



WELCOME HOME.

RESIDENT HANDBOOK

MOVE IN.
MOVE UP.

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WELCOME!

Thank you for choosing Brandywine Homes USA. As your new property management company, we welcome you as a new resident. To set you up for success in your new residence and assure a successful relationship, we have prepared this resident handbook to provide you with helpful information.

We recommend that you keep your handbook in a convenient location to refer to it easily. If you have any questions or concerns, please contact a member of the property management team for your location. They will be happy to assist you!

By law, we must provide you with a copy of a government-issued pamphlet, "Protect Your Family from Lead in Your Home." It is attached at the end of this Handbook. It addresses what you need to know if you rent or buy a home built before 1978 concerning lead-based paint.

Take some time to get to know your new home and your property management team. We're here for you and look forward to helping you enjoy living in a Brandywine Homes USA managed house.

If at any time you have any concerns about your house or your experience with Brandywine Homes USA, please submit the concern/complaint in writing to info@brandywinehomesusa.com. Brandywine Homes USA is a professional company that appreciates that you have a choice in where you live. We strive to provide a truly positive housing experience and hope to resolve concerns quickly and to your satisfaction.

Sincerely,

Brandywine Homes USA



PROPERTY MANAGEMENT

www.brandywinehomesusa.com

HERE IS WHAT YOU NEED TO KNOW

Jacksonville : (904) 515- 2635

Tampa : (813) 540- 4169

Atlanta: (404) 474- 8711

Memphis: (470) 785- 2095

Houston/ San Antonio : (210) 996- 2442

Irmo: (470) 800- 7060

Kansas City: (470) 785- 2095

Office hours may vary slightly from office to office

Monday - Friday: 9:00 AM to 5:00 PM

Communicating with us during office hours

When you call our office during business hours, listen for the extension number for the party who handles the matter you need to address. If you get our voicemail, we are busy with another resident or away from our desk. We will call you back!

- Our staff checks voicemail regularly throughout the day. Please leave a message, and we will return your call within one business day.
- For general inquiries or if you don't know who may be able to assist you, please leave a message in the general mailbox.

You can always email the appropriate property management team member or send a general email (see website for your market address).

Communicating with us after office hours

You may leave a message, and your call will be returned the next business day.

In the case of a maintenance emergency, you may access our 24/7 after-hours maintenance call center at (888) 652-2272. Please tell them if it is an emergency that cannot wait. Be as specific as possible with your concern.

GENERAL CORRESPONDENCE

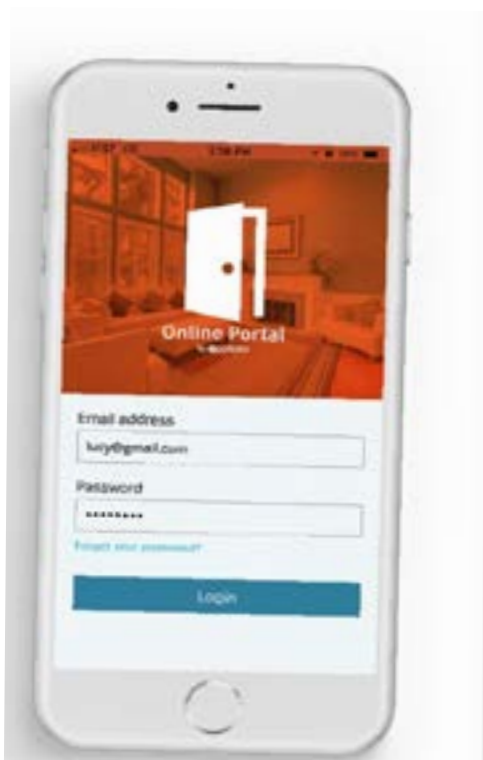
Email is our preferred method of communication. We send out notices, requests, and general correspondence using this method of communication. Email is the best way to assure prompt receipt of information from us. If you do not have an email, we will send this information to you in the mail or leave you a voice message or a text.



