination will occur automatically 30 days prior to lease end date UNLESS LANDLORD instructs BROKER in writing to NON-RENEW current lease. If TENANT vacates, BROKER will make unit ready and continue fulfilling management agreement.

**BROKER or BROKERS AGENT IS GIVEN THE AUTHORITY TO SIGN ALL LEASE(S)**

**WHAT IS NOT COVERED BY THE MANAGEMENT FEE:** Owner understands that unscheduled inspections, representation at court hearings, rent board hearings, depositions, HOA/Condo Association meetings, property tax assessment appeal hearings, insurance claim related paperwork and estimates, department of building inspection director hearings and other exceptional building related events are not covered by the monthly management fee. If BROKER renders these services at owner's request, LANDLORD shall reimburse Agent for their services as agreed to in writing prior to event.



**TENANT'S SECURITY DEPOSIT, DAMAGES or MISSING ITEMS:** BROKER is not responsible for damages to the premises under any circumstance or for items missing, switched out, lost or damaged under any circumstances, including but not limited to, theft, vandalism or negligence of TENANT(S), and/or their guest. In furnished units, an inventory will be checked by BROKER or BROKER's Agent at departure. In the event TENANT(S) damage the premises or owe any monies to the LANDLORD, BROKER is given the EXCLUSIVE authority to determine in its professional judgment the amounts due, charge the TENANT(S) accordingly as per FS 83.49 and/or settle with the TENANT(S). BROKER is given the power to make claims upon the security deposit on behalf of LANDLORD and BROKER shall not be held liable for any failure to make claim(s) on any damages which were not readily apparent to BROKER. LANDLORD understand and agrees that the Security Deposit belongs in full to the TENANT(S) unless a claim is made upon the Security Deposit AND BROKER is hereby granted to the sole authority to make claims as BROKER deems appropriate. LANDLORD shall not interfere with this process and shall accept BROKERS claim if any on the Security Deposit.

**FOR SALE TO TENANT:** If a sale or exchange of the managed property is effected to a tenant who occupies the property during the term of this agreement, or anyone acting on the tenant's behalf, PMI Arrico shall be considered the procuring cause of such sale and PMI Arrico shall be paid a commission of two and a half percent (2.5%) of the gross sales price upon the close of the transaction. This provision for sales commission shall survive any termination of this agreement.

**POOLS:** LANDLORD shall maintain a professional licensed bonded pool service on the pool (if one exists) at LANDLORD'S expense. If the property is vacant or the lease requires the TENANT to maintain this service and the TENANT fails to do so, TENANT shall be in breach of the lease agreement and BROKER may hire a pool service or pool service at LANDLORD'S choosing to avoid damage to the pool. Fair Housing laws prohibit us from requiring a TENANT to sign any type of liability waiver or deny families with children to rent due to the pool. If you have a pool, we recommend that you raise your insurance coverage as the cost to raise it is minimal.

**HURRICANES, TROPICAL STORMS, ACTS OF GOD:** BROKER shall not be responsible to take any precautionary measures to avoid any damages from any acts of god unless agreed to in writing between BROKER and LANDLORD regardless of the presence of hurricane shutters or similar devices on the premises.

**BROKER'S AUTHORITY:** BROKER is granted by the LANDLORD the right to manage the property as the BROKER deems necessary, to conduct a background check on the TENANT(S), to screen and approve or disapprove prospective TENANT(S), to collect all rental and other funds that may be due to LANDLORD, to cooperate with other BROKER'S or assign or sell the management account as BROKER may see fit, to require releases from all parties in the event of a controversy before disbursing funds and to do all those things BROKER deems necessary for the efficient management of the property with the exception of authority or responsibilities expressly retained by LANDLORD in writing. If an applicant does not meet BROKER's rental criteria and BROKER feels that LANDLORD may wish to override BROKER'S judgment, LANDLORD may be given the opportunity to approve applicant based upon the information that BROKER supplies LANDLORD. BROKER is given the Exclusive Right to deliver, on LANDLORD's behalf, any default notices to TENANT(S) as may be necessary. In order to minimize legal disputes and liability to both the LANDLORD and the BROKER, BROKER retains the SOLE AND EXCLUSIVE RIGHT to refund ANY deposits in full or part to an applicant or TENANT who has or has not signed a lease agreement upon the advice of BROKER'S legal counsel and LANDLORD agrees to hold BROKER harmless for same. THIS IS TO AVOID LITIGATION FOR THE LANDLORD AND THE BROKER.

Any legal notices or institution of eviction or damage proceedings against TENANT(S), through the courts or otherwise, must be taken by the LANDLORD individually or, with the permission of LANDLORD, BROKER shall hire an eviction attorney to perform the eviction. BROKER does not practice law. Costs and Attorney's Fees to evict TENANT(S) or otherwise will be paid by LANDLORD in advance and when due and LANDLORD agrees to hold BROKER harmless for same.

In the event TENANT(S) vacate voluntarily or involuntarily owing rent monies due under the terms of the lease or any renewals, and, if these monies are collected in whole or part in the future, LANDLORD agrees that BROKER is entitled to a commission on any monies received in the percentage as set forth below and agrees to remit same to BROKER. BROKER is not a debt collector and shall be under no obligation to collect monies owed and/or file a civil suit against a TENANT for monies owed when TENANT vacates. LANDLORD agrees that in the event BROKER does hire an outside agency to collect TENANTS past debit, BROKER is entitled to 25% of any/all monies collected.

**ADVERTISING:** BROKER uses many methods to advertise the property for rent and LANDLORD gives BROKER the authority to use all legal means of advertising at the choosing of BROKER at BROKER'S expense. In the event special advertising is desired by LANDLORD or necessary in the opinion of BROKER, LANDLORD may be presented with additional forms and means of advertising and if LANDLORD chooses, these methods can be used at LANDLORD'S expense. BROKER is not under any obligation to publicly advertise the specific property being managed but may choose to do so.

**REPAIRS AND EMERGENCIES:** BROKER is given the right to spend at BROKER'S discretion and without the necessity of permission by OR notification to the LANDLORD, an amount not to exceed \$300 in any 30 day period during this agreement to purchase items, cleaning, make repairs, put TENANT in a hotel for up to 3 nights and pay for same out of LANDLORD's funds, and, if inadequate, LANDLORD shall be billed for the difference OR the funds may be retained from the rent payment held or received and not yet disbursed to LANDLORD. After the TENANT vacates and funds become available for use from the TENANT'S security deposit, BROKER is given the right to spend up to the full amount of the monies claimed from the TENANT'S security deposit PLUS the aforementioned amount to purchase items, for cleaning, to make repairs, pay for repairs, and, if inadequate, LANDLORD shall be billed for the difference. In case of emergency, i.e. air conditioning, heat, refrigerator, range, leaks, plumbing or any other repair the BROKER deems an emergency and or necessary in BROKER's sole judgment for the safety of the TENANT(S) or the welfare of the property, BROKER has authority to institute repairs, even if over the aforementioned limit and LANDLORD agrees to be responsible for the sums expended. BROKER is not required to hire vendors to institute emergency repairs if LANDLORD has not approved the emergency repair or provided the necessary funds but may do so at BROKERS discretion with LANDLORD holding BROKER harmless for and failure to do so.

**PROJECT MANAGEMENT:** 15% Maintenance, repairs and upgrades that are beyond the scope of minor rent-ready repairs will be charged a project management service charge of 15% of the total cost for the oversight of the job. Owner approval in writing required prior to obtaining estimates and commencement of work.

**HOME WARRANTY:** If LANDLORD has procured a home warranty for repairs, LANDLORD agrees to pay \$75 each occurrence for the added coordination between BROKER and home warranty service. LANDLORD further agrees to pay the deductible directly to the home warranty at time of service request.

