

# Tenant Policies and Procedures

Please read the following policies and keep them for future reference.

## TexCen Realty Property Management

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**Insurance:** It is recommended you purchase "renter's" insurance. You are responsible for your own security. Neither the property owner nor the property manager warrants your security. If you suspect any criminal activity or fear for your safety call the police. The number for **POLICE/FIRE/EMS is 911**.

**Move In/Move Out Inventory:** Form should be filled out and returned to TexCen Realty within 3 days of move-in. Please document any concerns to prevent a possible charge against your deposit. **The inventory form is NOT a repair request.**

**Pay Rent Online:** Tenant can pay rent online to help avoid late fees, which are strictly enforced. Payments are controlled by Tenant and Tenant can stop paying online at any time.

**Late Fees:** Rent is due on the 1<sup>st</sup>; you have a grace period until the 3<sup>rd</sup> of the month. **After the 3<sup>rd</sup> your rent is late.** All money received is applied first to late fee and/or other funds due such as security deposits, utilities, etc., meaning RENT is still due (grounds for eviction) and additional late fees are accruing daily. All rent paid past the 5<sup>th</sup> of any month shall be with a money order, cashier's check or online and shall include all late fees due.

**Repairs: REQUESTS MUST BE IN WRITING.** For fastest response, request repairs online at [www.TexCenRealty.com](http://www.TexCenRealty.com). You may also email or fax your property manager. Please include daytime and nighttime phone numbers. A contractor will contact you to schedule the repair. Repairs caused by Tenant negligence will be billed to Tenant (a common example of Tenant negligence is plumbing stoppages). Repairs completed and/or ordered by Tenant without Landlord/Property Manager (PM) written approval will not be reimbursed to Tenant. Tenant must pay \$75 for every missed repair appointment. **An "Emergency Repair" is a situation threatening you or the property, please call (512) 577-5890.** Examples of emergencies are flooding water, excessive water leaks that can't be controlled by shutting off the water at the cut-off valve, electrical problems, A/C or heating problems (when the temperature might affect the health/safety of a child or an ill or elderly person) or any situation unsafe to you or the property.

**Eviction Processing:** In the event legal action or eviction proceedings are initiated against Tenant, Tenant agrees to pay all of the applicable attorney fees, court costs, rent, late fees, plus a \$150.00 processing fee to TexCen Realty.

**Mailbox Keys:** You can obtain a mailbox key from your **local post office** with a copy of your lease & picture ID. The postal service's number is 800-275-8777.

**Air Conditioning: Change the filter monthly.** If the A/C unit is not cooling, turn it off immediately. We will dispatch an HVAC contractor within a reasonable time frame. If you continue to operate the unit and damage the compressor you will be charged for its repair/replacement and any other damage caused by Tenant's negligence.

**Cleaning:** At move-out please refer to the "MOVE-OUT/CLEANING CHECKLIST". Unless specified otherwise, you are responsible for lawn maintenance and keeping your property free of trash and debris. Any trash in the yard, driveway, common or public areas may be removed at our discretion. You will be charged for its removal.

**Utilities:** Tenant must have, at minimum, gas, electricity, water, wastewater and garbage services on at all times. Electric and water must be kept on for at **least 3 days after move-out.**

**Early Move Out:** If property is unoccupied prior to the end of the lease term; tenant must notify PM in writing to not be considered abandoned. Tenant must have property cleaned, all trash removed, yard mowed and all keys/remotes returned to PM **within 2 days of property being unoccupied.** Utilities must be on the duration of the lease and remain on for 3 days past the end of the lease term. Tenant is responsible for yard maintenance for duration of the lease term at tenant expense.

**Move-out Notice/Hold Over Clause/Showing:** You must give us written notice by 60 days from move-out. Your move-out date must be the last day of the month. You vacate the premises after the date stated in your move-out notice you will be billed 3 times the rent and any other fees associated with delay of access to the property. PM may place a sign on the property and have a key available on the premises in a key-safe box to facilitate the showing of the property to prospective buyers and/or Tenant by the Landlord, Landlord's agent or PM. The property may be shown at reasonable times after the first attempt to contact Tenant. Tenant will be charged \$75 every time property is not allowed to be shown.