GETTING READY TO MOVE IN

BRANDYWINE RESIDENT PORTAL

Provide your email address to the leasing agent or our property management staff. You will receive an email from us directing you to set up access to the resident portal. It is strongly recommended that you pay rent and submit work orders through the portal. It's safe and a very quick, easy and effective way to take care of business! You are even able to download the app to your phone and access the portal from your phone – pay bills and submit/follow up on work orders on the go.



Sign up on with your new account today!

www.brandywinehomesusa.com/sign-up

PAYMENTS

All residents are required to pay their security deposit or equivalent, as well as first month's rent, five business days before move-in to allow time for the funds to clear.

Alternatively, residents may pay with a cashier's check, money order, or a cash equivalent. Check with your leasing agent or property manager for the date funds are due to assure compliance.

Please note that only online ACH is a free payment method.

We do not accept rent payments from anyone whose name is not on the lease unless they have been authorized by a leaseholder.

UTILITIES

All residents are required to set up their utility accounts before moving in. If utilities are not transferred before your move-in date, you will be charged \$25 per utility per month in addition to the actual charges incurred. As permitted by law, service will be disconnected if left in landlord's name and will need to be reconnected with the resident's name.

RESIDENT LIABILITY INSURANCE

Accidents happen. To ensure you are covered, Brandywine Homes USA requires all residents to maintain resident liability insurance throughout the lease term. Insurance must cover up to \$100,000 of damage to the home due to resident action/inaction and various events, including flood. Brandywine will place this insurance on the house at your expense unless you provide proof of independent coverage.

RENTERS INSURANCE

The landlord, property management company, and the owner of your property are NOT liable or responsible for loss or damages to articles or personal property belonging to the resident, regardless of the circumstances of the loss. We suggest that you maintain insurance for your personal property. Please see your lease for details. Also, please take careful note of the insurance you purchase. Some insurance policies cover resident liability (landlord required) and personal property. If you have this policy, please present it to your property manager so they do not sign you up for resident liability insurance separately. Otherwise, you could pay for two policies without any added benefit on the resident liability side.

MOVE IN/MOVE UP

IMPORTANT MOVE IN WALK

Make sure that upon move-in, you know the home's condition and report anything damaged or unclean to your local management team, along with pictures of each. You will need to take pictures of your home's current condition. This will help your local management team determine if/how the item may be addressed. Houses are generally leased "as is," but they should have full functionality and be safe ready. Please document the condition of the inside and outside, including landscaping, to assure that management can compare the home's condition to move in upon move out and submit to your property manager promptly upon completion.

IT'S FOR REAL. READY TO MOVE IN

Knowing where essential items are located is helpful when you move into a property. We hope you don't experience any plumbing or electrical issues, but as we all know, things do go wrong! Be prepared so you can limit any negative impact.

- Main circuit breaker - you may need to view this if the power goes out to reset breakers.
- Gas shut-off valve - you may need to turn this off during emergencies or if you smell gas or if the gas company is doing work in the community, for your safety.
- GFI plug(s) - so you can reset and check if any appliances in the bathroom or kitchen is not working.
- Electric and/or gas meters - if you need to check your utility bills.
- The main water shutoff valve - in case of a significant leak, you may need to turn this off. It may be indoors or outdoors in case of significant flooding. Check water shutoff valves below the sinks and behind toilets in case of water leaks.
- Method of cleaning the oven, so you use the right products.
- Oven/Stovetop knobs— to ensure safety, ensure they are working correctly.



MAKE THE MOST OF YOUR STAY

RENT

Rent is due on the 1st day of each month. It is considered late when received after 11:59 pm on the 5th of each month unless your lease states otherwise. No exceptions will be made for holidays!

- Rent must be paid in full to avoid a late fee.
- If your rent is late and paid after 11:59 pm on the 5th of the month, you must include your late fee. The amount of the late fee can be found in your lease.
- Our preferred means of payment is online. You may quickly and conveniently access your resident portal to make rent payments. Brandywine Homes is excited to let you know that you can pay your rent and other charges online - directly from your bank account!

