



Resident Handbook

Rules and Regulations

An Addendum to your Residential Lease Agreement

PO Box 690402
San Antonio, Texas 78269
(210) 267-7876

Welcome

MBS Real Estate, LLC welcomes you as a new resident.

MBS Real Estate is a San Antonio based, family owned business that owns *and* manages single and multi-family rental properties in the San Antonio area. Our goals are to provide comfortable housing conditions for our residents while also generating a continued sense of community pride.

It is our expectation that this handbook will provide you with the necessary information to make your rental experience with MBS Real Estate enjoyable.

As residents, you also have responsibilities. We ask that you familiarize yourself with the rules and regulations within this Handbook in addition to your lease agreement.

Should you have any questions or concerns about any information contained within this handbook, please contact us at (830) 981-4627. We will be more than happy to be of assistance.

MBS Real Estate thanks you for your patronage

Table of Contents

| | |
|--|-----------|
| General Information | 4 |
| Moving-In Process | 5 |
| Familiarizing Yourself with Your New Residence..... | 7 |
| Rent Payments | 8 |
| Property Maintenance | 10 |
| Resident Upkeep Responsibilities | 17 |
| Move Out Resident Checklist..... | 21 |
| Security Deposit | 23 |



General Information

Contact Information

Name: MBS Real Estate, LLC

Owners: Martin and Rebecca Salinas

Address: PO Box 690402

San Antonio, Texas 78269

Email: martin@mbsresa.com
rebecca@mbsresa.com

Phone: (210) 267-7876
(4627)

Resident Portal:

<http://mbsresa.managebuilding.com>

All non-emergency calls will be answered at the above phone number from 9:00 a.m. to 4 p.m. Monday – Friday. In the event of a life-threatening emergency, please call 911 first and then our office immediately thereafter.

Moving-In Process

A. Property Acceptance

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 within the lease agreement.

B. Communication

We must have valid email addresses on file at all times. Our primary form of communication with our Residents will be done via email; therefore, it is important that we have correct emails on file for each resident. It is the responsibility of the Resident to ensure this occurs.

C. Mailbox Keys

If Mailbox keys are needed, they can be obtained at the Post Office in your area. Call the U.S. Postal Service at (800) 275-8777 to inquire about Post Office Branch Services for your address.

D. Move-In Inspection

At the time of your lease signing, you will be provided a Residential Lease Inventory and Condition Form. Completing the checklist and documenting pre-existing conditions (stains, damages, etc.) will protect you from financial responsibility for those issues.

To ensure that you are not charged for any pre-existing damages when you take possession, it is very important that the list be thorough and detailed.

You are responsible for completing and returning the Residential Lease Inventory and Condition Form within seven (7) days after the Commencement Date of the Lease Agreement. If you do not, it will be understood that there were no issues at the time of move-in.

Resident must also report any pest problem within five (5) days of possession. Resident's failure to report any pest infestation within the five (5) days shall constitute Resident's agreement that the premises does not have infestation of any kind.

Please remember that Residential Lease Inventory and Condition Form is **not** a request for repairs and any issues noted will not be considered for repair. If repairs are needed, requests must be submitted on the Work Order Request Form provided to you.

Landlord is not obligated to make any repair, except for those that could affect the health or safety of a resident. **Cosmetic repairs *will not be considered at any time.***

E. Prior to Move-in

1. Call to schedule your lease signing.
2. First month's rent must be paid at the time keys are picked up. If the move-in date is on or before the 15th of the month, the prorated rent shown on your lease must be paid. If the 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, please refer to "Rent Payment" section of this handbook.
3. All deposits must be paid prior to your move in.
4. Prorated rent, first month's rent, pet(s) and security deposits must be paid using separate checks.

We have added the forms listed below for your use in the future. They can found at <http://www.mbsresa.managebuilding.com>

- Residential Lease Inventory and Condition Form
- Work Order Request Form
- Notice to Vacate
- Resident Information Sheet

F. Satellite Dish & Cable Installation

In the event that your new residence does not have an existing satellite dish or antenna, you must contact the landlord for approval BEFORE any installation is performed.

Your satellite dish or antenna must be installed:

- 1) Inside your residence; **or**,
- 2) In an area outside of your residence, such as a patio, backyard or any other area which is used **only** exclusively by you, per your lease agreement. At **no** time should a satellite be installed in common areas used by other residents. Installation is not permitted on any roof, exterior wall, window, windowsill, or fence without WRITTEN approval from the landlord.

The satellite dish, antenna(s) and all related equipment must be removed at the time the property is vacated. Any damages caused by installation or removal of equipment will be paid by the resident to restore the leased residence to the same condition prior to the installation.

