



Resident Handbook

Rules and Regulations

(Addendum to your Residential Lease Agreement)

Southeast Texas Property Management

(409) 757-8369 Office

www.setxmanage.com

WELCOME

Southeast Texas Property Management welcomes you as a new resident.

We believe that a good landlord-resident relationship is important to your enjoyment of the home you are renting. Good communication will help make that relationship a good one.

Your home is managed by a professional team dedicated to the satisfaction of our residents and owners.

SETX PM is an abbreviation used in lieu of the full company name, Southeast Texas Property Management and is used throughout this Handbook.

This handbook is Southeast Texas Property Management 's way of informing our residents of the vital information they need in order to enjoy their SETX PM rental experience. It will serve as your guide regarding rental payment instructions, general information, emergency instructions, and more.

The owner of the property has retained Southeast Texas Property Management as their Property Management Company and representative to manage the property you are renting. We are bound to certain responsibilities by legal contracts with our owners and with our residents. We can best serve our Customers by offering prompt service and will strive to provide you with a pleasant home.

If you have questions or concerns regarding any of the information contained in this documentation, contact our office. Southeast Texas Property Management is here to help you.

As residents, you also have certain responsibilities, so please familiarize yourself with the rules and regulations contained in this Resident Handbook and the rest of the Lease Agreement.

*We wish you a successful and enjoyable
tenancy in your new residence.*

General Information

A. Agency Disclosure

In renting to you, we are acting as the agent for the owner of the property. This means that we can bind the owner by contract, but it also means that we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his/her obligation under the lease.

B. Southeast Texas Property Management Core Values



We are committed that our marketing material, and the information on our web site accurately represent who we are, what we have accomplished, and what we do; no exaggerations.

We will hire only the best staff, consistently train them and work at moving them to the best possible position of service to Southeast Texas Property Management and our customers.

We will always treat customers, vendors and each other with courtesy, respect and professionalism.

We are committed to change — to keep up with the changing marketplace and changing technology without sacrificing the all important priority of great customer service.

We are committed to providing our residents with a clean and safe place to live, regardless of the rent, and put their safety high on our list of priorities.

We will not tolerate unethical behavior by our staff, vendors, residents or property owners.

We will follow the laws (and codes of ethics) that regulate our business.

We will believe in (and spoil) our staff and create a safe (and healthy) work environment that fosters respect and opportunity for personal and professional growth.

We will constantly strive to protect our owners from the liabilities of owning rental properties.

We strive to be leaders in the property management industry in Texas and throughout the nation through the use of the latest technology and training.

C. Southeast Texas Property Management Commitment

Our mission is to serve... Serve our Investors by helping them acquire properties that perform as expected; our Clients by taking care of their properties as if they were our own; our Residents by providing them with a pleasant rental experience; and our Staff by constantly training them and helping them reach their highest professional potential.

D. Office Hours and Web Site

Southeast Texas Property Management is open during normal business hours 8:30 a.m. to 5:00 p.m. Monday through Thursday and 8:30-3:00 on Fridays. We have a drop box available 24/7 for after-hours purposes. You can visit our web site at www.setxmanage.com for information and a variety of convenient services.

E. Problem Solvers

If you have a problem that cannot be resolved with our property management Staff, please call or email us; Chenoa Stark at chenoa@setxmanage.com or Kelly Hall at Kelly@setxmanage.com. We will be happy to meet with you and address any concern or dilemma you may have.

Moving Into The Property

A. Acceptance of Property

By signing the lease agreement you accepted the property in its present condition (AS IS). No cosmetic repairs will be done after move-in unless specified in writing in the lease agreement.

B. Mailbox Keys

You can pick up your mailbox key at the Post Office in your area. Call the US Postal Service at (800) 275-8777 to find out which Post Office branch services your address.

C. Move-in Inspection Report

At lease signing, you will be provided a Property Move-in Checklist.

By completing the checklist and documenting pre existing conditions (stains, damage, etc.), you are protected from financial responsibility for them. It is used in determining charges to you for maintenance and repairs at the conclusion of your lease.

To ensure that you are not charged for any damage that exists when you take possession, it is very important that the list of discrepancies you provide our office is **thorough and detailed**. For instance, if there are window coverings, specify whether they are drapes, curtains, or mini-blinds.

You are responsible for completing and returning the Property Move-in Checklist within ten (10) days after the Commencement Date of the lease agreement. If you



do not, it will be understood that there are **no** discrepancies.

Residents shall also report any pest problem within five (5) days of possession. Resident's failure to identify any pest infestation within five (5) days shall constitute Resident's agreement that the Premises has no infestation of any kind.

The Property Move-in Checklist is **not** a request for repairs and any defects noted will not be considered for repair simply by returning this document. If needed, **list needed repairs on the separate form provided to you.**

The homeowner is not obligated to make any repair, except for those which could affect the health or safety of an ordinary resident.

Cosmetic repairs will not be considered.

D. Move-in / Picking Up Keys

Call the office to schedule your lease signing.



Your first month's rent must be paid at the time you pick up keys. If your move-in date is on or before the 15th of the month, you must pay the prorated rent shown on your lease. If your move-in date is after the 15th of the month, you must pay the prorated amount, plus the rent for the following month. For more information, see paragraph "P. Prorated Rent" in the "Paying Rent" section of this manual.

All deposits must be paid prior to move-in. Prorated rent, first month's rent, and animal deposits must be paid through our online portal. If approved to pay by money order, they must be on **separate** money orders.

We have created the following forms that could be useful to you in the future. All Resident Forms may be downloaded from the Southeast Texas Property Management website on the Resident's page.

- Move-in Checklist / Utility Phone Numbers
- Move-in Inspection Form
- Cleaning Guide for Resident Move-out
- Maintenance Request Form
- Resident Information Change Form
- Satellite TV Request
- Notice To Vacate

E. Move-in Pictures

We take move-in pictures or videos of the property's condition.

F. Satellite Dish / Cable Installation

You must check with the POA before installing a satellite dish if your property is subject to a mandatory Property Owners Association. Many POAs require you to get written permission from them before you install a satellite dish. The satellite dish must be installed in a manner that complies with the POA's rules. Any fines assessed by the POA due to the installation of a satellite dish are the responsibility of the resident.

Location: Your satellite dish or antenna must be installed: (1) inside your dwelling; or (2) in an area outside your dwelling, such as a patio, back yard, etc. or other area of which you have exclusive use, per your lease. Installation is **not permitted** on any roof, exterior wall, window, windowsill, or fence.

Removal and damages: You must remove the satellite dish, cable, or antenna and all related equipment when you move out of the dwelling. **You must pay** for any damages and for the cost of repair and repainting which may be reasonably necessary to restore the leased premises to the same condition prior to the installation of said equipment.

G. Utilities

As soon as your application is approved, contact your utility companies and have them schedule your utilities to be turned on for the day you take possession of the property. If you fail to make said arrangements, you may be in the property without utilities for a few days before they are turned on.

Of course, residents are responsible for the cost of all utility and cable services, unless otherwise specified in your lease.