Rent may be paid electronically - with no extra charges, through our online portal

www.brandywinehomesusa.com/payrent, or by ACH.

If you choose to pay with personal checks, cashier's checks, or money orders, there will be a fee of \$10.00 added to your payment. The total rent amount must be in one check if you pay by check.

If you mail your payment, please note that payment is accepted upon actual receipt, NOT when mailed. Make sure to mail payment with enough time to reach our physical location by the 5th of the month. Use the mail at your own risk.

- Make checks/money orders payable to "Brandywine Homes USA."

You may pay by credit card. Credit card payments are also accepted through the resident portal but carry an added fee, assessed based on the amount of the charge - the higher the amount charged, the greater the added fee is.



- If you are sending payment through the mail, please send payment to:

Atlanta

Brandywine Homes USA
1691 Phoenix Blvd
Suite 280
Atlanta GA 30349

Fort Lauderdale

Brandywine Homes USA
1857 Wells Road
Suite 5B
Orange Park, FL 32073

Jacksonville

Brandywine Homes USA
1857 Wells Rd
Suite 5B
Orange Park, FL 32073

Orlando

Brandywine Homes USA
7512 Dr. Phillips Blvd.
Suite 50-810
Orlando, FL 32819

Tampa

Brandywine Homes USA
12802 Tampa Oaks Blvd
Suite 101
Temple Terrace, FL 33637

Memphis/Bartlett

Brandywine Homes USA
6025 Stage RD. Ste 42, Box 326
Bartlett, TN 38134

Texas

Brandywine Homes USA
6531 FM 78, Suite 110, #303
San Antonio, TX 78244

Indianapolis

5401 S East St. Suite 207B
Indianapolis, IN 46227

Kansas City

705-B South East Melody Lane, #257
Lee Summit, MO 64063

MAINTENANCE OF YOUR HOME

Brandywine strives to create a positive and healthy environment for you by addressing major issues such as appliances, heating, AC systems, and important plumbing issues. You are entrusted to attend to minor interior issues such as light bulbs, simple plumbing work, and other basic maintenance. This is required in your lease: generally, you are required to maintain the home as you found it upon move, subject to routine wear and tear. Property Management is responsible for repairing items that cost in excess of \$100 to repair. You must notify us promptly upon identifying any such issue that requires repair. Generally, we only know of an issue if you tell us. Your responsibility as a Brandywine resident is to repair minor items that cost less than \$100 (and don't require a licensed tradesperson) and promptly submit a work order for other items. If you need guidance on performing a minor repair, submit a work order and ask for guidance. If you want to hire someone to perform the work, submit a work order and request approval to hire a professional. Together we can maintain a safe and fully functional residence for you to enjoy.

Your residence may require specific maintenance dictated by municipal code or a Homeowners Association (HOA). Please read your lease and your CC & Rs (use restrictions) if your home is in an HOA. In any case, it is your responsibility to be aware of the condition of your home. Take steps to avoid damage and limit damage when things go wrong. If you could have avoided the damage, you may be charged for the repairs.

IMPORTANT: Residents should not do their own major repairs or make any alterations to the house. If you want to make a special request for renovation or repair to the property, submit your request in writing, and do NOT proceed with any work before receiving written authorization. Your property manager will determine if the request is acceptable and will notify you in writing of their decision. All repairs must be completed by licensed and insured professionals, so include all relevant information in your request, including documentation of any professional licensing and relevant insurance coverage.

Property Management may or may not be able to set up an appointment for you.
Please be flexible and be prepared with your schedule to help get an appointment set up.

Please review the last page for resident responsibilities and Brandywine Homes USA responsibilities.

Maintenance: What you need to know

Clogged Drains

- Tubs and Showers: To prevent tub and shower drains from clogging, we recommend Hair Away. However, please do your product research and pick an item that suits your need and price point. This will eliminate hair build-up in the drain..