**REPAIR ACCOUNT:** LANDLORD will provide broker with \$300 and if this account falls below this amount, broker may replenish it from the rents held or received. In the event repairs are made and funds are not sufficient, BROKER shall withhold the amount disbursed from the next ensuing rent payment or from any rents received but not yet forwarded to LANDLORD. BROKER will arrange for all repairs, inspections, maintenance and cleanings, unless LANDLORD has notified BROKER in writing prior to the commencement of repairs to use someone else that LANDLORD has selected, and LANDLORD makes arrangements with the third party directly.

LANDLORD agrees that they shall pay third party directly and shall indemnify and hold BROKER harmless for payment of same or for said vendors' failure to abide by state, local or federal law or in the event of pre-1978 properties, the failure of such vendor to not be certified under the Federal RRP Rules. At BROKER'S option, if there are not sufficient funds to make a repair, BROKER can require payment by LANDLORD prior to making the repairs and shall hold BROKER harmless for any delay or failure to make a repair if the funds are not available.

**FINAL MONTH OF RENT:** BROKER shall have the right to retain, for a reasonable time, the last calendar month of rent under any lease to be applied by Management to the payment of Owner's obligations under this agreement or any lease or to bring the property back into rent-able condition.

**REPORTING:** BROKER will furnish to LANDLORD a detailed, written report monthly. The monthly report will accurately account for monies collected and disbursed in connection with managing the property.

**NOTICES:** Whenever any notice is required in this agreement or desire to communicate formally or legally by EITHER PARTY, notice must be in writing and mailed certified or return receipt requested to the address as indicated hereafter, and deemed delivered upon actual physical receipt thereof, not date of mailing. In certain instances, EITHER PARTY may request communication by email, mail or fax and if so, such communication shall be binding and legally sufficient. If communication is by email, it will not be valid unless BROKER has responded by email affirming that the communication was received.

**ENVIRONMENTAL HAZARDS and INJURIES SUFFERED BY TENANT(S):** TENANT(S) are increasingly suing property OWNERS and BROKERS for environmental hazards including but not limited to mold, mildew, smoke odors, allergens and other hazards which may be present on the premises. OWNER affirms no such hazards are known by OWNER to be present on the premises at this time.

In the event a TENANT notifies BROKER of a pest issue, air or water quality issues, mold, bedbugs or any other environmental issue, LANDLORD agrees to pay for an inspection by a certified inspector to help defend LANDLORD and BROKER from claims made by the TENANT.

**INDEMNIFICATION:** OWNER agrees to indemnify BROKER in the event BROKER is sued by TENANT for any injuries suffered on the premises for any reason including but not limited to attorney fees, litigation expenses and costs associated from any such claims.

**MODIFICATION:** BROKER may change the terms of this agreement by giving thirty (30) days written notice to LANDLORD. The thirty (30) day period begins when notice is sent via email, mail or fax. If no written objection from LANDLORD is received within the thirty (30) day period, LANDLORD'S acceptance of said changes is presumed.

**LANDLORD CONTACT WITH TENANT(S):** LANDLORD agrees and understands that if LANDLORD has any contact with the TENANT(S) in person, by mail, by phone or otherwise, in the event of a legal dispute which results in litigation, the chances become extremely high that the LANDLORD will have to testify in person in court. BROKER strongly urges that all contact with TENANT(S) be made by and through BROKER. LANDLORD agrees that contact with the TENANT(S) may be grounds for BROKER terminating this agreement and continuing to hold LANDLORD liable for all commissions due.

**COMMISSION and OTHER LEGAL DISPUTES:** In the event of a dispute both parties agree to enter arbitration and mediation before litigation. LANDLORD and BROKER, agree the prevailing party shall be entitled to an award of all attorney's fees and costs and venue for all litigations shall be in the county where the property is located or where the BROKER is located.

**FORECLOSURE PROCEEDINGS, ASSIGNMENT OF RENTS:** In the event the property becomes subject to liens and/or foreclosure proceedings and/or a condominium or homeowner's association or mortgagee exercises any right to an assignment of rent they may have or a receiver is appointed, LANDLORD agrees that BROKER shall comply with any court order and/or at BROKERS discretion disburse rent monies to the requesting party based on advice of BROKER'S legal counsel. If any of the aforementioned occurs, LANDLORD gives BROKER the full right and authority to disburse the security deposit or advance rent held by BROKER to any party including the TENANT even if the TENANT is still residing on the premises or owes rent.

If BROKER continues to manage the property and the property becomes subject to liens and/or foreclosure proceedings and/or a condominium or homeowner's association or mortgagee exercises any right to an assignment of rent they may have or a receiver is appointed LANDLORD agrees to pay an additional fee to BROKER each month of \$100.

**SPECIAL STIPULATIONS**

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**SIGNATURES ON NEXT PAGE**

**SAMPLE**



**SIGNATURE PAGE**

FACSIMILE SIGNATURES: THE PARTIES AGREE THAT THIS AGREEMENT MAY BE EXECUTED BY FACSIMILE AND SUCH FACSIMILES SHALL BE BINDING AS IF ORIGINALS

\*\*\*IMPORTANT NOTICE \*\*\*

IN COMPLIANCE WITH THE FEDERAL FAIR HOUSING ACT, please do not ask or expect us to place any restrictions on your property based on a prospective tenant's or occupant's race, color, religion, handicap, sex, national origin or familial status. FEDERAL AND STATE LAWS prohibit us from placing any such restrictions on the properties we handle for rent.

By signing below, Owner acknowledges that her/she has read and understands that the terms of this Agreement and agrees to abide by them. This is intended to be a legally binding document. If owner does not understand any part of this agreement, Owner should obtain the advice of an attorney prior to execution.

When duly signed by an authorized representative for PMI Arrico Realty and Property Management, this agreement becomes binding on all parties.

EXECUTED this date:

\_\_\_\_\_ LANDLORD \_\_\_\_\_

\_\_\_\_\_ LANDLORD \_\_\_\_\_

\_\_\_\_\_  
**BROKER OR AGENT OF BROKER**

SOLVENCY STATEMENT

Date \_\_\_\_\_

I/we \_\_\_\_\_ hereinafter "Owner" of the property located at:

\_\_\_\_\_

Hereby state and affirm that all bills and money due on the premises are paid, current or not in any state of delinquency. These bills or amounts include but are not limited to liability insurance, taxes, mortgage payments, utilities, assessments, liens, condominium and/or homeowner's association fees, assessments, charges and/or any other charges relating to the premises including but not limited to any amount which may be due or owing to providers of goods or services for the home.

Owner agrees that in the event any dispute arises between a tenant and the Owner or agent as a result of Owner's failure to make any payments relative to the premises, Owner agrees to completely indemnify and hold harmless broker, agent, property managers, their employees, and assigns hereinafter "Broker" for any and all damages or litigation which may arise out of Owner's actions or inactions. Owner understands that a tenant has a right to peaceful quiet enjoyment of the premises and if Owner fails to keep all payments current, a tenant may have a right to withhold rent, break the lease agreement or hold Owner or agent liable for any damages they suffer as a result of Owner's failure to keep all payments current.

Owner gives Broker full authority to cease the management of the premises and hold Owner liable for any damages or amounts due under the management agreement if Owner misrepresents any information or fails to abide by this agreement and keep all payments current.