Getting To Know Your Residence

A. If the Power Goes Out

- Check the breaker box for switches tripped off and reset them to the 'on' position. • In the kitchen, bathrooms, patio, or garage check the GFI plug, (Ground Fault Interrupter). Resetting a circuit breaker or GFCI will usually restore the electricity to the plug.
- If circuit breakers keep tripping, the circuits are probably being overloaded with appliances (microwave, toaster, curling irons, blow dryers, etc.).

B. Location of A/C Filters

At move-in, familiarize yourself with the location of the A/C filter, which must be replaced monthly, according to your lease. If there is not a new A/C filter in place contact the Office.



C. Water and Electricity Loss

Residents are required by the lease agreement to know the location and operation of the main water cut-off valve and all electric breaker switches; and how to switch them off, as needed to mitigate any potential damage to the property.

You can purchase a key to operate the water cut-off valve on the water meter at any major hardware store.

Take the time to know or locate the:

- Main electrical circuit breaker in the event power goes out (usually in the garage).
- Gas shut off valve— turn off during emergencies/disasters for safety
- GFI (Ground Fault Interrupter) plug(s)—so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of a plumbing leak
- Water shutoff valves below the sinks and behind toilets in case of leaks
- Time bake knobs on the oven – when left on, will cause oven to be inoperable

Paying Rent

A. Bounced Check or Declined Online Payment

1. If we get a check returned for insufficient funds (NSF), or an online payment is declined:

2. Your account is charged a \$75 NSF fee.

3. If the NSF payment was for rent, your account is charged a Late Fee equal to \$35 starting on the 4th, plus \$5 per day, until the account is paid in full.

4. You will then have 24 hours, after notification, to pay all rent and charges to avoid eviction. If still unpaid after 24 hours, you will be served with a “Notice to Quit” (an eviction notice demanding that you pay immediately or move out).

5. Southeast Texas Property Management will then no longer accept online payments as payment for your property.

6. All future payments must be made with the Payslip.

7. All personal checks will be returned to you, which may cause your rent to be considered late, and you to be charged a Late Fee.

8. This policy applies to all roommates and all payments for the property.



There are no exceptions to the above described policy.

B. Collection of Late Charges, Fees and Repairs

Our policy is to enforce your lease agreement and apply your rent payments to any outstanding balances first, then rent. **Any** unpaid balance will cause you to be delinquent on your rent. When this occurs, we must proceed with our standard collection action by delivering you a Notice to Quit, which becomes an additional expense.

To prevent these additional expenses, please pay all your non-rent charges in a timely manner.

C. Credit Cards

You may use a credit card to pay rent, late fees, dispossessing fees, NSF charges or maintenance charge-backs and the Security Deposit.

D. Credit Reporting

Southeast Texas Property Management is a member of the national credit bureau and will report any failure to pay.

Protect Your Rental and Credit History because one day you will move out of the property, and likely, you will either rent or purchase a home. In either case, you will need good rental references and a good credit score. Avoid late rent payments, care for the property, and move out properly so we have the pleasure of being able to provide a good reference when we are asked about you.

E. Electronic Monthly Fixed Payments

Southeast Texas Property Management offers a free Rent payment system through ‘AppFolio.’

Now you can pay your rent directly to Southeast Texas Property Management from your Checking or Savings account Online with **no fees!**

Benefits

- Pay your bill anytime (24/7).
- Check your balance online.
- Control when and how much you pay.
- No processing fees under this new payment system—it's free!
- Use it occasionally.
- Set-up automatic payments.
- Sign up for automatic reminder emails.
- Easy access to view your payment history.
- You can stop ‘AppFolio’ at any time.



Security. Online payments are more secure than mailing a check. Your information is password protected and all transactions are both encrypted and securely transmitted.

In addition, you receive email notification that your payment has been made.

How do I sign up? Before you can pay online, you will have to activate your online payment account. To receive an activation email, please email us at *info@setxmanage.com*, Attention: Online Payments.

How does online payments work? It takes 2–3 business days for a payment to be processed to your Southeast Texas Property Management account.

It is important to consider these processing times in order for your payment to be on time.

Is there a contract or can I cancel at any time? There is no contract. This is an option to make paying convenient and secure.

F. Eviction Notice In Lieu of Late Notice

Residents will not receive a late notice or a phone call if their rent is late.

If rent is unpaid by the 3rd of the month, Southeast Texas Property Management will begin eviction (Notice to Quit and Vacate) proceedings. Once eviction has started, after another 3 days if the rent and all outstanding charges are still unpaid, we will order a Forcible Entry & Detainer (Eviction Suit). Personal checks will not be accepted at all. They must be paid with certified funds or online.

If the Landlord or Southeast Texas Property Management must appear in Court for an FE&D (Forcible Entry & Detainer) or like suit, the resident will incur all the associated fees, such as court cost, attorney fees, etc. Southeast Texas Property Management collection policies conform to industry standards.

G. Last Month's Rent

Rent is due every month, including your last month. It is illegal to use the Security Deposit to pay your rent.

H. Late Fees

For rent paid after the due date, the late fee is spelled out in the lease agreement and is charged until the account is paid in full. We encourage you to pay the rent by the 1st to avoid paying any late fees.

Why did I get a late charge if my rent isn't late?

- All payments are applied to any outstanding balance and fees **first**.
- Rent is **always** paid last.
- If you have an outstanding balance, you will still have rent due after your payment has been applied.
- The late fee is charged on any outstanding rent balance.
- Pay your account in full each month or you will be charged a late fee each month that you have a balance due.

Do you ever make an exception to this policy? We must treat every resident fairly and

the only way to do that is to enforce the rules the same way for everyone. Exceptions are not made for any reason.

I. No Cash

For insurance reasons we have a “NO CASH” policy for everyone.

J. Paying at the Office

To assure that your payment is received by the 1st, you may want to bring it to the office. Office hours are 8:30 a.m. to 5:00 p.m., Monday through Friday. A convenient drop box, located next to the front door, is available for after hours use. Be sure to



include the \$10 processing fee in your payment. **If you use the drop-box, call our office to confirm rent payment was received and applied to your account.**

K. Payment Due Date

Rent is due, on or before the 1st of every month, regardless of the date you moved in. Southeast Texas Property Management’s **Zero Tolerance** policy is that the rent must be paid on time and we will not waive or negotiate late fees.

Therefore, we encourage you to pay timely, so that you don’t pay late fees and ruin your good credit.

No exceptions, even if the ‘1st’ is a Sunday or Holiday.

L. Payment Options

1. Pay on-line using your Southeast Texas Property Management Resident Portal. Electronic payments are the fastest, safest, and easiest method available, so we encourage electronic payments.
2. Credit card payments are acceptable on your Resident Portal
3. Checks and money orders (paper type) sent by mail or delivered to our office, are less reliable and more difficult to process; they must include the \$10 processing fee.

M. Payment Record

You may view your payment ledger through your private online resident portal, at www.setxmanage.com for payment history and to check for any money due.

N. Personal Checks

Personal checks are not acceptable at any time

O. Prorated Rent

Rent is always due on the 1st of every month, regardless of when you move in or when your lease term begins. If your lease begins after the 15th, a full month's rent is required, plus prorated rent from the commencement date to the last day of the month; in this case the 15th through the last day of that month (based on a daily rate calculated by dividing the monthly rent by 30).