- Kitchen sinks with garbage disposals: For kitchen sink drains with garbage disposals, please be aware that only specific food items can go down the drain into the disposal – for example, soft food items (no bones, plastic, paper, or wrappings). Do NOT put potatoes and pasta, rice, corn, lettuce, egg shells, asparagus, other fibrous vegetables, bacon grease, or other greases down the sink or disposal.
- Appliances: For dishwashers, no grease, bones, or hard food items are to be loaded. Remove them from the bottom of the appliance if they remain after a cycle.

Anytime you use the disposal, run the water for 30 seconds to ensure the items dissolve and are washed away.

You may be able to put small amounts of some of the “bad” items down the drain, but large amounts will NOT work. “When in doubt, throw it out.”

Toilets

- Only toilet paper
- No baby wipes (even if the packaging says flushable) – this is a warning; you will be charged if baby wipes and/or other “flushable” items are found in the pipes.
- No paper towels
- No feminine product
- No children’s toys or other items, even if notated as disposable or flushable

PESTS

You are responsible for sugar or “nuisance” ants as well as roaches, spiders and other insects. We recommend checking your home at least quarterly to detect pests.

Place a maintenance request if you see termites or rodents.

HOW TO AVOID PENALTY FEES AND LOSS

Late fee: \$100.00 unless state law requires otherwise

There is a one-time fee of \$100.00 unless state law requires otherwise. The late fee is charged when your rent is not received in our office by the 5th of the month. All late fee payments are due in the month they are charged.

Return check/NSF fee for insufficient funds: \$50

This is charged for a check or payment returned by your bank for any reason.

Lease violation fee: \$15, \$25, \$50 (first, second and third-time notification charges, respectively)

Brandywine Homes charges this administrative fee to a resident when the resident does not comply with the Lease, such as violating HOA requirements or local code. Common HOA requirements and related violations concern failure to maintain landscaping, such as not cutting or watering the grass; not controlling weeds and appropriately edging or maintaining shrubbery; not storing trash receptacles out of plain view from the street after pick up; keeping exterior housing surfaces free of mildew and discoloration; parking only in permitted spots, and not having inoperable or otherwise unauthorized vehicles on the premises at any time. The administrative fee assessed by Brandywine Homes for noncompliance is in addition to any fines that the HOA charges for the violation, which will be passed through to the resident if the violation is through resident action.



Missed Appointment Fee

A fee of \$75 is charged when a resident agrees to an appointment for repair or work in the house, is not able to make it, and fails to provide adequate notice to cancel the appointment and the vendor/maintenance tech arrives to the “no-show” appointment. Brandywine Homes will provide evidence that the vendor was at the property prior to charging the missed appointment fee.

Early Termination Fee

Residents must provide 60 days notice for early termination of a lease. In addition to paying rent for the 60-day notification period, a fee of 2 months rent will be charged for terminating the lease prior to the lease expiration date (unless otherwise permitted by federal, state or local law).

Eviction Fee

\$250 administration fee will be charged plus all incurred fees from the attorney, court, sheriff, etc for eviction.



PREVENTATIVE CLEANING TIPS

- Always put away your food and your pet's food and wipe up food debris to avoid attracting ants and other insects.
- Do not allow grease in kitchen sink; regularly use a sponge and soapy water on countertops, stovetops, and hood filters. Grease must be disposed of in the trash only.
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting bathrooms, particularly during , and after baths and showers.
- Clean bathroom tile/surfaces often to prevent mildew and grime.
- Clean toilets regularly to avoid build-up of grime, rings, and mildew.
- Mop and dust all wood, tile, and other floors to avoid dust, dirt, and grime build-up; only use appropriately labeled "cleaning products" for each surface.
- Vacuum all flooring regularly, particularly carpets. This will save money on carpet cleaning bills.
- Always pick up debris and pet feces in outside areas to avoid insects (and fines), particularly in rental communities where this is a violation of the community rules.
- Treatment for roaches will be the responsibility of residents (residents are responsible for food debris, garbage disposal, and housekeeping maintenance). Pest control issues such as rodents or termites shall be the responsibility of the landlord.
- In Brandywine Homes managed and other HOA communities, read the community rules thoroughly and make every effort to comply to avoid fines and be a good neighbor.