\_\_\_\_\_  
Landlord

\_\_\_\_\_  
Landlord

# Premium Management Services

## Exhibit A

### SERVICES INCLUDED IN MANAGEMENT FEE

<u>Service</u>	<u>Description</u>	<u>Price</u>
Rent Collection	Timely collection and deposit of rent and all applicable fees.	Included
Accounting	Accurate, prompt recording and reporting of all financial activity.	Included
24/7 Web Portal Access	Convenient access to all property information at your fingertips.	Included
Lease Administration & Enforcement	Strict enforcement of lease terms and conditions.	Included
Maintenance Coordination	Expert maintenance coordination with qualified licensed service providers	Included
Tenant Management	Prompt response to tenant issues and 24/7 maintenance requests.	Included
Expert Consultation	Careful analysis and management of your property's value and ROI.	Included
Vendor Relationships	Ensure qualified service providers are licensed and insured	Included
Security Deposit Administration	Provide complete move-out Property Condition Report with photos	Included
One-Time Set Up Fee	Covertime and expenses requisite to setting up the property in our systems	WAIVED

### SERVICES INCLUDED IN LEASING FEE

Marketing	Posting your property on dozens of sites including the MLS	Included
Screening	Thorough background check includes credit, rental, criminal, and more	Included
Leasing	Execute attorney provided lease and /move-out condition report	Included
Property Condition Reports	Provide complete move-in Property Condition Report with photos	Included

### ADDITIONAL SERVICES AVAILABLE (Select Yes or No below)

<input type="checkbox"/> Asset Preservation	Professional 3rd Party report with photos & maintenance requirements	\$125/each
<input type="checkbox"/> Project Management	Preparation of your property for leasing, and/or supervision of major repairs	15%
<input type="checkbox"/> Express Pay	Transfer of owner draw funds within 24 hours (where available)	\$10/mo/unit
<input type="checkbox"/> Bill Pay	Payment of HOA dues and utilities	\$50/per
<input type="checkbox"/> Landscape	Contract secured and managed with quality service provider	10%
<input type="checkbox"/> Property Checkups	Additional property spot-checks and lease compliance inspections	\$50/each
<input type="checkbox"/> Property Sale	Expert broker services for the sale of property at a reduced commission	5% of Sale

Owner agrees to have BROKER provide the selected additional services above for the price listed.

Landlord Signature \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

# Your PCS Guide & Moving Checklist



**Please call to schedule your in-home  
consultation! 813-300-4052**



**Property  
Management** INC.

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**ARRICO REALTY**  
AND PROPERTY MANAGEMENT



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## Permanent Change of Station (PCS): Overview

Everyone in the military is subject to worldwide transfer, based on the needs of the service. Despite this fact, many service members and their families are not clear on what getting PCS orders really entails. Getting a PCS order means moving household goods, shipping vehicles, meeting weight limits, covering airfare and lodging, per diem rates, and on and on.

Unlike other “temporary” travel orders, PCS orders are just as they sound – permanent (well, typically two to four years). Many service members look forward to getting PCS orders, as it can mean a change of scenery, new responsibilities, new missions, and new opportunities. But military families are not always as excited about leaving a familiar community. The thought of finding a new home, making new friends, finding new jobs, or starting new schools can be overwhelming. Keep in mind as you prepare for the big move is that your transfer is what you make of it; each new duty station can bring new and exciting opportunities.

For most military families, the biggest issue with PCS is the move itself. Packing, housing inspections, house hunting, the waiting list for government housing, and traveling with pets, just to name a few tasks, can make the process daunting.

Understanding your rights, responsibilities, benefits, allowances, and the impact on your pay can help elevate the anxiety of “getting orders.” This guide was designed for that specific reason; to help you understand all the aspects of military transfers, by taking the mystery out of the acronyms, providing easy to follow checklists, links to important resources, and helpful tips and insights that can help make your move a smooth one.



### Opening Salvo: PCS Gotchas

**1. Don't wait for orders first.** It is a mistake to wait on official orders before starting to get ready for your move. Go through the moving checklists featured in this guide, and get as many items checked off as you can. A headstart now can save on headaches later.

**2. Don't be lax about your inventory.** Your possessions are important — don't sit back and expect that they will be properly organized by movers. Be proactive in labeling and keeping track of your boxes and shipments, and double-check everything with your movers.

## Five Things to Do When You Get Your PCS Orders

Once you have your PCS orders, in hand, what should your priorities be? Here's five key steps to take:

### 1. Set up a meeting with your base transportation office.

Depending on your service branch, the name of the government office that handles your relocation varies:

- **The Department of Defense:** Joint Personal Property Shipping Office
- **Air Force:** Traffic Management Office
- **Army:** Installation Transportation Office
- **Navy and Marine Corps:** Personal Property Shipping Office
- **Coast Guard:** Household Goods Shipping Office

You can access information about your specific installation's transportation office at the [Military.com Base Guide](#).

Make sure you make an appointment with your office as early as possible. At your meeting, make sure you find out about all the moving options available to you, including a DITY move, and start making preliminary arrangements for your move.

### 2. Contact the family center at your new location.

Family centers offer relocation assistance programs that provide moving information to you and your family. Ask questions, and learn about your new community and what it offers.

### 3. If you're living in government quarters, notify the housing office of your projected move date.

Make sure you also know all the regulations about cleaning your home before you move out.

### 4. Make an appointment with your finance office at your current installation.

Making a move will be a drain on your bank account. The finance office can give you the lowdown on your options, as well as relocation benefits that you're eligible for.

### 5. Use the PCS Moving Checklist in this guide (page 23).

In making preparations for a move, it's easy to be bogged down with all the details and things to do. Stay on top of it all with this handy checklist, which covers everything from packing to setting up in your new location. These ready-to-print lists will remind you what you need to do. If you plan to do a Personally Procured Move (PPM), see the PPM section in this guide for more information, which will help you during your preparations.

### TIP: Deducting PCS Costs from Your Taxes

If you are a member of the Armed Forces on active duty and you move because of a permanent change of station, you can deduct your unreimbursed moving expenses on [Form 3903](#). For more guidance and information, see [this Military.com article](#).

## Saving Money for Your PCS

When you combine moving costs with the difficulty of uprooting your life every few years, relocations can take a big toll. While some moving hassles are unavoidable, you can ease the financial pain of PCSing with a little advance planning:

### What to do now: Avoid Budget Blues

Whether your move is days or weeks away, develop a moving budget in advance to keep your finances on track and avoid last-minute costs.

1. Find out exactly what the military will cover, and what costs fall on you. You can visit your family center and base transportation office for more information.
2. Budget for shipping charges, temporary housing expenses, and start-up fees for utilities.
3. Make a list of things you'll have to buy when you move in and estimate those costs.
4. Use this budget to determine how much you should save for your next move



## What to do before you leave: Prevent Moving Mishaps

Some moving horror stories result from damaged or lost property. When you PCS, insurance can mean the difference between disappointment and financial disaster.

1. Find out how much of your personal property the government movers will insure. If it's not enough to provide full protection, a temporary renters insurance policy could be an affordable way to cover the difference.
2. If you're shipping a vehicle, review your auto insurance policy to find out if moving-related damages are covered. If they're not, ask your insurer about purchasing shipment coverage.

## What to do after you arrive: Fine Tune Your Finances

Once you settle into your new place, consider fine-tuning your finances to make your next move easier. The stop-and-go that comes with a PCS — stopping everything and starting over again in a new area — can be a shock to your finances. Military members can find some relief by working with companies that “move with you” and serve your needs wherever you go.

Consider using online banking so you don't have to worry if there's a branch bank near your new home. You can also set up automatic bill payments to make your life easier during future transitions.

1. Choose an insurance company that offers coverage in all 50 states and abroad, so you don't have to change providers with every move.
2. Open a separate savings account and contribute enough each month to ease the cash crunch before your next move.
3. Set up automatic transfers for investment accounts to ensure your savings habits won't slip.

## Tips for Valuable Possessions

- Have expensive and valuable items (e.g., artwork, collectibles, heirlooms) appraised. This isn't paid for by the government, but it's a wise investment in case of loss or damage. Hold onto your receipts for more expensive items and keep them separate from the rest of your shipment.
- Use a video camera or taking close-up pictures to record the condition of your furniture, television, and other expensive and/or valuable items prior to packing and pick-up. This will help if you need to file a Loss/Damage Claim.
- Do not ship small, extremely valuable items such as stocks, bonds, jewelry, coins/coin collections, and items of great sentimental value such as photo albums. Pack them in your suitcases and hand-carry them, as well as your purchase receipts, pictures, and appraisals.