**Locks:** Between Tenants, locks on doors are re-keyed. If any of the doors or window locks becomes inoperable, notify us immediately. If you lock yourself out, you will be charged for entry, call 512-929-5397 (512-929-KEYS).

**Smoke Detector(s):** Check the batteries at least once a month; they are checked prior to move-in to ensure working order. The Texas Property Code prohibits the disconnection or removal of the detector. Tenant is advised to obtain a carbon monoxide detector and check its operation regularly.

**Appliance/Non-Real Property:** Refrigerators, water softener/filters, washers, dryers, ceiling fans and garage door openers are courtesy items and will not be the responsibility of the owner to repair should servicing be necessary. Should one of these items malfunction, the following events may occur:

a) Tenant may opt to repair the appliance at Tenant's sole expense. Expenditures by Tenant does not give Tenant ownership rights to the item, without expressed written agreement; b) Owner may repair the item; c) Owner may remove the inoperable appliance from the property. Owner is under no obligation to replace any of the above items if they subsequently become inoperable.

**Home Owners Association/City Ordinance:** Tenant must follow any Home Owners Association rules and regulations and City Ordinances affecting the Property. Tenant is responsible for obtaining a copy of these rules/laws for their use. If there are any fines associated with violations of rules, regulations or ordinances assessed against the Landlord, Tenant will be charged and reimburse Landlord immediately for any fines and/or fees/charges assessed.

**Vehicles/Parking:** Some neighborhoods have **very strict** rules pertaining **to vehicles** parked on the property. Tenant is responsible for checking with the City Ordinance or Home Owner's Association Rules if it is allowed. Only 2 vehicles can be parked in view at property at all times. Any visitors who have a vehicle and stay more than 14 days must notify PM in writing for permission. Do not park on the grass, sidewalk or patio areas. Any vehicle leakage stains on parking areas must be removed prior to move out. Any vehicle located at the property must have a current state inspection. Boats, R/Vs, trailers and campers must be garaged or may not be allowed as per government agency and/or Home Owner's Association Rules. Inoperable vehicles are not allowed. Any abandoned vehicles left at property will be towed at tenant's expense.

**Freezing Weather:** Tenant is responsible for preventing frozen pipes. Wrap and drip outside faucets, open cabinets under sinks and keep the interior temperature at least 68 degrees.

**Light Bulbs:** All bulbs are checked and/or replaced prior to move-in. Any inoperable and/or missing bulbs not noted on your inventory sheet will incur a charge on your security deposit.

**Smoking:** Smoking is **not allowed** inside the leased unit unless PM has given written permission.

**Pets: Aggressive Breeds are strictly prohibited.** Aggressive breeds or mixes thereof are strictly prohibited (these include, but aren't limited to: Dalmatian, Boxer, Presa Canario, Chow Chow, Pit Bull, Doberman Pincher, Malamute, Husky, German Sheppard and Rottweiler). Tenants aren't allowed pets not included in the lease unless with written approval from PM. Visiting pets are strictly prohibited without written authorization.

**Paint:** Do not paint without PM's written permission.

**Pilot Light/Pest Control:** Tenant is responsible for lighting pilot lights on stoves, water heaters and furnaces. Tenant is responsible for pest control.

**Trash Cans:** You must move trash receptacles out of view after trash pickup. Trash/garbage, interior furniture, wood, metal containers, appliances, tools or item/materials deemed unsightly by PM's or Home Owner's Associates will not be left in the yard.

**Yard Maintenance:** Unless specified otherwise, you are responsible for **watering**, mowing lawns and trimming shrubs/hedges. Do not trim or cut trees without written permission. PM may maintain the yard on the property at Tenant expense if it becomes unacceptable or a violation from the city or Home Owner's Association. Mosquito areas have government designated watering days you must follow. Any fines imposed will be paid by Tenant.

**Buying a Home:** We would be happy to assist you in purchasing a new home. Please discuss options with your manager before the term of your lease expires.

**All Tenants do hereby agree to abide by the policies established by TexCen Realty. The term Tenant shall mean all tenant(s) in property.**