PETS

If you have a pet when you sign your lease, we need to know your pet's name to put in your file. Not all properties allow pets, and not all pets are allowed, so if you add a pet to your family, contact our office for prior approval.

You will be required to fill out the pet agreement/addendum form on the pet and, if approved, pay an additional non-refundable \$300.00 pet fee for the first pet and \$150.00 for each pet thereafter to the authorized maximum number of pets (3). There is also added monthly pet rent of \$25/per pet.

If you have a service animal, we need to know that as well. Please make sure the office is aware of this at the time of lease signing or when the service dog is obtained. Special rules apply to service animals as they are not considered pets.



MOVE OUT

Generally, we require our residents to provide a minimum of 60 days' notice before moving out of their residence. This may vary by state, so please check your lease. Our management staff will contact you via email, mail, or phone 60 days or more before the lease expiration to notify you of the approaching expiration date of your lease. If you choose to vacate, please follow the instructions below:

- The notice period begins on the day we receive notification in writing to our office.
- Please make sure to send the notice before the number of days notice is required before lease expiration.
- It is the responsibility of the resident to deliver all keys to our office, to the staff member conducting the walk-out, or to the lockbox provided to you. Please make sure you include your name and identify your rental property address. Garage door remotes can be left in the kitchen.
- The last day you will be charged rent will be determined by Brandywine Homes upon the receipt of all property keys or your written confirmation that you have vacated the house.



NOTICE TO VACATE

Before you vacate the property

After you give notice to vacate, please remember to do the following:

- It is the responsibility of the resident to deliver all keys to our office. Check to see if your local management office has a 24-hour drop box at the main entrance of their building for your convenience. When using this, please include your name and identify your rental property address on the envelope with your keys. Garage door remotes can be left in the kitchen. Alternatively, you may mail the keys to the office address that accepts rent payments.
- Do not turn off utilities! Just remove your name from the account. Please let us know if the utility company needs additional information from our office.
- Leave the heat at 55 degrees if you vacate from October through March. The AC can be set at 80 degrees in all other months.
- Professionally clean the carpets. Failure to provide a receipt for carpet cleaning will result in a fee to clean the carpets.
- If you are responsible for yard care, please return the yard to “move-in” condition before you leave.
- Remember to stop your newspaper service to this address.
- Remember that the house must be returned in the same condition upon move-in except for reasonable wear and tear. Any differences over reasonable wear and tear will require a deduction from your Security Deposit to cover the cost of repair(s). Please review your move-in condition report and/or ask for a move-out walk-through with a management professional to determine the house’s condition.
- Provide your management office with your forwarding address. This is very important as any security deposit refund will be forwarded here.

SECURITY DEPOSIT REFUND

Your security deposit refund statement will be sent to your new address within 30 days of vacating or in compliance with state law. A deposit refund check will be payable to all persons on the agreement unless notified otherwise, signed by all residents in writing.



FAILURE TO RENEW

Failure to renew will result in the lease being extended on a month-to-month basis with the same terms and conditions, except that there will be a \$250 month-to-month fee assessed each month, which will be due and payable as rent. There is generally a limit on the number of months you may remain as a month-to-month resident. Please check with your management office for specifics.

FAIR HOUSING ACT COMPLIANCE

Brandywine Homes USA, including its employees, is committed to following the letter and spirit of the Federal Fair Housing law and all related regulations and guidance, as well as all related local laws and regulations, by respecting the diversity and differences among our customer/resident base by providing equal professional service to all, without regard to race, color, religion, sex, disability, familial status, national origin or another protected status.

No qualified person will be denied housing or otherwise be discouraged from obtaining housing at Brandywine Homes because of his/her status under these laws and regulations.



FAQS

CHANGE IN CONTACT INFORMATION

Please contact our office IMMEDIATELY with updated contact information if you change your phone number or email address. We must always be able to communicate with you!