## The Personally Procured Move (PPM) Option

The Personally Procured Move (formerly known as the Do-It-Yourself (DITY) move) allows you to be reimbursed by the government for moving your belongings yourself. You're eligible if you make a Permanent Change of Station (PCS), Temporary Duty (TDY), or Temporary Additional Duty (TAD) move, or separate, retire and move to or from government quarters under orders. The program is voluntary.

### Advantages of the PPM Move

At first glance, the PPM Program may seem to be more trouble than it's worth — after all, you have to take care of your own moving arrangements and expenses, rather than have the government do it for you (for some, keeping track of all the receipts is a major hassle by itself). But if you do a little planning and put forth a bit of effort, doing a PPM move offers significant advantages over a normal military move. For example:

- **Money, Money, Money.** In the PPM Program, you receive a government payment of 95 percent of what it would cost the government to move you. In addition, you receive the standard travel allowances for you and your family. **If you end up spending less than the 95 percent payment the government provides,** you get to keep the rest. This may sound difficult, but if you take advantage of [moving company discounts](#) and other special offers, you'll find that you can make money for yourself. You should especially consider a PPM move if you have a limited amount of items that need shipping or moving — you may be able to take care of all the packing and transport yourself.
- **Time, Time, Time.** When you receive orders to move to another area, you're authorized permissive TDY or travel time in order to take care of all your moving arrangements. With PPM, you'll receive additional time to handle your move — time that you can use to relax if you're efficient about planning your move.
- **Total Control.** While it's nice to do without the headaches of planning a move, many military personnel had less-than-ideal experiences when the government took care of their moves. With the PPM program, you're in control every step of the way, from deciding which moving services you want to how much of the actual move you want to handle yourself.

If you're ready to take advantage of the PPM program make sure you follow each of the steps below:

**Step 1. Apply for the PPM move** by scheduling an appointment with your base Personal Property Transportation Office (PTO) — this is your opportunity to ask specific questions about your move and get the low-down on the PPM program. A PTO representative will provide you with all forms and instructions you need. Foremost among these is the [DD Form 2278](#) (Application for Move and Counseling Checklist). Other forms you may need to fill out or provide include:

- [Standard Form 1038](#) — Advance of Funds Application and Account (for advanced operating allowance)
- Certified empty weight ticket for each shipment with name, your Social Security number and signature of weight master

- Certified loaded weight ticket for each shipment with name, your Social Security number and signature of weight master
- [Original DD Form 1351-2](#) — Travel Voucher or Subvoucher (ask your PTO representative if you have specific questions about this form)
- Copy of registration for your boat(s) and/or trailer(s) if applicable

Only after applying for and being authorized for a PPM move can you proceed with the move. If you make a partial PPM move (i.e., only shipping a certain amount of household goods), make sure you work out all the details with your PTO representative. Note that you will not receive full government payment for your PPM move until after your move.

**Step 2. Decide on your type of move.** Will you be doing this all yourself? Will you have packers help? Will you have a moving company take care of the actual transport? Nail down these arrangements as soon as possible.

**Step 3. Arrange for any rental equipment or moving services you need.** You can either do it all yourself, have a professional handle tasks, or some of both. Packing materials can be purchased from commercial suppliers.

**Step 4. Confirm your insurance coverage.** Make sure you are up to date on your car and accident insurance. If you use a trailer, check your auto insurance policy to make sure you're covered. State laws regarding liability for accidents during a PPM move vary, so if you're involved in an accident while performing a PPM move, you should contact the legal office at the [military installation](#) nearest the accident site as soon as possible.

**Step 5. Pick up your operating allowance from your local dispersing office.**

**Step 6. When your vehicle (whether you own it or are renting) is ready, calculate the total weight of what you are moving.** You should weigh your vehicle both fully loaded and unloaded. This is extremely important, as your PPM payment will be based on this weight ticket.

To calculate the weight of your shipment, follow this formula:

- Loaded Weight = Your vehicle with a full tank of gas + all of your property loaded + no drivers or passengers inside



- Empty Weight = Your vehicle with a full tank of gas + no drivers or passengers inside
- Loaded Weight - Empty Weight = Net Weight of Property

Each weight ticket should have the following information:

- Name, grade, Social Security number
- Name/location of scales
- Vehicle/trailer identification
- Date of weighing
- Weigh Master's signature
- Legible of weights

**Step 7. Get receipts for all moving expenses.** All costs associated with the move are not taxable, and will be deducted from the allowance you receive from the move to determine your actual financial profit. Only your profit will be taxed, so be sure to keep track of everything to maximize your profit. Authorized expenses include:

- Payment for rental vehicles/trailers
- Packing materials
- Moving equipment (including hand trucks and dollies)
- Gas and oil expenses
- Highway tolls, weight tickets and any other transportation expense directly related to the PPM move

Step 8. Make your move, and submit your settlement. Once you complete your actual move, you have 45 days to submit a claim for full payment of your PPM allowance. This should include the following:

- Empty and loaded weight tickets (two copies of each)
- [DD Form 2278](#)
- PPM Move certification (attach all receipts for moving expenses)
- PPM Move expense sheet
- Change of Station Orders
- Advance operating allowance paperwork (if you are renting a truck or trailer)
- Vehicle/trailer rental contract (if you are renting a truck or trailer)

More specific details can be obtained from the Personal Property Transportation office at your [installation](#).

### Important PPM Notes:

- **Your base transportation office must approve a PPM.** Without approval your payment could be limited or denied.
- **Any actual moving costs that exceed the government cost will be at your expense,** including overweight costs or expenses not covered.
- **An advance allowance may be permitted to help pay for up-front costs.** Regulations differ by service branch; check with your base transportation office.
- **Some expenses are not authorized.** These include tow dolly rental, insurance fees and sales tax. Again, check with your transportation office for specifics.
- **Temporary storage may be available with a PPM.** Check with your transportation office for more information.
- **Be sure to file any loss or damage claims directly with your commercial moving company before you file with the government.** Claims are usually not paid unless the loss or damage was due to circumstances beyond your control, such as an accident.
- **Payments more than your actual moving costs may be taxable.** Read [IRS Publication 521](#) for more information.

## Top 10 PCS Mistakes

*Courtesy of [SpouseBuzz](#)*

**1. Tackling the do-it-yourself move at the wrong time.** We all know there's a season for everything — and the same thing goes for moving yourself. Spousebuzz fan Ani said they did a DITY while she was six months pregnant. "Turns out I'm not invincible," she said. Milinda did hers with two toddlers, one of whom was potty training, which she called "our biggest mistake." Of course, we know that a DITY can be a great idea ... sometimes. But like everything else in life, it has its time.

**2. Putting too much stock in your orders.** When the military tells you you're moving somewhere and finally issues those orders it certainly seems definite. But we know everything can change. That's a lesson fan Beverly learned the hard way when their orders to Alaska were changed at the last minute to Fort Campbell, Kentucky ... AFTER they shipped their vehicle north and bought a lot of cold weather gear.

**3. Not grabbing a hard copy of your medical records.** Sure, the clinic says your medical records will follow you to your next duty station. But the time to find they did is not after you've already moved five states away. Avoid this one by hand carrying your records and those of your kids station to station. If only Nancy had known this ahead of time. "Now they won't send a complete record to the new doctor's office ... HUGE pain to deal with."

**4. Renting out your home from far, far away.** Whether by choice or by need, military families often find themselves with a rental property on their hands. Although buying a home while in the military is a decision that has many pros and cons, one thing is sure: renting it out later from across the country or world is a major pain.

**5. Going back to work too quickly.** Military spouses know that if you have the good fortune of finding a job, you should definitely not turn it down. But jumping back into work too quickly after her PCS but before really getting her family settled, fan Wendy told us, was her biggest PCS mistake.