G. Utilities

All residents are responsible for all utilities and cable services, unless otherwise specified in the lease agreement.

Familiarizing Yourself with Your New Residence

A. Power Outages

- 1) Check the breaker box for tripped switches and reset them to the “on” position.
- 2) In the bathroom(s), garage, kitchens, and patios check the GFI plug. Usually, resetting the circuit breaker or GFI will restore the electricity to the plug.
- 3) Contact City Public Service to check for outages in the area
- 4) In the event of an emergency contact our office at (830) 981-4MBS.

In the event that circuit breakers continue to trip, they are probably being overloaded with appliances.

B. Air Condition Filters

Locate the air condition filter in your new residence and familiarize yourself with the size of the filter and remember to replace it monthly or as necessary. Failure to do so may result in damages to your unit, for which you can be held responsible for damages.

C. Water and Electricity Loss

As required per the lease agreement, residents must know the location and operation of the main water cut-off valve and all electric breaker switches. Additionally, residents must know how to turn them off in the event of an emergency, as needed to mitigate any potential damage to the property.

Keys to operate the water cut-off valve on the water meter may be purchased at any major hardware store.

Helpful Reminders

- **Locate main electrical circuit breakers; usually located in the garage**
- **Locate gas shut-off valves, which should be turned off during all emergencies**
- **Locate all GFI plugs**

- Locate electric and/or gas meters to check your utility bills
- Locate the main water shutoff valve in the event of a plumbing leak
- Familiarize yourself with water shut-off valves under sinks and behind the toilets in the event of plumbing leaks
- Familiarize with the time bake knobs on ovens. When left on they can cause the oven to become inoperable

Rent Payments

A. Payment Due Date

Rent is due to **MBS Real Estate, LLC** on or before the 1st of every month, regardless of your move-in date. MBS Real Estate has a zero tolerance policy. Payment must be made on time. **Late fees will not be negotiated or waived for any reason. There are no exceptions. In the event that the 1st of the month is on a Sunday or holiday, rent is expected to be on time.**

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

B. Payment Options

1) MBS Resident Portal

You may make payments online by using your MBS Real Estate Resident Portal. We strongly encourage the use of electronic payments, as they are easy, fast and safe. We will send you a notification via electronic mail once your lease agreement is signed so you may create a Resident login.

2) Auto Draft

You may set up an auto draft between your financial institution and ours. Our bank information is as follows:

| | |
|-----------------|---------------------------------------|
| Bank: | Security Service Federal Credit Union |
| Account Name: | MBS Real Estate, LLC |
| Routing Number: | 314088637 |
| Account Number: | 6121138071 |

3) Personal Check

We will gladly accept your personal check, if and only if it is received by the 1st of the month. ***Grace periods do not apply to personal checks.*** If the check is received after the 1st, the items listed below will apply. Additionally, if it is returned for insufficient funds or declined for any other reason, then:

- Your account will be charged a \$50 NSF fee

- If the NSF fee was for rent, your account is charged a Late Fee equal to 10% of the rent, plus \$10 per day until account is paid in full
- You will have 24 hours, after notification, to pay all rent and charges to avoid eviction. If the rent remains unpaid after 24 hours you will be subject to the Late Fee Policy as described below.
- MBS Real Estate will no longer accept personal checks as future payments for your leased property.
- All future payments must be made with either a Cashier's Check, Money Order, Auto Draft or Online.
- If you continue to attempt to use personal checks, they will be returned to you, which will cause your rent to be considered late and late fees will be incurred.

There are no exceptions to any of the listed items & applies to all Residents on the Lease Agreement.

4) Money Orders

Money Orders may be used by mail, if and only if, it is received by the 5th of the month. If it is received after the due date, you will be subject to the Late Fee Policy as noted below.

All of the above applies to all tenants on the Lease Agreement and all payments for the leased property.

5) Credit Card

Credit cards may be used to pay rent, late fees, NSF charges, maintenance charge backs and the Security Deposit. Credit card payments may be made through the Resident Portal; however, a 2.75% convenience charge will be incurred for each transaction.

At no time will Cash be accepted as a method of payment.

C. Late Fees Policy

We strongly encourage that rent payments be paid in full on the 1st of every month. If Landlord does not actually receive a rent payment for the full amount (including any other charges incurred) at the designated place of payment by 5 p.m. on the 4th day after the 1st of the month (i.e., 5th of every month) in which it is due, the following fees will be charged to your account:

- A Late Fee equal to 10% of the monthly rent; and,
- \$10 per day until your account is paid in full by one of the approved payment methods noted in your lease agreement.