CHANGE IN RESIDENT(S)

- Adding a new resident: Before a new person moves into the property, you must add them to the lease. If they are 18 or older, they must complete an application, pay an application fee, and obtain written approval from a property manager. Please remember that all residents must be named on the lease for your protection and ours.
- Roommate moving out: If you have a roommate whose name is on the lease and who plans to move out, a 30-day notice to vacate form must be submitted to our office. If they are moving out during the term of a lease, he/she will be legally responsible until that term expires. Unless all other roommates qualify on their own then the roommate may be removed with an addendum and a new lease signed with the remaining residents. A roommate moving out is not entitled to any part of the security deposit from the landlord until the lease period expires, and the security deposit is returned to all those on the lease.



FAQS

CHANGE IN RESIDENT AGE

If a resident becomes 18 years old while living in the house, please notify the office. We will do a background check and put them on the lease as leaseholders. Note that this could be a great way to build credit as all on-time rent payments are positively reported to a credit reporting bureau, and this will be used to determine a credit score for each leaseholder.



FAQS

EMERGENCY PROTOCOL

- Fire. Call 911.
- Flood. Shut the water off at the source or at the main shut-off, submit a work order or call our office.
- Gas Odor. Leave the home, call 911 and submit a work order when safe.
- Electrical issues. Shut off the main breaker in the breaker box and call 911 if there is an emergency. Submit a work order when safe.
- Plumbing stoppage. Stop using the fixture, turn off water and submit a work order.

With any of the following, please submit a work order through the resident portal, and we will treat your work order as a routine maintenance order unless otherwise indicated.



Safety Tips

The safety of you and your family is important to us. Safety tips to follow:

- Window screens are not a safety device. DO NOT LEAVE CHILDREN UNATTENDED NEAR OPEN WINDOWS.
- Unplug all heat-producing appliances like toasters, irons, and coffee makers when not in use to prevent fire hazards.
- Never leave heating pads or electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave the stove or oven on if you are not in the room. Never leave the house with these appliances on. NEVER. It is a fire hazard.
- Never leave the water running unattended in a plugged bathtub or when leaving the residence. If you have an upstairs bathroom and you see water marks on the ceiling below or water accumulating in a light fixture below, report the leak immediately as an emergency through the resident portal.
- Do not operate electrical appliances while standing or sitting in water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to our office immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries at least twice a year.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to our office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense & never leave grills unattended. Do not set grills up against or within 6 feet of the house. You could set the house on fire or melt the siding.
- If you have a fireplace, it is intended to be decorative only. We do not service fireplaces and cannot be responsible for them. If you have it serviced and it is determined to be in working order, you are responsible for the consequences. Be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles.
- Fireplaces are hazardous when not used properly and we cannot account for user error. Accordingly, we do not represent that they are ever in working order. Please do NOT use the fireplace.

List of property responsibilities – Below is a list of the responsibilities that the resident and Brandywine Homes USA will share. This list is based on the lease agreement between the new resident and Brandywine Homes. All properties are as-is, however there is a 30-day grace period from the date of move in. During those 30 days any items that are related to safety and functionality will be addressed by the property management team. To open a work order please use the resident portal.