**6. Not knowing where your pets are.** Last year we asked some military movers at Fort Campbell about what the weirdest thing was that they ever had experienced during a pack-out. The answer? Pets. If people aren't careful to locate and contain their pets before the packers come, they can get accidentally boxed away. Once, they said, a family pet cat was tragically packed in a box spring. By the time the family realized it was missing, the box spring, mattress and cat were all on a truck to California.

**7. Letting the movers take the furniture parts.** Jessie told us something many of us have learned the hard way — if all of your furniture parts go into a box and that box is the one that disappears, you're in big trouble. "Finding new hardware for a desk and bed is a pain," she said. "Lesson learned." She said she wishes they had taped the pieces to the furniture they belonged to. Our advice? Move the parts yourself so you know they won't go missing or fall off the place they are taped.

**8. Forgetting to empty the trash before pack out.** The rumors are true, folks, as Lisa learned. If you don't empty it first, the movers will pack your trash can with whatever is in it. Gross!

**9. Putting too much faith in your movers.** Several fans told us of times they put too much faith in the movers' ability to not break or hurt their furniture or valuables. And I've received furniture off the moving truck that is so broken it can't even stand. But it wasn't until we moved ourselves across town last year that I realized how difficult it is to move things without breaking them. It's a marvel the professionals break as little as they do as evidenced by the giant, self-inflicted scratches on our table. The best policy? If you really don't want something scratched or broken, don't own it or leave at your parents' house for safe keeping.

**10. Not doing enough research.** Cody said she wishes they had looked for reviews on their future landlord. "Just because you found them on AHRN.com doesn't make them good businesspeople ... or good people in general!" she said.



## PCS Weight Allowances

Joint Federal Travel Regulations (JFTR) sets the maximum Permanent Change of Station (PCS) and Non-Temporary Storage (NTS) weight allowances that you can ship and/or store at government expense, based on your rank and dependency status. Weight allowances do not include Professional Books, Papers and Equipment (PBP&E/Pro-Gear) or required medical equipment.

### PCS and NTS Weight Allowance (Pounds)

Grade (see note 1)	With Dependents (see note 2)	Without Dependents
O-6 to O-10	18,000	18,000
O-5/W-5	17,500	16,000
O-4/W-4	17,000	14,000
O-3/W-3	14,500	13,000
O-2/W-2	13,500	12,500
O-1/W-1/Service Academy Graduates	12,000	10,000
E-9	15,000 (see note 3)	13,000 (see note 3)
E-8	14,000	12,000
E-7	13,000	11,000
E-6	11,000	8,000
E-5	9,000	7,000
E-4	8,000	7,000
E-1 to E-3	8,000	5,000
Aviation Cadets	8,000	7,000
Service Academy Cadets/ Midshipmen		350

**Note 1:** Includes a Uniformed Service regular and Reserve Component member, and an officer holding a temporary commission in the US Army/Air Force. Also includes a member appointed from an:

- Enlisted/warrant officer grade to a commissioned officer grade, or
- Enlisted grade to a warrant officer grade or rating is authorized the grade's weight allowance:
  - Held on the member's PCS authorization/order effective date used for HHG transportation, or
  - From which an appointment was accepted, whichever is greater.
- Upon reversion, the member is authorized the weight allowance of the grade held:
  - On the member's PCS authorization/order effective date then being used for HHG transportation, or
  - Before reversion, whichever is greater.

**Note 2:** For this table, a member "with dependents" is a member who has a dependent eligible to travel at government expense incident to the member's PCS. Actual dependent travel has no bearing. Incident to a member's first PCS after:

- The death(s) of all of the member's dependent(s), or
- A divorce that leaves the member with no dependent(s) eligible to travel at government expense, the member has the weight allowance of a member "with dependents".

**Note 3:** A member selected as Senior Enlisted Advisor to the Chairman of the Joint Chiefs of Staff, Sergeant Major of the Army, Chief Master Sergeant of the Air Force, Master Chief Petty Officer of the Navy, Sergeant Major of the Marine Corps, or Master Chief Petty Officer of the Coast Guard is authorized a weight allowance of:

- 17,000 pounds with dependents or
- 14,000 pounds without dependents

for a PCS authorization/order issued on or after receiving notice of selection to that position and for the remainder of the military career.



### Weight Tips:

- **You are responsible for staying within your weight allowance.** Get an early start on estimating the weight of your household goods (HHG), before you visit your Transportation Office, which will require an estimated weight for each shipment you intend to make.
- **Weight estimates are not official.** They are planning tools only. You can never use weight estimates to refute excess weight charges.
- **Excess Weight = Big Costs.** Exceeding your authorized weight allowance on a move can end up with you getting overcharged several hundred to several thousand dollars. Contact your local transportation officer for additional information regarding excess costs.
- **If you're moving overseas...** Some overseas areas impose administrative weight restrictions. If the area to which you are assigned provides government furniture, for example, you may get a weight restriction, which would prevent you from shipping your full weight allowance overseas. If you are administratively weight restricted, you have the option of storing the remainder of your HHG in long term storage (NTS), or you may ship your HHG to a designated location within the Continental US (CONUS) for the duration of your overseas tour. Be sure to check with your transportation office about your options.
- **Know before you go.** If you are transporting a vehicle, PPM moves require you to weigh the vehicle empty and loaded before departing and once again upon arrival at your destination. Weigh stations that issue official certified weight tickets can be hard to find; make sure you know exactly where to take your vehicle before you leave your old duty station, otherwise you may have to delay unloading your household goods when you get to your new home. See the "Shipping Your Car Overseas" section for more vehicle transport tips.

## Shipping Your Car Overseas

If you receive PCS orders that require international relocation, you're entitled to ship your privately owned vehicle (POV) from or between locations overseas. If you wish to ship your POV overseas it must be authorized on your orders. Alternate ports may be used if approved by the [military traffic management command](#) (MTMC). Requests to use an alternate port should be addressed your installation's Personal Property Shipping Office (PPSO), which you can find through the [Military.com Base Guide](#).

### Restrictions

Your owned or leased POV may be shipped to your new duty station at the government's expense. If you want to make your own arrangements to ship your own POV, consult your sponsor and transportation office for any restrictions. You may have to pay an import duty on a second POV. Your local transportation office has information on the host country's restrictions.

### Size Limitations

The government will pay for the shipment of a POV that does not exceed 20 measurement tons. A compact car averages 9 tons and a full-size car is about 15 tons. Measurement tons can be determined by multiplying the length (in feet) by the height by the width, and then dividing by 40. Here's the formula: **L** in feet x **H** in feet x **W** in feet = **Total Cubic Feet** divided by 40.

### Type of POV's You May Ship

Only self-propelled, wheeled motor vehicles can be shipped. This includes automobiles, motorcycles, motor scooters, vans, and pickups. Other passenger-carrying, multi-purpose motor vehicles may qualify. However, they may require a written certification stating the vehicle is for personal use.

### Leased POV

To ship a long-term (12 months or longer) leased POV, you must provide a written authority from the leasing company. All requirements stated in the lease remain your responsibility.

### When to Ship Your POV

Each branch of the military has different limitations for shipping a POV. A few of those limitations for the Army, Air Force, Marines and Navy include:

- Army and Air Force personnel POVs will be accepted for shipment if delivered to the port within 90 days after the service member departed for an overseas tour of more than one year, or within 30 days after the service member's departure on a tour of duty of one year or less.
- Navy and Marine Corps personnel POVs will be accepted when at least 12 months remain to be served at their current overseas duty station at the time vehicle is delivered to the loading port.

