

Resident Handbook

Thank you for choosing to lease a property through us. The following information will be useful to you during the time you reside in one of our properties.

Issuance of Keys

Keys to your property will be issued on the day that you sign your lease.

Moving In

We have made every effort to have your home in good condition for your arrival. At the time you signed your lease agreement, you were provided with a Move-In Inspection form. You should complete this document and return it to our office within seven days following the signing of your lease agreement. The Move-In Inspection form is for your protection. You should list any pre-existing damage or deficiency in the property. We will utilize this form when we conduct the move-out inspection when you vacate the property. It is therefore in your best interest to carefully complete the form. Should you believe it necessary, you are welcome to provide photos or other documentation.

Payments

In almost all cases, your lease payment will be due on the same day of each month in our office. Lease payments are paid based on receipt in our office not postmarked date. For your convenience we offer the service of debiting your bank account for the lease amount. This service guarantees that your lease payment will be timely paid and you will not be charged a late fee due to a post-office delivery delay or a lost check. Late fees are levied 5 days after your rent is due on your lease agreement. Our standard late fee is ten percent (10%) of the lease amount.

We do not mail receipts for payments.

Late Fee Policy

If your payment is received five or more days late you will be charged the late fee as set forth in the lease agreement. Your lease agreement states that lease payment, late charges, and other legitimate charges will be posted to the resident account. Payments received are applied to the oldest outstanding charge first. If there is an outstanding charge on your account when your payment is due, payments will be applied toward the outstanding charges first and then toward the current rent charge. If the payment is not sufficient to cover past due charges as well as the current rent charge, your current rent will be short. If the rent is short you will incur a late charge. To avoid late charges be sure to pay all rent timely and any charges posted on your account by the time your current rent is due.

Returned Checks

Your lease agreement states the amount you will be charged for each returned check. Our current fee is \$25.00 for each check returned. You will be charged this fee even if the check clears upon re-submission to the bank. In addition if the payment for the lease and NSF fee are not received by the 5th day after original due date then it will be considered past due and late fees applied. (See late fee policy)

Deposits

When you signed your lease agreement, you gave us a deposit to cover any potential damage to the property, cost of cleaning at the end of your residency, or unpaid payments. **YOUR DEPOSIT MAY NOT BE USED AS YOUR LAST MONTHS PAYMENT.**

Refund Policy

This Refund Policy covers any conditions not identified in the written lease which governs the rights and responsibilities of the tenant. No other written or verbal commitment exists beyond the lease and this written policy.

All refund requests must be made in writing. All refunds are made by check payable to the tenant and paid within 30 days of move out.

We reserve the right to modify this Refund Policy at our discretion or against any customer believed to abuse this policy. Any such revision or change will be binding and effective immediately after posting of the revised Refund Policy on this website. You agree to periodically review this web site, including the current version of this Refund Policy. Our refund policy is made available on this web site. It is your obligation to review our refund policy for any such revisions.

Gas, Water, and Electric Service

Utilities **must** be transferred into your name no later than 24 hours past the signing of lease. If you need help in determining provider please call our office.

Maintenance

Maintenance and repairs are generally the items of most concern to our residents. For maintenance emergencies, please call our office at (817-556-3600), or login to your tenant screen and complete a work order request.

Please call in emergencies

(Such as main water leaks, a/c or heat in extreme weather conditions. If there is a water leak please turn off water supply)

Minor maintenance issues should be reported as soon as possible so we can schedule your repair, it may take as long as two weeks to complete minor repairs.

PLEASE REMEMBER SOMEONE OVER THE AGE OF 18 MUST BE PRESENT.

You may be billed for a service call under the following circumstances:

- You scheduled a service call appointment and failed to be present at the scheduled time.
- You requested service for a non-existent problem. This includes re-setting a breaker or Ground Fault Interrupter (GFI) to restore electrical power.
- The problem was caused by improper use of the provided facilities. The classic case is the child who flushes a toy or other item and which results in a clogged sewer line.

Specific Maintenance Issues

Please pay particular attention to the following maintenance items:

- Washing machine hoses. Should a washing machine hose break on a washing machine provided by you, you will be responsible for the cost of returning the property to good condition. Washing machine hoses are not designed for constant pressure. Water to the washing machine should be turned off at the wall between uses.
- Homes with septic systems require routine maintenance, typically a box of RID-X once a month

Pest Control

We do not offer pest control services. We ask our tenants to adequately maintain and pay close attention to Aerobic systems and outside A/C components as fire ants tend to migrate to them.