RESIDENT RESPONSIBILITY

- LAWN CARE**
Yard to include shrubs, bushes and small trees will be expected to be clean and maintained. Flower beds should be kept free from weeds, trash, and debris. Watering the grass is also expected to prevent the yard from dying.
- EXTERIOR (GENERAL)**
Exterior must be kept clean and tidy. Toys, trash, auto parts or any miscellaneous items should be stored away. In the fall, leaves should be cleaned up and disposed of. Trash cans are to be stored out of view from the front of the home. Parking in the yard is not permitted. Doing so may damage the septic or sewer system or sprinkler system.
- EXTERIOR (GUTTERS/ROOF)**
Gutters need to be cleaned and free from debris. Roof should also be free from debris. Brandywine Homes will provide this service for a fee or will recommend a preferred vendor at the resident's request.
- INTERIOR (GENERAL)**
Carpet/Tile/Hardsurface cleaning. Using exhaust fans in bathrooms. Cleaning bathrooms and removing mildew etc. Blind repair or replacement. Water filter replacement. Keeping appliances clean,
- MINOR PLUMBING ISSUES**
Small leaks, running toilets and sink drain or toilet clogs are the responsibility of the resident. Resident will need to remove as much moisture as possible as a part of the cleanup.
- MINOR ELECTRICAL & APPLIANCE**
Light bulb replacement, resetting the GFIC outlet, resetting the breakers at the panel and resetting the disposal under the sink. Filter replacement on refrigerators, cleaning food out of dishwasher catch, cleaning fan filter on range hoods.
- HVAC FILTER REPLACEMENT**
Every quarter it is the resident's responsibility to replace the filters. We recommend you write the date on the filter on it at the time of replacement.
- SIMPLE REPAIRS (UNDER \$100)**
Minor repairs to the interior and exterior of the house are the resident's responsibility. Items such as locks, smoke/CO2 detector batteries, garage door remote replacement, repair/resecure of a towel bar, tightening a toilet seat, leaking shower head, are examples of minor repairs.
- TUB AND SINK DRAINS**
It is expected that residents keep the drains free from hair and soap clogs. Minor shower door issues.
- LOCKSMITH/KEY REPLACEMENT**
As per your lease you are responsible for calling a locksmith. Brandywine offices do not keep spare keys for each house. This is for the safety of our residents.
- PET:** All pet droppings must be disposed of regularly.

BRANDYWINE HOMES RESPONSIBILITY

- TREE LIMBING OR FALLEN TREES**
When a tree is potentially a hazard Brandywine will dispatch a tree vendor to evaluate the tree. This will not be a guarantee that the entire tree will be removed. Depending on the results from the tree vendor a determination will be made.
- EXTERIOR (GENERAL)**
Siding falling, gutters falling or leaking, shutters falling or hanging. Fencing repairs. garage door repairs, deck repairs.
NOTE: Deck safety is very important. If there are loose steps, boards, or railings report it through the portal and stay off the structure until Brandywine can assess the situation.
- PLUMBING BACK UPS**
If the drain lines in the house back up in several places Brandywine will dispatch a plumber.
NOTE: If flushable wipes, tampons, condoms, excessive grease, or paper towels are found in the drain line the repairs will be the responsibility of the resident.
- ROOF LEAKS**
When a roof leak is noted report it via the resident portal. Please be descriptive and provide pictures when opening the Service Order.
- APPLIANCE REPAIRS**
Brandywine Homes will repair appliances when they stop functioning. If repair is not possible the appliance may be replaced.
- MAJOR ELECTRICAL REPAIRS**
When sparking, loss of power at an appliance, HVAC or water heater occurs and the breaker will not reset at the panel. Loss of power due to a storm when the loss of power is only at one house.
- HVAC REPAIRS**
When the unit(s) stop heating or cooling.
NOTE: The urgency of the repairs will be determined by the internal temperature of the property. Not all HVAC issues will be considered an emergency.
- POSSIBLE PLUMBING LEAK REPAIRS**
Supply and drain leaks. Main line leaks in the yard or under the house. Leaks at the base of a toilet, coming from walls or at the ceiling. Please provide details and photos when opening the work order in the portal. Resident will still be responsible for shutting off the water until the vendor can get to property.



BRANDYWINE

— H O M E S U S A —



(888) 652-2272



BRANDYWINEHOMESUSA.COM

JACKSONVILLE

1857 Wells Rd Suite 5B
Orange Park, FL 32073
(904)-515-2635

TAMPA

12802 Tampa Oaks Blvd
Suite 101, Temple Terrace, FL 33637
(813)-540-4169

ATLANTA

1691 Phoenix Blvd
Suite 280, Atlanta, GA 30349
(404)-474-8711

FORT LAUDERDALE

P.O. Box 17316
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ORLANDO

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