## What You May Leave in Your POV

Only authorized personal articles may remain in your POV when it's turned in for processing. All household items and camping equipment must be removed. You may ship the following:

- Tools, which cannot exceed \$200 value
- Jacks, tire irons, tire chains, fire extinguisher, tire inflator, first aid kits, jumper cables, warning triangles, trouble lights
- One spare tire and two snow tires with wheels (mounted and unmounted)
- Portable cribs and children's car seats
- Luggage racks
- Small items such as thermos bottles, bottle warmers and car cushions if they can be packed entirely within a carton provided by the port
- Catalytic converters, catalyst components (pallets), oxygen sensors and pipe segments used to replace converters in overseas areas

## What You May Not Ship in Your POV

The following items may not be left in a POV during shipping:

- Televisions and DVD players
- Accessories not permanently installed
- Flammable or hazardous substances such as waxes, oil, paints, solvents and polishes
- Citizen Band (CB) radios, importation and operations of CB radios are prohibited in most overseas areas

Violating these restrictions may result in your POV being held at the port of discharge until the equipment has been removed and shipped out of country. All costs associated with removing your CB radio from your POV and shipping will be at your expense.

## Tracking Your POV

You can track your POV through the American Auto Logistics website. Just enter your name, Social Security number, and order number and you can find out just where your vehicle is in the moving process. Directions and maps to the vehicle pick-up centers and more detailed information on shipping a vehicle can be found on this site, as well.







## Top 10 Tips for Packing Yourself for a PCS

Courtesy of [SpouseBUZZ](#)

- 1. Get organized.** Organization includes taking pictures of your more valuable items, saving money and bookmarking it for moving expenses, and keeping an inventory of your boxes.
- 2. Plan ahead.** Time is another thing you have to organize. You probably don't realize how much stuff you really have. And packing is very time-consuming.
- 3. Do a pre-packing purge.** A move is the perfect time to toss all that unnecessary and unused junk that's been hiding in the attic and under beds and in kids' drawers. As Amber A. put it, "Always purge before the move. Why pack/lift/movecrap you don't intend to keep?"
- 4. Recycle.** If possible, stock up on boxes you don't have to pay for. Get packing boxes and paper from people who just had their stuff delivered. You can also get boxes from behind stores that recycle them.
- 5. Choose packing materials wisely.** Unfortunately, not all packing materials can be re-used like boxes. And not all materials are as good as others. Don't pinch pennies when it comes to packing materials, especially for precious items, but for some items, it is okay to use your towels and sheets. Get plastic covers for your mattresses. Space Saver Bags and Scotch Stretch Wrap can be handy for wrapping and packing.
- 6. Pack strategically.** Use one color marker for "unpack right away" boxes and another color for "when we get to it" boxes. As tempting as it is to have fewer boxes, don't pack them too heavy! Pack plates standing up, not laying flat. You can also use patterned duct tape on the outside of boxes, with a different pattern for each room.
- 7. Get the kids involved.** Kids love feeling helpful and being a part of the moving process. If young kids are involved, get them excited for the move and let them label their boxes or put a sticker of their choice on the box which identifies it as theirs.
- 8. Accept help.** If you have friends or family willing to put in the time and sweat to help you pack, then consider yourself incredibly lucky and accept without hesitation.
- 9. Look into PODS.** PODS can help with both your moving and storage needs. They also offer a military discount. [Click here](#) to learn more.
- 10. Don't do it.** Know your limits. Sometimes it's better to pay to get professional moving help, and save your sanity.

## PCS Responsibilities

Keep these responsibilities in mind as you prepare for your PCS:

### At Origin:

- 1. Keep your transportation office informed of any change in your orders** or other changes, such as a current telephone number or e-mail address where you are available until you leave your old duty station.
- 2. Rules for shipping any engine power-driven equipment** (i.e., motorcycle, dirt bike, lawnmower, snowmobile, moped, boat): Ensure equipment is free of dirt or grease. Disconnect the battery cables and tape the leads so they do not make contact with the battery terminals. Batteries with acid or alkali are prohibited from shipment; only non-spillable gel-type batteries are authorized. Disconnect lead from spark-plug and also tape the wire lead. No fuel can be in the tank when shipping a motorcycle/dirt bike as a HHG shipment.
- 3. Do not change your shipping dates unless necessary.** Changing moving dates, especially during the summer months, can mean a lengthy delay in getting your move rescheduled. Contact your transportation office immediately if rescheduling the shipping dates is necessary.
- 4. Contact the origin transportation office** if the transportation service provider (TSP), or the TSP's representative has not contacted you a few days prior to your scheduled pickup date.
- 5. You or a representative designated in writing must be home** when the TSP arrives to pack and remove your belongings (Between the hours of 8:00 AM – 5:00 PM).
- 6. Your residence or pickup location should be organized enough** so it does not hinder the job performance of the crew that packs your property.



**7. Separate your professional items and any authorized additional consumables.** Be sure they are identified on the inventory as “PBP&E/Pro-Gear” or “Consumable Items” and ensure they are weighed separately or a constructive weight has been annotated on the inventory.

**8. Do not argue with the TSP’s representative.** If you have a problem, call your transportation office at once.

### Upon Arrival:

**1. Contact the destination transportation office and/or TSP delivering your personal property** as soon as possible after your arrival. The TO/TSP needs a telephone number and/or address where you can be reached on short notice.

**2. As soon as you have a delivery address for your personal property,** call the transportation office again and provide this information.

**3. If possible, be prepared to accept delivery of your property as soon as it arrives.** This will prevent additional handling, reduce the chance of loss or damage, and reduce or eliminate storage expenses.

**4. You or your designated representative in writing must be home on the day of delivery.**

**5. Know in advance where you want each piece of furniture placed in your new residence.** You are allowed a “one-time placement of goods” by the TSP upon your request.

### Important Links for Moving Claims:

<https://claims.jag.af.mil/> — United States Air Force Claims website

<https://www.jagcnet.army.mil/USARCS> — United States Army Claims Service website

[http://www.jag.navy.mil/organization/code\\_15.htm](http://www.jag.navy.mil/organization/code_15.htm) — United States Navy Claims website

<http://www.fincen.uscg.mil/hhg.htm> — U.S. Coast Guard HHG Claims website

<http://www.move.mil/> — Department of Defense Household Goods Portal

## Top 10 Ways to Prepare MilKids for a PCS

Courtesy of [SpouseBUZZ](#)

The planning that goes into a PCS move can stress even the best military spouses to their limits. And just as we go through a roller coaster of emotions while we pack up our lives and start over somewhere new, our kids are right there beside us going through their own emotional ride.

So what can we do to help make the moving adventure less stressful on our kids? Here are 10 ways to prepare military kids for a PCS:

**1. Tell them about the move ASAP.** It’s really easy to keep putting it off because it’s not really a fun conversation to have, especially because it’s often difficult to predict how each child will react. But news tends to travel fast, and you want to make sure the kids hear it from you, not from the neighbor you told last week or the moving checklist you left sitting on the kitchen counter. Plus, kids are very perceptive. If you’re stressed, they probably sense something is going on.

**2. Communication is key.** Kids may not know that it’s perfectly normal to feel excited one minute and scared the next, curious one minute and angry the next. Encourage your kids to talk about their feelings and ask questions. If they’re not talkers, have them write in a journal or draw pictures. Sharing your own feelings helps to open the lines of communication, so talk about what’s going through your head too.

**3. Empower them.** Find age-appropriate ways to get the kids involved in the moving process. Let them help you look at houses online. Encourage them to pack their own stuff. Even minor



decisions like what color marker to use to label boxes can make a big difference in helping your children feel like involved participants.

**4. Use online support.** Sometimes kids are more receptive to new ideas when they hear it from someone other than their parents. That's where websites like the DoD's [Military Youth on the Move](#) and [Military Kids Connect](#) step in. Both sites are divided into age-appropriate categories and offer a wealth of kid-friendly advice from how to pack to being the new kid at a new school to staying in touch with friends. (They have sections for parents as well, so if you need some advice, check it out for yourself too.)