P. Using the Mail

You may mail your rent to Southeast Texas Property Management. However, if received after the 3rd of the month the late fees will be due. It is the resident's responsibility to confirm rent payment has been received and applied to your account.

Property Maintenance

A. After-Hours Maintenance Charges

Our contractors expect additional compensation for working weekends, holidays or after normal business hours. Unless it is an emergency, when you schedule after-hours maintenance, you will be responsible to pay the after-hours premium charges. They have families just like you, and prefer not to be working evenings, weekends and holidays. So if you require a special appointment time with a repairman and it results in the repairman billing us an extra fee, you will be charged that amount which exceeds the regular service fee.



B. Emergency Maintenance

Southeast Texas Property Management has an answering service for after-hours maintenance emergencies.

IMPORTANT!!! Identify emergency repairs from those which are not. You will be charged for the service call if you leave messages on our service line that are not considered emergencies. We define an emergency as anything that threatens the health of the occupants or destruction of the property like flood, fire, sewer backup, burst water pipes, burst water heater, etc. For emergencies, call '911' first, then call our office at (409) 757-8369.



All after hour callers, please leave your name, address, and phone number. Your call will be returned as soon as possible.

Emergency Defined

An emergency is anything relating to the property under lease, that is threatening to life, health, or the property.

1. Emergency Examples:

Fire, flood, sewage back up, broken water pipes. If the emergency is life threatening, call 911 immediately!

2. The Following are NOT Emergencies

Broken air conditioning IS NOT an emergency. Refrigerator out, locking yourself out of the house, power or gas off, oven not working, the heating out, water heater out, broken windows and doors, toilet or plumbing stoppage, broken appliances (Southeast Texas Property Management is not liable for loss of food caused by appliance break down).

3. Warning!!!

If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. Crying wolf will cost you money. Do not call-in an emergency unless it is truly an emergency. You will also be charged a \$65 trip charge if you do not keep an appointment with any contractor.

C. How to Submit a Work Order Request

Because we put such a high priority on keeping the property in good condition for the enjoyment of the resident, we make it easy to request maintenance at your Resident Portal, at www.setxmanage.com.

As per your lease, all requests for routine and non-emergency maintenance **must be made in writing**, providing your name, daytime and evening telephone numbers, address and specific problem or repair. Your requests will be handled in the order that they are submitted.

Non-emergency repairs are done during normal business hours (8:30 a.m. to 5:00 p.m., Monday through Thursday and 8:30 am to 3:00 pm Friday).

If you have a valid emergency that cannot wait until the next business day, call (409) 540-4849 and follow the instructions for an emergency repair.

Remember maintenance personnel will not make an immediate appointment for nonemergencies. We know that repairs are an inconvenience and promise to address them diligently. We appreciate your patience and cooperation.

Maintenance Priorities are determined, and there are target completion times for each. Please use the following categories as guidelines.

Categories of Priority

Category 1: Emergency Maintenance

Emergency defined: Anything relating to the property under the lease that is threatening to life, health, or the property. Fire (please call 911), flood, sewage back-ups, gas odors (please call gas company), broken water pipes, trees falling on houses.

Target: 5 to 8 hours

Please Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

The following are not emergencies:

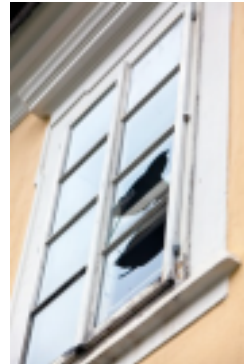
Refrigerator not cooling, locking yourself out of the house, power or gas off, a/c inoperable, oven not working, no hot water, etc. *These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies.* Southeast Texas Property Management is not liable for loss of food caused by appliance breakdown or for damaged belongings due to water leaks. Please make sure that you have adequate 'renter's insurance' to cover unforeseen personal losses.

Category 2: Urgent Maintenance

Broken windows, plumbing repairs (not clogged toilets, see notes below), loose railings, wobbly decks, electrical problems, etc.

Target: 2-4 business day service

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.



Category 3: Normal Maintenance

Appliance repair, garage repairs, leaky faucets, etc.

Target: 4-8 business day service

Category 4: Non-Essential Maintenance

Fence repair. **Target:** 30 day service

D. Maintenance Personnel

Maintenance personnel are not employees of our company, consequently we do not control their work hours.

Please advise us if a repairman does not arrive, or if the work is not completed in a professional and satisfactory manner.

E. Resident Damages / Maintenance Charge-Backs

Repair for damages caused by your neglect, abuse or misuse will be charged back to you in full. We will rely on the servicing contractor to tell us what caused the problem.

A few examples of misuse include, clogged plumbing due to items dropped in the toilet (toys, brushes, diapers, napkins, wipes, excess of toilet paper, any personal items) or a jammed garbage disposal. The plumbing repair cost will be your responsibility. This is not considered equipment failure and you should do everything you can to handle these issues yourself. Unless the contractor indicates it was not caused by you (i.e. roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by misuse, and not by a defect of the property. Clogged plumbing is your responsibility.

Damages caused by abuse or misuse will always be charged to you.

Maintenance Charge-Backs

If the contractor we send to the property tells us the need for maintenance is due to your negligence, abuse, or something easily remedied like a GFI switch or circuit breaker tripped, or garbage disposal not reset, you will be billed for it. Failure to pay the bill will result in an outstanding balance on your account, which will need to be paid with your next rental payment, or sooner.

F. Resident's Maintenance Responsibilities

The resident is required to promptly notify Southeast Texas Property

Management of all needed repairs.

Failure to inform Southeast Texas Property Management of water leaks or any condition that results in damage to the property will cause residents to be held liable for the cost of repair of subsequent damage!

Telephone notification is **only** acceptable in cases of danger to person or property. Written notification is required for all non-emergency repairs, by the lease agreement.

Renting a house is not like renting an apartment. Southeast Texas Property Management does not have a maintenance handyman living in your neighborhood to run to the property and fix things immediately. There are some items that you can take care of yourself such as clogged garbage disposals, GFI switches that need to be reset and minor items.

It is your responsibility to cooperate by allowing the landlord's repairman in the property for scheduled maintenance and repairs. Be sure to call Southeast Texas Property Management at least a day before, if you are unable to keep your scheduled appointment; failure to do so will mean a \$65 trip charge to you.

Southeast Texas Property Management will bill you if you have agreed to an appointment with a vendor but failed to open the house for them at the scheduled time. If there is still a problem after a recent repair has been completed (within 30 days), call us. If you fail to report this problem, and it causes further damage, you may be responsible for its cost.

Damages caused by abuse or misuse will be charged to you. We will rely on the servicing contractor to tell us if you caused the problem.

Monitoring of security systems is not handled by Southeast Texas Property Management or the owner. You will need to make your own arrangements to set up service in your name.

Inform Southeast Texas Property Management of any and all:

- Signs of mold in the property
- Toilet & faucet leaks and any plumbing backup
- Electrical problems
- Heating & air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances (those included in Rental Agreement)
- Roof leaks
- Gas leak
- Broken windows & doors
- Unsafe, unhealthy or dangerous conditions
- Evidence of termite or wood ant infestation



G. Resident Renovations or Repairs

If you call a repairman, we **cannot** reimburse you. As per your rental agreement/lease, residents may not do major repairs or alterations. If you want to make a special request to do any renovation or repair to the property:

- Submit your request in writing **before** making any changes.
- Do not proceed with any work until you are notified by Southeast Texas Property Management.
- Southeast Texas Property Management will ask the owners and to determine if the request is acceptable.
- Southeast Texas Property Management may be required to obtain an estimate for restoration of the renovation.
- Pay an additional security deposit equivalent to the estimate for the restoration of the renovation.
- Sign a Southeast Texas Property Management agreement regarding the alteration/repair.