**5. Read books about moving.** Books are some of the best teaching tools a parent can have, especially for younger children. They educate through fun stories and illustrations, but also act as conversation starters. Visit your local library or hit up [Amazon](#) to find some good ones about moving.

**6. Visit your new home.** Not moving very far? Take the whole family on a road-trip to your new destination. Explore the area, including the high points like schools, the base you'll be stationed at, parks, restaurants and other local attractions.

Moving too far to visit? Explore virtually. Regardless of the distance you're moving, it's always important to research the area you're moving to in order to get yourself acquainted.

**7. Use your imagination.** Even if you don't know what your house or neighborhood will look like, let your kids imagine what their new life will be like. How do they want to decorate their new rooms? What kinds of activities do they want to try? What do they think their teachers will be like? Have fun with it. Even if the images become outrageous and silly, a good laugh can help alleviate some stress.

**8. Put aside special items.** Household goods arrival times are rarely set in stone. Because you never know when you'll see your possessions again, help your kids put aside those special must-haves they can't live or travel without. For younger kids, this may include blankets or stuffed animals. For older kids, this may be iPods or books. The familiarity of their prized possessions will help them feel more secure in their new environment and keep them occupied while traveling.

**9. Smile!** Kids follow your lead, and if you're a PCS Debbie Downer, your kids will be too. Not thrilled about having to move for the 512th time to the most remote location possible? It's okay to be bummed, but at some point you need to [embrace the suck](#) and stay upbeat around the kids. Think of 5 positive things about the move and go from there. The kids will feed off of your excitement and start getting excited themselves.

**10. Give them a chance to say see ya.** Another reason to give kids an ample heads-up is to allow them a chance to say their farewells. This doesn't just mean saying "good-bye" to friends. Visit their favorite restaurant one last time, drive around the neighborhood, stop by favorite parks. Don't forget that camera!

Is "good-bye" too hard to say? One of the first lessons a military spouse ever taught me was that, in military life, it's never "good-bye," it's "see ya later."

It's a small military world, and it's not uncommon to be stationed with friends for a second time

at a different base. But even if friends aren't in the same place at the same time again, remind kids that social media and email and Skype allow friendships to live on regardless of geography. Teach kids to say "see ya later" instead of "good-bye." Sometimes a simple phrase change can help children understand that moving doesn't automatically mean an ending.



## The PCS Move Checklist

In making preparations for a move, it's easy to get bogged down with all the details and things to do. Military.com can help you stay on top of it all with these handy checklists, which cover everything from packing to setting up in your new location. These ready-to-print lists will remind you what you need to do.

Be sure to take care of all the items on these lists. For example, if you're one month away from your move and you use these checklists for the first time, make sure you've already taken care of the items in the "Three Months Before Moving" and "Two Months Before Moving" checklists.

## Moving Checklist: Three Months Before Your Move

To Do	Notes	Done?
If you are an active service member, make an appointment for a counseling session at your base transportation office.		
Decide whether you want to make a Personally Procured Move (PPM), or have the government handle everything for you.		
Start saving for non-reimbursable moving expenses.		
Discuss the moving process with your children to overcome their fear of relocation.		
Start planning for special moving needs if you have an infant.		
Notify your landlord you will be moving, but do not give him or her an exact date right now.		
Begin making shipping arrangements for your vehicle(s) if necessary. If you are using your base transportation office, schedule a counseling session.		
Start keeping track of tax-deductible moving expenses (i.e., the cost of pre-move househunting).		
Make an inventory of possessions and valuable items (take pictures or video tape). Get appraisals for antiques or collections.		
Start organizing personal records like birth certificates, insurance papers or warranties.		
Make a list of whom to notify concerning your move and forwarding address.		
Let clubs/organizations that you belong to know you are leaving. Transfer your membership if possible.		
Take care of necessary medical, optical or dental appointments.		
Obtain your records or find out how to forward them later.		
Have Power of Attorney or Letter of Authorization drawn up for unforeseen circumstances.		
Go through closets and drawers to sort through clothes and other items to give away or sell.		
Make sure all stickers from previous moves have been removed from furniture.		
Do not place any more mail order purchases.		

## Two Months Before Your Move

To Do	Notes	Done?
Begin sorting out and disposing of items you don't need. Hold a garage sale and/or sell off items through an online marketplace such as eBay or Craigslist.		
If you are buying a new home at your new location, you should choose one as soon as possible, arrange financing, and set tentative closing dates. For more on the home buying process, see the <a href="#">Military.com Home Buying Guide</a> .		
If your family members have jobs, they should give required notice of termination and get a referral letter. They should also update their resumes for finding a job at your new location. For more help, see the <a href="#">Spouse Career Channel</a> .		
If you require child care at your new location, start looking into options.		
If you have school-age children, check school schedules and enrollment requirements at your new location.		
If you plan to take a vacation on the way to your new address, make all your reservations as soon as possible.		
If you have a car, truck or auto, be sure that all maintenance and repairs are taken care of now.		
Be sure you still have your proof of insurance for the car.		
Contact your insurance company about protection for auto(s), home and household storage, and high-value items.		
If you are using your base transportation office, let it know if you plan to ship your vehicle, and provide the estimated shipping weight.		
If you have pets, have them checked by a local vet, and ensure all vaccinations and inoculations are up to date.		
Get a copy of your pet's medical records.		
Close out any local charge accounts.		
If necessary, open up an account and a safe deposit box at a bank at your new location.		
If you need help organizing your finances, visit your military base finance center, or seek a private financial advisor.		
Check expiration dates on major credit cards you plan to use during travel.		
Contact the Department of Motor Vehicles at your new location for information on a new driver's license and registration.		

## One Month Before Your Move

To Do	Notes	Done?
Schedule pickup and delivery dates with your mover, and arrange for storage if needed.		
Verify your move-in schedule with real estate agents and landlords; arrange for temporary housing if needed.		
If you haven't found a new residence yet, obtain a post office box or forwarding address for your mail until you have a permanent address.		
If you haven't done so already, visit your military financial center or private advisor for financial counseling.		
If you are on active duty, check with <a href="#">Travel and Transportation Allowances</a> to see if you are entitled to advanced pay or other benefits.		
Get rid of any unwanted items around your house (furniture, clothes, etc.). You can sell them online, hold a garage sale or donate them to charity. Keep any receipts from your donations for tax purposes.		
Arrange to pick up your children's school records or get the proper procedures for sending the records to their new school.		
Arrange for letter of transfer from local church and clubs, including Scouts or other national organizations.		
If your family is driving in two or more vehicles, buy some short-range walkie-talkies so you can keep in touch while you're on the road.		
If you or someone in your family is employed, arrange with your employer to forward tax withholding forms.		
Ensure that all health, life, fire and auto insurance is up to date, and inform these companies of your new address.		
Return library books and other borrowed items.		
Ensure that your vehicle(s) are in good running condition and that all required maintenance has been completed.		
Record serial numbers of electronic and other important equipment.		
Fill out an IRS change of address form (available from the IRS in <a href="#">PDF format</a> ).		
Have appliances serviced for moving.		
Inform electric, disposal, water, newspaper, magazine subscription, telephone and cable companies of your move, and cancel any local subscriptions or services (i.e., pool, diaper, fuel delivery) if necessary.		
Dismantle outdoor play equipment and outdoor structures (i.e., utility sheds, playhouses, swing or gym sets).		