If the request is accepted, you must do one of the following prior to returning the keys after you move-out.

Either: Leave the alterations (if this is part of the owner's condition of acceptance of alteration/repair).

Or: Return the property to its original state (if this is part of the owner's condition to accept the alteration/repair) and pay for any necessary repairs to restore the alteration/repair to its original state.

This includes, but is not limited to, basketball hoops/equipment, painting, wallpaper, light

fixtures, security systems, flooring, lawn, gardens, bushes, trees, fences, utility buildings etc.

Critical Issues of The Lease

A. Acceptance of Property

You are **required** to provide Southeast Texas Property Management with your most current work, cell and home telephone numbers, (including non-published numbers) and your email address. Please notify the office of any changes.

B. Contact with the Owner

Southeast Texas Property Management is your management company and will be your only contact during your tenancy. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Don't assume they are who they say they are. Protect yourself at all times from people who claim to have some authority over the property. The hard and fast rule you should follow is... if anyone contacts you about the property, always refer them to Southeast Texas Property Management and we will handle them.

C. Drug Free Housing

Southeast Texas Property Management is committed to compliance with all federal, state and local fair housing laws. Our policies are designed to provide consistent and fair treatment of all residents in the spirit of these laws.

D. Early Termination

Southeast Texas Property Management's primary responsibility is to act in the owner's best interest at all times. However, we understand that at times extenuating circumstances may prevent a resident from fulfilling the term of their lease agreement.

If you need to vacate the property before the end of your lease agreement there is a fee for placing a new resident (re-letting).

Reletting Charge Options

Option 1: Is to find your own replacement resident (that is acceptable to Southeast Texas Property Management). The charge for Option #1 is 75% of your monthly rent.

Option 2: Is to hire Southeast Texas Property Management to find a replacement resident for you. The charge for Option #2 is 100% of your monthly rent.

You may exercise one of these options provided the terms and conditions set forth below are satisfied:

(a) Resident(s) are responsible for all rent due until the property is released and the new resident(s) have started paying rent or until the expiration date of your lease, whichever is sooner.

(b) Resident(s) are responsible for water, electric, yard maintenance, and **all** other obligations of the lease until a replacement resident has executed a new lease agreement.

Please note: The reletting charge is not a Lease Contract cancellation or buyout fee. It is a liquidated amount covering only part of our damages; that is, our time, effort, and expense in finding and processing a replacement resident. The re-letting charge does **not** release you from continued liability for: future or past-due rent; charges for cleaning, repairing, repainting, or unreturned keys; or other sums due.

E. Fair Housing

Southeast Texas Property Management is committed to compliance with all federal, state and local fair housing laws. Our policies are designed to provide consistent and fair treatment of all residents in the spirit of these laws.

Southeast Texas Property Management and its staff have a legal obligation to treat everyone in a consistent manner.

We understand that from time to time residents have financial difficulties, health problems or other emergencies. Although we sympathize with the situation, we are legally bound to follow and enforce the stipulations of the lease agreement.

Please do not place us in the difficult position of denying a request for an exception to the lease agreement because we cannot grant it.

F. Lawn Care

One of the differences you have when renting a house (as compared to a townhome or apartment) is you are responsible for lawn care. Unless there are special arrangements to the contrary, your lease says **“it is your responsibility to maintain the lawn, trees, weeds, trimming” etc.** Your failure to do so can create serious problems for the POA and the homeowner. An unmaintained yard will generate complaints from the neighbors and there could be fines assessed to the owner and charged back to you. Not everyone has a green thumb, so It may benefit you to hire a lawn care company. Whatever it takes, it is your responsibility to keep the lawn looking good. See more on this in the Housekeeping subchapter ‘Q. Watering Yard and Foundation Care.’

G. Lease Expiration / Renewals

During the forty-five (45) to sixty (60) day period prior to your lease expiring, you will receive a notice from us outlining the provisions of your lease renewal. It is crucial that you return this notice to us in a timely manner. To renew your lease we must first perform and process a property survey. And the lease renewal must be processed before the end of your original lease period, in order to keep you from paying more. Any delay will cause your lease to be on an automatic month to month status, at a higher rental rate,

effective the 1st of month after the lease expiration.

H. Marketing During The Notice Period

Because the property may be listed for sale or lease during this time, it must be available during reasonable hours for showing and well kept. You will be called before showing, however, if there is no answer or no answering system, the call is still considered notice. Licensed agents are the only persons allowed to show the home and use the lockbox. The lockbox keeps a record of who has entered your home.

Minimum Showing Conditions:

- All beds made and rooms neat
- Floors recently vacuumed, clutter free
- Kitchen, baths, and sinks clean and empty
- Walls clean and unmarred
- Animals out of the way, litter boxes clean and odor free
- Lawn mowed, trimmed and in good condition

Failure to allow agent showings to prospective residents or buyers, during this period, constitutes a default of the lease and the security deposit, in its entirety, may be forfeited.

If you desire not to have the property shown, you may pay an additional amount, as dictated by your lease, in order for us not to have the property shown during this period.

Please do not allow any prospective residents to enter your home unless accompanied by a real estate agent.

I. Move-in Inspections / Acceptance of Property

The move-in inspection is designed to document the condition of the property prior to your taking possession, so that you are not held responsible for prior existing damages. It is the benchmark that we will use when you vacate the property to establish charges for damages.

By signing the lease, the Resident accepts the property in its present condition (AS IS), subject only to conditions which materially affect the health or safety of an ordinary resident. No additional cosmetic touches or repairs will be done after move-in.

J. Occupants / Roommates

Only those persons listed on the lease agreement have permission to occupy the premises. A reasonable number of guests may also occupy the premises without prior written consent if their stay is limited to (3) days; after that they become unauthorized occupants. Southeast Texas Property Management holds you responsible for all occupants and guests, and their behavior.

We must know who is occupying the property regardless of their age and they must be named on your lease agreement. If at any time you wish to add or change an Occupant, and he/she is 18 years of age or older, application must be made first with the application fee of \$55 paid, and approval obtained through our office. Once the application has been approved, there will be a \$75 fee for a tenant change form to add the occupant to the lease.

Residents must abide by the decision of Southeast Texas Property Management to add anyone to the Lease Agreement.

Failure to fulfill the above mentioned requirements may result in termination of your lease.

K. Animals

No animals may be kept on the property, even temporarily, without Southeast Texas Property Management's written authorization.

Frequently asked questions:

Can I add an animal after I have already signed a lease?

You must have the animal approved and an Animal Agreement signed before bringing any animals on the property.

What if I have an animal that is not approved?

Having an unauthorized animal is a serious lease violation and may lead to eviction.

Can animals visit the property?

No.

Any unauthorized animals found on the property can result in eviction and/or charges of \$100 per animal plus \$50 per day per animal. Animals also include fish in aquariums larger than ten gallons, mammals, birds and reptiles.

L. Rental / Lease Agreement

You received a copy of your rental/lease agreement, move-in checklist, and other pertinent documentation. We recommend that you keep this paperwork for future reference. Please remember, your lease agreement is a binding contract. If you have any questions regarding your lease agreement, please call the Southeast Texas Property Management management team.

M. Rescheduling Appointments / Denying Access

We always make the effort to contact residents either by phone or by mail before we enter the property. Sometimes problems arise in setting up inspections or scheduling maintenance. Consequently, if you cause the need for rescheduling by not keeping an appointment, you will be charged a \$25 Southeast Texas Property Management rescheduling fee. If you break, or reschedule two appointments, we will just use our key

to get in, and charge the fee again.

If Southeast Texas Property Management is denied, or is not able, to access the property because of your failure to make the property accessible, you will be charged a Southeast Texas Property Management fee of \$65, for not cooperating. The lease agreement gives the homeowner's agent permission to enter the property after trying to contact you as well as the right to place and use a lockbox during the last days of the lease or any extension of the same.

N. Right of Access

Our policy is to respect your right of privacy at all times, and we will attempt to contact you prior to visiting the property. However, we must be able to get into the property to do periodic surveys, address needed repairs, and to market the property. The lease gives us this right. Unless it is an emergency, Southeast Texas Property Management will notify you prior to any visit because we respect your privacy and understand your need to control what happens in your home. Courtesy will always drive us, so don't worry about someone stopping unannounced unless water is flowing out the front door or some other disaster is threatening.

O. Routine Property Reviews / Visits

Southeast Texas Property Management will order periodic reviews of each property. You will receive written notice, via email, with the dates and times of the visit.

Can I refuse this review?

No, according to Texas rental laws, once Southeast Texas Property Management has notified you, we may enter the house on the scheduled day, the letter serves as your notice.

What about my animal(s)?

Please put your animals in a crate or in the garage for the appointed day.

What are you looking for?

We are looking for: 1) Major damage; 2) Animal damage; 3) Cleanliness / Habitability; and 4) Lease Violations

How often are reviews done?

Routinely twice per year, plus additional visits as necessary for Resident violations or upon owner's request.

Missed Appointment Fee

You will be charged a \$65 Southeast Texas Property Management fee, if Southeast Texas Property Management or our contractor, cannot enter the

house, or any locked rooms or closets, for any reason (like unrestrained animals, changed locks, etc.).

P. Subletting

Subletting is when you “move another person in” to share the rent (without adding them to the lease), or “move out and let someone else pick up the rent.” There is no subletting allowed. Fines for violations are stiff. We need to approve all adult residents living in the property. If one of you needs to move out, coordinate it with Southeast Texas Property Management directly.

We have a procedure to add a resident to the lease. Contact your management team on how this can be accomplished.

Q. Violation Notices

We spend a great deal of time notifying residents of lease violations and following up to make sure that the violations are corrected.

Consequently, we charge a \$25 fee for sending a lease violation notice.

A few examples of lease violations are: not maintaining the yard, trash cans in view from the front of the property or left out on non-trash pick up days, not changing or using the incorrect A/C filter, and not replacing batteries as needed in smoke alarms. These as well as all the other rules listed in this handbook or stipulated in the lease agreement.

Housekeeping

A. A/C Filters

As stated in the lease agreement, you are responsible for supplying and changing the air conditioning filters at least once a month.

We require that you use the correct size pleated style filter (unless there is a permanent filter in the unit which requires monthly cleaning), installed in the correct position for the proper air-flow (See arrows on filter).

A clean filter prevents serious damage to the motor, compressor and other parts of the AC/Heating unit. A dirty filter reduces the efficiency of the A/C and heating unit requiring it to work harder increasing your electric bill; and shortening the operating life.

Any cleaning required or damage done to AC/Heating units caused by failure to perform mandatory changes of the filter will be charged to the resident. The repair technician will make this determination.

This is a very expensive maintenance or repair, and the resident **always** gets billed for the entire amount due to neglect.

We recommend you change the filter when you pay your rent and buy several at one time to have them on hand.

B. Cleaning and Care of the Home

Residents are responsible for keeping the property clean, odor free, and orderly inside and out.

Kitchens CounterTops: Promptly wipe up any spills to avoid stains. Use hot pads to protect the surface. Avoid damage when cutting items with a knife by using a cutting board, not the countertop.

Dishwasher: It is important that you use only dishwasher specific products.

- Do not use dish soap or laundry detergents; they will cause the dishwasher to overflow.
- Run the dishwasher at least once each week or the seals dry up and the motor can be ruined.
- Do not leave soiled dishes in the dishwasher for a long period of time, such practices attract household pests.

Stove, Hood, Vent Filters, and Ovens, must be cleaned on a regular basis.

- Self-Cleaning Ovens: (Use heat to clean) Follow instructions printed on the oven.
- Do not use commercial cleaners such as "Easy Off" or "Mr. Muscle".
- Continuous Clean Oven: Set at 450 degrees and leave on for several hours. (High heat helps the cleaning process.) Then wipe out.
- Do not use commercial cleaners in the oven. If you use these cleaners, the oven will begin to rust within a few weeks.
- Do not leave the oven unattended while cleaning.

Carpets and Floors: Clean up spills, animal accidents, etc. promptly. Vacuum carpets and sweep and mop the floor regularly.

- Have carpets steam cleaned as needed. (Contact Southeast Texas Property Management for a list of Carpet Cleaning Companies).
- Use only approved cleaners on vinyl floors. (Do not use wax).

Hardwood Floors: Use appropriate cleaners only.

- Wood and laminate floors must **not** be wet mopped or have liquids left on them.

Bathrooms: Report any leaks immediately.

- Please notify the office if the caulked areas around your bathtub and tiles become cracked, broken or chipped. Water seepage can cause severe damage to your home.
- Do not use abrasive cleaners, steel wool, or scouring powder to clean any tubs, marble sinks, counter tops, or **any** fixture. Using these items ruins the finish. Instead use 'Soft Scrub' or other non abrasive cleaners.
- Prevent mildew & mold from accumulating by: Using exhaust fans during and

after showering, keeping bathroom properly ventilated, and by treating immediately with products such as 'Tilex.'

- Report any leaks immediately. And please notify the office if the caulked areas around your bathtub and tiles become cracked, broken or chipped.
- Water seepage can cause severe damage to the home.

Odors: You are responsible for keeping the home free of any lingering odors. These may result from animals, smoke, cooking, etc.. If there are lingering odors in the home you will be responsible for the cost of its remediation. The damages besides general cleaning could include: interior painting, replacement of carpeting, draperies, window blinds, and additional extensive cleaning of ceilings, walls, and light fixtures etc.. If the home requires deodorizing or more extensive remediation to remove odor, it will always be at your expense, and not considered normal 'wear and tear.'

C. Fireplace Use

If there is a fireplace on the property, it is available for your use.

However, before putting it in use, call Southeast Texas Property Management so we can have it inspected and if needed, cleaned. You will then be responsible for having it inspected, and if necessary, cleaned by a certified "chimney sweep" when you move out.