## Three Weeks Before Your Move

To Do	Notes	Done?
If you are an active duty service member, contact your military pay office to recertify Basic Allowance for Quarters (BAQ) and have sign-off on your PCS.		
Reconfirm your packing, pick-up and delivery dates with your mover.		
If you have a military ID card, check the expiration date and update it if necessary.		
Notify your credit card companies of your new or temporary address.		
Notify your stock broker or investment counselor of your new or temporary address.		
Transfer bank accounts and your safe deposit box. Arrange for credit references.		
If possible, settle all your outstanding bills.		
Cancel all local deliveries and services, such as newspapers and diaper service.		
Retrieve all items you have loaned out.		
<a href="#">Confirm your change of address</a> with the US Postal Service.		
Plan menus from what you have remaining in the freezer and cabinets.		
Remove all old TSP markings and stickers from furniture and boxes.		
If you are using the Personal Property Shipping Office (PPSO), reconfirm moving dates.		
Have drapes and carpets cleaned; DO NOT leave in plastic wrappers.		
Clean up your current living space or quarters.		
Clean out your attic, crawl space, or similar storage area within the residence.		
Renew and pick up any necessary prescriptions. Obtain prescription slips in case you need refills on the road. Pack medicine in leakproof, spillproof containers.		
If you are an active service member making use of military weight allowances, separate your professional books, papers and equipment (PBP&E). These items will be weighed and listed separately on your shipping inventory. Make sure the packers know these are your professional items — their weight will not be counted into your weight allowance.		

## One Week Before Your Move

To Do	Notes	Done?
Close out safety deposit box if you have one.		
Buy a bunch of ziplock bags — these will come in handy when packing large sets of small items, like silverware, or for components of furniture that need to be broken down (i.e., screws, bolts).		
Make copies of any important documents before mailing or hand-carrying them to your new address.		
Remove wall accessories such as drapery rods, small appliances, food and utensil racks.		
Pull out all items from beneath stairways, attics or any other area that does not allow full standing room.		
Drain garden hoses.		
Drain oil and gas from lawn mowers and other gas operated tools.		
Disconnect spark plugs.		
Dispose of flammables such as fireworks, cleaning fluids, matches, acids, chemistry sets, aerosol cans, ammunition, oil, paint and thinners.		
Refillable tanks must be purged and sealed by a local propane gas dealer. Discard non-refillable tanks. Some carriers and the military do not permit shipment of any propane tanks.		
Disassemble electronic components such as stereos and VCRs.		
Place original packing boxes (if they are in good condition and you want the movers to use them) by the equipment. If you decide to pack the item in the original carton yourself, leave the boxes opened so items can be inventoried.		
If you have a computer, “park” hard disk drive units, then disconnect computer systems. Place floppy disks in protective cases before packing into cartons.		
If you are using your vehicle, make sure that it is in good running condition and that all required maintenance has been completed.		
Give a close friend or relative your travel route and schedule so you may be reached if needed.		
Set aside cleaning materials to be used after packing and loading.		
Ensure personal property items are free of soil/pest infestation (e.g., gypsy moths, brown tree snakes). Complying with requirements of the USDA and state laws is your responsibility.		

## Final Days Before Your Move

To Do	Notes	Done?
Separate items that will not be packed, including suitcases.		
Ship as “unaccompanied baggage” items that will help you set up housekeeping at your new address, such as linens, dishes, etc.		
Keep a household inventory list on hand, and carry it with you.		
Make a complete inventory of all the boxes you will move to your new location — you will need to check this later after you move in.		
Attach colored stickers to your boxes to correspond with rooms in your new home where you want your boxes to go. If you are using movers, prepare a color-coded map of your new house, so they’ll know exactly where to take your belongings.		
Secure your cash, jewelry, important documents, your checkbook and other valuable items, and carry them yourself.		
If you are renting a truck or other vehicle for your move, check it over to make sure everything is running properly.		
Accurately note the condition of belongings. If anything is marked “scratched, dented or soiled,” note the location of the problem.		
Clean your refrigerator and freezer, and dry them for 1-2 days with doors propped open. To avoid musty odors, place several charcoal briquettes in a stocking or sock in both the freezer and refrigerator.		
Discard partly-used cans/containers of substances that may leak. Carefully tape and place in individual waterproof bags any jars of liquid you plan to take with you.		
Disconnect and prepare all electronic components such as stereos, computers, printers, and televisions.		
Disconnect gas and electrical appliances — moving companies are NOT required to perform disconnects or reconnections.		
Remove hanging objects scheduled for shipping from the walls, ceilings, and cabinet. This includes curtain rods, kitchenware (kitchen utensil, food racks), mirrors, and pictures.		
Remove outside TV antennas, and disconnect satellite dishes.		
Remove air conditioners from windows.		
Drain water from hot tubs and waterbeds.		
Switch utility services to your new address.		

## The Big Day: Moving Day

To Do	Notes	Done?
Get up early and be ready for movers to arrive. Do not have dirty dishes in the kitchen, or dirty clothes in hampers or lying around the house. Take all trash out of the residence.		
Have coffee, cold drinks and snacks for yourself (and packers if you wish). This is going to be a very long day ...		
Be sure that you or someone assisting in your move is at home at all times — most moves are conducted during normal business hours.		
Make sure cash, jewelry, important documents, checkbook and other valuable items are secure (carry them with your personal belongings). Do not ship jewelry.		
Get pets under control before movers arrive. If necessary, ask a neighbor to keep them for you if you haven't made boarding arrangements.		
Double-check closets, drawers, shelves, the attic and garage to be sure you have packed everything.		
Have a marker handy to make extra notes on boxes.		
If you are hand-carrying any boxes with you, be sure to mark "DO NOT MOVE" on them clearly.		
Carry a box of "basics" you'll need on move-in day (i.e., tools, paper products, housecleaning supplies, emergency kits, etc.).		
Verify that mover's inventory is detailed, complete and accurate.		
Watch loading and unloading, and examine all items carefully before signing a receipt.		
Accurately note the condition of belongings. If anything is marked "scratched, dented, or soiled," note the location of such problems.		
If the military is taking care of your move, be sure to obtain a copy of the GBL, the DD-619 (if CONUS), and the Household Goods Inventory from the packers before they leave the residence. Insure the inventory is accurate and complete, and keep a copy with other important records you are hand-carrying.		
Check the entire house before releasing the packers, to make sure that nothing has been left behind.		
Leave all the old keys that are needed by the new tenant or owner with your realtor or a neighbor.		
Hand-carry finance, medical and dental records.		

## After Arrival

To Do	Notes	Done?
If you are an active service member, you will be given the telephone number of the transportation office at your new duty station. You should contact the office as soon as possible, and provide them with a phone number where the member or designated representative may be reached.		
If you are making use of the destination Household Goods Office, contact them to arrange for delivery of personal property.		
Arrange for phone, gas, and electricity to be connected.  Check the pilot lights on the stove, water heater, incinerator and furnace.		
If you are moving to a new state, register your car and get a new driver's license as soon as possible.		
Register your children in school.		
Connect with medical services in your new location, such as doctors, dentists, etc.		
Before the moving van arrives, clean the hard-to-reach places in your new residence.		
When the movers arrive, check their inventory against the one you made prior to departure — they should match.		
Know in advance where to place each piece of furniture. The mover is required to place each piece only one time.		
At time of delivery, you are entitled to the reassembly of all items that were disassembled by the carrier. In addition, you are entitled to have everything unpacked, with packing materials removed from the residence, unless you specifically waive this service.		
If you discover that you are missing some items or items have been damaged in transit, you must list these items on your <a href="#">DD Form 1840</a> . You should ensure that three legible copies of this form are received. This is not a claim, only a record of loss or damage. Any additional loss or damage discovered after the carrier has completed delivery should be noted on the reverse side of DD Form 1840, which is <a href="#">DD Form 1840R</a> .		

## Other PCS Resources

For additional help in planning and carrying out your PCS move, be sure to consult these resources:

Military.com PCS Center: <http://www.military.com/money/pcs-dity-move>

Military.com Spouse and Family Channel: <http://www.military.com/spouse>

SpouseBUZZ: <http://spousebuzz.com/>

Military Home and Garden Discounts: <http://www.military.com/discounts/home-and-garden>

DOD's Move Website: <http://www.move.mil/>



**Please call me directly on my cell to schedule your in-home consultation!**

**813-300-4052**