Proper Use of Fireplace:

- **Before** starting the fire, open the damper.
- Close the damper securely **only** when the fire is out and ashes are cold.
- If smoke is coming into the room, put out the fire **immediately** and vent the house.
- Use hard woods, like oak or mesquite rather than softwoods like pine or cedar. (Softwoods cause sparks and a buildup of creosote in the flu).
- **Never** use fire starters such as lighter fluid or kerosene and definitely not gasoline.
- **Never** burn trash or Christmas trees in the fireplace.
- **Always** use a log grate. It positions the fire properly and ensures a good flow of air to and around the fire.
- Build moderate to small fires. Most prefab fireplaces are not designed for roaring fires. **Do not** overfill the fireplace. Overfilling can cause excessive heat in the chimney and possibly a house fire.
- Use a fireplace screen at **all** times to prevent damage to the carpet and to reduce the possibility of a fire spreading into the room.
- **Never** leave the fire unattended or with unattended children.
- **Always** use a metal ash container for the removal of coals and ashes and be sure the coals are cold. **Never** put warm coals in a garbage can, paper bag or any flammable container.

Residents must not stack firewood next to the house, any building or wooden fencing. Doing so promotes the infestation of wood destroying insects.

D. Garbage Disposals

- The garbage disposal is a convenient appliance, if used properly.
- **Remember: If you can't chew it, your disposal can't chew it!**
- It must be used appropriately. For instance, it was not created for: bones, grease fat, oil, meat, vegetable and citrus, peelings, etc.
- If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before attempting to retrieve it. (Never stick your fingers in a running disposal).
- The disposal is self-cleaning, but occasionally adding baking soda will help to reduce odors.
- Never use caustic drain cleaners.
- If the motor whines, turn the switch off and unjam the disposal. A special tool may be required and your local hardware store should carry it. There is a reset button on the bottom outside of the disposal. You will be charged for maintenance service if the disposal is only jammed, clogged, or the safety button has not been reset.

E. Garbage and Recycling Containers

Most areas have curbside garbage and recycling, using individual wheeled receptacles. In San Antonio, if they are not at the property call 311, they will be provided.

- Trash must be placed in proper containers in accordance with city and/or county policy.
- Receptacles may be placed at the curb the night before the weekly collection and must be removed the evening of that day and stored out of sight on non-collection days.
- Toxic waste such as paint, oil, antifreeze, solvents, and batteries must be disposed of in accordance with the rules and regulations set forth by the city and county.

F. Light Bulbs

All light sockets should have working bulbs in them when you move in. If any lights do not work when you move-in, please notify us by using a work order request, at once. Otherwise, it will be your responsibility to replace light bulbs, as needed, during your occupancy, with the correct size, type, and wattage bulb. If a light fixture is rated for a 60 watt bulb and you use a 100 watt, it may create a short circuit and a fire hazard.

Upon move-out, it is your responsibility to ensure that all fixtures have the correct working bulbs installed. You will be charged per light for any that are missing, burned out, or are not the correct type or wattage.

G. Mold / Mildew

Every house has some mold, and it's been around since the beginning of time. Most of it causes no health risk, but you always need to watch out for it. If you keep moisture in the

house low, the shower tile clean and the refrigerator wiped down, you'll probably never see any. You executed a 'Mildew Addendum' before you took possession of the property that teaches you how to deal with mold and mildew. Read it carefully.

H. No Smoking

- Smoking is not allowed inside the property or the garage.
- We will rent to residents that smoke, but we require them and their guests smoke outside.

I. Pest Control

- Any pests, including insects and rodents, not reported in writing within the first 5 days of the lease, will be assumed to have entered the property after the start of the lease.
- You are responsible for keeping the property free of all pests (ants, roaches, fleas, ticks, silverfish, scorpions, rodents etc.), except termites.
- Since you are our eyes on the property, please let us know if you see any termite activity. They usually swarm in the spring and you can't miss them. Please notify our office immediately if you notice any signs of what you believe may be termites.
- Please do not store wood against the exterior of the house.
- We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. If you need assistance selecting a pest control company, we can refer you to the one we use.

J. Rain Gutters

If the property features gutters, they must be cleared of debris on a regular basis, in order to prevent damage to eaves and cornices. Gutters must also be left clean at move-out.

K. Refrigerators

Many owners **do not** warranty the refrigerator. (Check your lease agreement.) If the property has a non-warranted refrigerator and it becomes inoperable, it will be your responsibility and expense to repair it.

- Repair of a unit at your expense does not make it your property. If you choose to replace the unit, please contact our office so we can update our records and arrange its removal.
- **Do not** dispose of an inoperable unit without written permission from Southeast Texas Property Management, unless it is yours.
- If you have your own refrigerator that you wish to use and there is a refrigerator already in the property, contact management regarding proper storage of the owner's unit. If you store it in the garage, it will need to be kept plugged in and running.
- Any loss of food due to a malfunctioning or inoperable refrigerator is solely at the resident's expense. Owners are not obligated to reimburse residents for lost or spoiled food.
- A refrigerator is not a toy; please teach your children the dangers of playing in

and around refrigerators.

L. Resident Will:

- Not wash draperies. Call Southeast Texas Property Management for instructions on all window coverings.
- Not perform electrical work (this does not include changing light bulbs or batteries).
- Not paint or change walls, woodwork, flooring, landscaping of the property without permission from Southeast Texas Property Management.
- Not perform repairs of any type unless authorized by Southeast Texas Property Management.
- Not store items next to the furnace or water heater.
- Not store items in the attic.
- Not park on the grass or park more vehicles than are authorized in the lease agreement, or keep inoperative vehicles on the premises without permission from Southeast Texas Property Management.
- Not deduct any pre-authorized or unauthorized maintenance expense from the rent. If Southeast Texas Property Management authorizes you to perform any maintenance, you must submit ALL receipts for reimbursement.

We are here to maintain the property in a safe and habitable condition and to service your needs as efficiently as possible. However, we must also protect the owner and his/her financial position so that they can afford to maintain the property and avoid frivolous or excessive costs.

M. Smoke Detectors

Your safety is very important to us.

- Residents must test the smoke detector within one hour after occupancy, and inform Southeast Texas Property Management immediately if it is not working properly.
- Smoke Detectors are for your safety, please test them every thirty days and replace batteries as necessary. Normally the smoke detector will emit a beeping sound when the batteries are losing their charge.

N. Thermostats

Do not switch your thermostat setting quickly, from COOL to HEAT, or from HEAT to COOL. First switch the thermostat to off, and wait until it stops running, then switch to HEAT or COOL. Failure to follow this precaution may result in permanent damage to your unit. You could be charged for the repair and/or replacement.

In hot weather, set the selector switch to “COOL” and set the fan switch to “AUTO”. Set the controls between 75 and 80 degrees to provide maximum cooling. Setting them lower will not cool your home any faster.

O. Walls

- We suggest you use “3M” picture hanger adhesive strips when hanging pictures. This type of hanger creates no wall damage.

- If you have questions about items that are heavy or difficult to hang, please call the office.
- Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted without our prior written consent.
- If you wish to change existing wallpaper, please contact the office first, to obtain written approval.
- You are responsible for removing nails and the cost of repairing any damage to walls and ceilings.

P. Watering Yard and Foundation Care

It is of crucial importance that the foundation and yard be watered regularly.

Foundations are prone to shifting because our clay-like soils shrink and swell due to moisture changes after drought. Consequently, we must water the foundation as well as the yard appropriately in order to prevent the foundation from shifting and cracking.

Watering guidelines:

- When watering the yard, ensure the sprinkler is putting water against the base of the foundation. Leave the water on for 30 minutes to one hour, weekly in the spring and summer between rainfall.
- The best time to water is early morning or late in the evening. Make sure you are watering around the entire foundation uniformly. If the soil is pulling away from the foundation, you are not watering enough.
- During drought conditions, observe water rationing rules and all restrictions. Please refer to your local water company to determine what “Stage Restrictions” apply and the appropriate watering times and dates, for your address.

Q. Water Softeners

If your home is equipped with a water softener, you are required to replenish the salt levels regularly, in the salt tank, so it will operate properly.

R. Winter Conditions

It is extremely important that you stay abreast of cold weather reports throughout the winter. Any extended period of below freezing could cause unprotected water pipes to freeze and burst.

Before the cold weather begins and it's time to switch from cooling to heating, City Public Service will assist you in lighting your furnace for a minimal service fee.

When the outside temperature falls below 32 degrees Fahrenheit, you are responsible for protecting the premises by having taken steps to reduce the likelihood of frozen plumbing.

In the event of severe, freezing weather, please observe these precautions:

- **The heat must be maintained at a minimum of 65 degrees F,** in order to protect the plumbing from freezing.
- Exterior faucets and exposed water lines must be adequately protected by insulating, wrapping or covering.
- Allow inside and outside faucets to slowly drip. Drip both HOT and COLD water.
- Open cabinet doors to expose plumbing fixtures so that these spaces will be heated.
- If you are going to be away from the property for the day or an extended period of time it is very important that you do not turn the heat off. Please leave the thermostat setting no lower than 65 degrees minimum.

These precautions are essential in order to avoid the risk of substantial damage to the property and your possessions from broken pipes due to freezing temperatures. If damage results from your failure to exercise these precautions, you may be liable for damages to the property.

S. Yard Maintenance

You are responsible for the continual upkeep of the lawn, shrubbery, and trees. This includes cutting, weeding, edging, trimming, reseeding (as needed), watering and trimming trees and shrubs.

- **The lawn must not be higher than 6 inches.**
- The areas around the driveway, sidewalks, curbs and gutters are part of the yard and should be kept free of weeds, leaves, and debris.
- Remember, the exterior appearance of the home reflects the living conditions of the residents.

Property Owners Association Issues

A. Access to Amenities

Occasionally there are keys, passes and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we'll help you secure them. POAs often try to prevent residents from using the amenities, and there's nothing we can do to change that. Friendliness and cooperation usually help a lot in getting help with these things.

B. Rules and Regulations

Most homes in San Antonio and surrounding areas are in mandatory Property Owners Associations. POAs are very aggressive about enforcement of their rules, so resisting them will only cause you grief, and cost you money.

Most common POA rules are also conditions (or rules) of your lease agreement.

Examples include: proper maintenance of the yard (mow, edge, weed treatment, trim of hedges etc.), storage of garbage cans (store out of sight), vehicle parking on unauthorized areas (such as grass) and improper storage of boats and trailers. These are just a few of the most common resident violations of the POA that could cause you to be charged fines.

Miscellaneous

A. Keyless Deadbolt

The purpose of the keyless deadbolt is to protect you while you are **inside** the property. It is not intended to protect your possessions while you are away.

When you leave the house, be sure that the keyless deadbolts are disengaged. This will prevent you from being accidentally locked out of the property.

If a garage door opener or the door lock malfunctions while a keyless deadbolt is engaged, it will be impossible to enter the property with a key, and you will be responsible for all costs to gain entry into the property.

B. Lost or Misplaced Keys / Rekeying

Should you lose your keys or lock yourself out, in some cases, we have a duplicate set of keys available in the office.

Only those on the lease can pick up keys and identification is required. The keys must be returned within 24 hours or you will be charged for key replacement. You are responsible for transportation to pick up keys, and keys will only be available during normal business hours.

If we bring a key out to you, you will be charged a \$65 trip charge. ***If you lock yourself out after hours you will need to contact a locksmith at your expense.***

Residents are not allowed to change the locks. If you wish to re-key the property at your expense, please contact the office.

C. Maintenance Reimbursement

Generally, Southeast Texas Property Management assigns a vendor to perform work you request in your residence. However, if after contacting Southeast Texas Property Management about arranging a minor repair yourself, and **owner** has agreed to reimburse you:

- First pay the bill and send the receipt to Southeast Texas Property Management. You will be reimbursed the agreed amount.
- Do **not** deduct the amount from your rent.

D. Referrals

If you refer someone to Southeast Texas Property Management who then Buys, Rents, Sells, or has their Property Managed within the company, we will give you a \$50 Gift Certificate!

E. Rental Verification

We often receive requests from mortgage companies and other landlords wanting a verification of a resident's rental history. They usually want this information in writing and sent to them immediately. There is a \$20 Southeast Texas Property Management processing fee to cover the costs and time associated with performing this service. If you are a past resident, beyond a year, the Southeast Texas Property Management fee is \$30.

F. Renter's Insurance

The home is covered for the homeowner by his insurance policy, but your personal property is not. We strongly encourage you to maintain renter's insurance while you are in the property. Contact your insurance carrier to obtain a policy. We can testify that without renter's insurance, you are risking a lot. Renter's insurance **covers you for any loss of your personal property due to theft or casualty damage.**

If you don't have renter's insurance, you may lose everything! The Landlord isn't held responsible. In fact, even in incidents that you didn't cause, you are responsible for replacing your possessions.

And, even worse, if you are responsible for an accident that causes damage to the property, losses to others, or injury to an individual, you could be held liable...even to the owner of the property!

So, why do you need Renter's Insurance?

- To protect yourself from liability.
- To protect your possessions in the event of a loss.
- To protect yourself financially.
- To provide you with temporary living coverage if your residence is damaged.
- To insure you will have someone on your side when the unexpected happens.

Buying A Home

A. Lease Purchase Program

Take advantage of our Lease to Purchase Program and have a portion of your monthly rent apply toward the down payment or closing costs of your next real estate purchase! While leasing a property we manage, you can enroll in this program and begin to accumulate purchase money every time you pay your rent. This credit can be used on any Home in the San Antonio area you purchase, including any brand new home or a pre

owned one! Some restrictions do apply. Contact us today to find out more about this exclusive Lease to Purchase program! It's easy to sign up! If you are currently leasing a home we manage and wish to enroll, just complete the form on our website at www.setxmanage.com under Tenant Services / Documents: Lease to Purchase Agreement, and return it to us!

B. A Home Outside Southeast Texas Property Management

Southeast Texas Property Management will also be happy to assist you in purchasing **any** new or pre-owned home, including those not managed by Southeast Texas Property Management. We have several real estate agents specializing in Beaumont and the surrounding area willing to represent you in the purchase process (at no cost to you). This can happen when you give your notice to vacate, per your lease requirements, or in the event you want to move sooner, you may choose to exercise the Early Termination clause as stated in your lease. Your property manager and agent can advise you of the process ahead of time, so you can plan accordingly.

C. The Home You're Renting

Southeast Texas Property Management will be happy to assist you in purchasing the home you are leasing provided the owner is willing to sell and all parties agree to the terms. A sale of this type could take place at any time during your residency; it would not necessarily have to coincide with the end of your lease term. If you are interested in purchasing the home you're currently leasing, please contact your property manager.

Move-out Process

A. Carpet Cleaning

Residents are required to have the carpets **professionally cleaned** after move-out. This must be done after you have completely removed all your belongings and vacated the property. A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys.

Do not rent machines from a store or use home cleaning machines. Only professional cleaning is acceptable.

Be sure to have any spot treatments or animal treatments done as needed. If there is any Animal Odor after you have vacated the property you will be responsible for the cost to remove it. If you hire a carpet cleaner other than the ones we use, be sure they will guarantee their work to Southeast Texas Property Management's standards and satisfaction.

You may contact Southeast Texas Property Management for a list of carpet cleaning companies.

B. General Cleaning

Leave the property clean throughout the interior and the yard. Accumulated dirt and grime is not normal "wear and tear."

- This includes: floors, windows (inside and out), window sills and door casings, mini-blinds, wipe out drawers, shelves, all appliances, sinks, toilets, bathtubs, showers, vanities, light fixtures, fireplaces, remove cobwebs inside and outside, etc.

- Pick up debris and animal feces in the yard and dispose properly.
- Close and lock all windows and doors.
- Cut the lawn, weed the flower beds, edge, trim the shrub, and sweep patios/decks and paths.
- Driveway and garage floor must be cleaned of any grease and oil stains.
- Gutters cleared of any dirt and leaves.
- Cooperate with all appointments to show the property.
- All utilities are to be left on for at least three days after your keys have been returned.
- Vacate and turn in **all** keys by the expiration date.

C. How do I Get My Security Deposit Back?

Our greatest desire is to give you all your security deposit back. You can control this by turning over the property on time, taking great care of the home during your residency, making sure that it is clean and free of debris, and by having the carpeting professionally cleaned after you have moved out.

Be sure that you understand what your responsibilities are for cleaning and preparing the property for move-out. Please read our 'Move-out Guidelines' carefully.

Painting & Nails: Please remove all nails on walls. Do not fill holes caused by picture hangers, or touch up paint without approval. If you paint or fill holes and it does not match, you will be charged for all necessary repair and repainting.

Utilities must be left on for the move-out inspection. If the Utilities are not on for the move-out inspection you will owe Landlord the total Utility company charges of reconnecting the services, and a Southeast Texas Property Management administrative fee of \$75. Any delay of inspections caused by the Utilities not being on will also delay the return of your security deposit.

The move-out inspection documents the current condition of the home and compares it to your move-in inspection report. We will then charge for any condition discrepancies not identified as existing, at move-in.

D. No Time to Clean House, Etc.?

We have reliable people who can do these things for you. We are happy to help. However, if you don't handle this we will deduct the cost of the invoices from your security deposit. Carpet and flea treatment receipts must be provided at time of move-out inspection.

E. Responsibilities if You Had a Animal

Southeast Texas Property Management's '**Animal Addendum**' calls for some specific items that you must do at move-out if you had a animal:

1. Have the carpets professionally cleaned and deodorized. Have a receipt ready for Southeast Texas Property Management when you do your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
2. Have the carpets professionally treated by a pest control company for flea removal. Even if you believe your animal did not have fleas, this is required as part of your animal addendum. Have the receipt ready for Southeast Texas Property Management at time of move-out or Southeast Texas Property Management will charge for this item.
3. Remove all evidence of the animal. Watch for food dishes, animal hair, leashes, animal waste, holes in the yard, and repair any damage caused by the animal. Owners are particularly sensitive to animal damage, so we must also be.
4. Get rid of all animal related odors.

F. Returning the Keys

Until your keys are received by Southeast Texas Property Management, you are considered to be in possession of the property. It is not enough to be moved out, you must also deliver the keys in order to turn over the property to Southeast Texas Property Management and end your tenancy. This step must be completed timely (by the end of your final month) to end your lease and avoid additional cost to you.

All furnishings must be removed, and all cleaning accomplished, before the keys are returned to Southeast Texas Property Management.

Residents are not permitted back on the property after vacating and turning over the keys.

G. What Happens if I Limit Agent Showings?

During the final days of your occupancy it is important that you continue to comply with your lease agreement, especially as it relates to making the property available to be previewed by prospective buyers or residents. If you attempt to limit or restrict access between 9:00 a.m. and 8:00 p.m. daily for showing, you will be in default of your lease and forfeit your security deposit.

H. What Happens if I am Not 'Out' on the Date Expected?

You must obtain an extension in writing from Southeast Texas Property Management, in order to remain in the property after the move-out date. Otherwise, this will be treated as a "holdover" and you will be responsible to the owner for three times the normal rent and legal damages per your lease agreement; which reads as follows:

“Resident will pay Landlord rent for the holdover period and indemnify landlord and prospective Resident for damages, including but not limited to lost rent, lodging expenses, costs of eviction, and attorneys’ fees. Rent for any holdover period will be three (3) times the monthly rent, calculated on a daily basis, and will be immediately due and payable daily without notice or demand.”

I. What Happens if My Deposit is Insufficient to Pay All I Owe?

You must make arrangements to settle up your account within 30 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsettled accounts will be reported to the Credit Bureau and turned over to collection agencies for processing.

J. What Happens if I Accidentally Take the Garage Door Remotes?

If the remotes are missing at move-out, we will charge you for them. Because garage door remotes are expensive and some brands are hard to find, we will give you five days to return the remotes to our office. If we receive them within five days, we will take the charge off the move-out inspection.

K. Where will the Security Deposit Check be Mailed?

The deposit will be mailed to the address that you give us in writing. If no address is given in writing, we will mail it to the property and rely on the postal system to forward it to you. If there are roommates, all names must appear on the check.

L. Why is There a Lockbox on My Door?

The lease gives us the right to market the property during the last 30 days of your stay. This will involve using a lockbox, for access, and placing a sign in the yard. Courtesy will always drive our showing procedure, and reaching you by phone will always be attempted prior to our arrival. If you resist this and try to prevent showings you will forfeit your security deposit, as described in the lease. Your cooperation with us, will help make the transition a smooth one.

In Closing

We reserve the right to make revisions, from time to time, without notice, in our ‘Lease Rules and Regulations’ and policies and procedures, due to changes in the ‘Texas Property Code’ or ‘City Codes.’ Violation of these guidelines will constitute a breach of the lease.

In any case, if a conflict appears between these guidelines and the TREC Lease Agreement, the conflict shall be resolved in favor of the TREC Lease Agreement.

Approved for use by Southeast Texas Property Management

If you have any questions regarding your lease, or concerns during your stay with Southeast Texas Property Management, please feel free to call or visit us at the office. We depend on and appreciate your business, and our staff will do their utmost to satisfactorily resolve any problems. Our goal is to always provide you with efficient, courteous service.

We will work hard during your residency to make it a pleasant one and look forward to a mutually satisfying relationship. Your cooperation is always appreciated.

Thank you for leasing from us!

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