D. Collection of Fees, Late Charges & Repairs

It is our policy to strongly enforce your Lease Agreement. Any rent payments received will be first applied to any outstanding balances first, and then rent. Any unpaid balance will cause you to be delinquent on your rent. At this point, we will proceed with collection action described in the "Payment Options" section of this handbook by delivering a "Notice to Quit", which will result in an additional expense.

E. Eviction Notification

If the rent and other fees remain unpaid by the 5th of the month, MBS Real Estate will notify Resident via email regarding unpaid balances. Resident will have forty eight (48) hours from the date of notice to make payment in full. If any unpaid balances remain after the forty eight (48) hours have expired, the Landlord will begin the eviction process, which will include a Notice to Quit and a Notice to Vacate. Once the process has started, if after 3 additional days have passed and outstanding rent/fees still remain unpaid, we will order a Forcible Entry & Detainer (Eviction Suit). **At no time will we accept any personal checks for late payments. Late payments must be paid with certified funds.**

If MBS Real Estate must appear in court for a Forcible Entry & Detainer or any other suit, the Resident will incur all associated fees, which include attorneys fees, court costs, etc.

Property Maintenance

A. After Hour Maintenance Charges

Any non-emergency after-hours maintenance premium charges will be the responsibility of the resident. If an appointment is made after-hours, on weekends and/or holidays you will be charged the amount that exceeds the regular service fee.

B. Emergency Maintenance

After-hours emergency calls can be made to (830) 981-4627. Please leave your name, address, and telephone number. Your call will be returned as soon as possible.

Please be sure to differentiate emergency repairs from non-emergency repairs. You will be charged a \$50 fee for messages left after-hours that are non-emergencies.

Emergencies are defined as anything that threatens the health and safety of the occupants or the destruction of the property. These may include flood, fire, sewer back up, burst water pipes, burst water heater, etc. For emergencies, please call 911 first, and then call our office at (830) 981-4627.

Reminder!!!

An emergency is anything related to the property and lease that is threatening to life, health or the property.

| Emergency Examples | Non-Emergency Examples |
|--------------------|---------------------------|
| Fire | Broken air conditioning |
| Flood | Non-working refrigerator |
| Sewage back up | Resident lock out |
| Broken water pipes | Gas/power outage |
| Water heater burst | Non-working oven |
| | Broken doors/windows |
| | Toilet/plumbing stoppages |

Please be aware that if an emergency call is made and an emergency is unfounded by our maintenance/contractor representative, you will be charged for the service call. Any appointments not kept with any contractors will incur a \$75 trip charge.

Please do not place an emergency call unless it is truly an emergency.

C. Submitting a Work Order Request

As stated in your lease agreement, all requests for routine maintenance and non-emergency maintenance ***must be made in writing***. For your convenience, requests can be made at your Resident Portal. Requests will be handled in the order in which they are received.

Non-emergency repairs will be done during the normal business hours of 9:00 a.m. to 4:00 p.m. Monday through Friday.

We will do our best to address your requests in timely manner; however, an immediate appointment will not be made. We appreciate your patience and cooperation.

Remember if you feel you have a valid emergency, please follow the appropriate emergency procedure.

The different levels and target time completion shown in the chart below determine maintenance priorities:

| Level | Target Completion Time |
|---|------------------------|
| Level 1: Emergency Fire (call 911), flood, sewage back-ups, gas odors (call Gas company), broken water pipes, fallen tree on house, apartment, or unit) | 5-8 hours |
| Level 2: Urgent Maintenance Broken windows, plumbing repairs (not toilet stoppages) loose railings, wobbly decks, electrical problems | 2-4 business days |
| Level 3: Normal Maintenance Appliance repair, garage repair, leaky faucets, etc. | 4-8 business days |
| Level 4: Non-Essential Maintenance Fence repair, etc. | 30 business days |

Important Reminders:

- **During peak months for seasonal months, target times for heat and air service may be delayed**
- **MBS Real Estate is not liable for loss of food due to broken appliances or damaged personal property due to water leaks. *Renter's Insurance is strongly encouraged.***

D. Maintenance Personnel

Maintenance personnel are not employees of MBS Real Estate; therefore, we do not control their hours and cannot guarantee arrival time. We do ask, however, that you contact us if the repairperson does not arrive or work is not completed.

E. Resident Damages

As stated in your lease agreement any repair for damages caused by your neglect, abuse, or misuse will be charged back to you in full. We will rely on the report of the maintenance/contractor to tell us the cause of the maintenance issue. Additionally, if it is reported that the maintenance issue is due to something that could have been easily remedied, you will be charged. Failure to pay will result in an outstanding balance to your account and must be paid with the next rent payment or sooner.

F. Resident Maintenance Responsibilities

The Resident is required to promptly notify MBS Real Estate via the Resident Portal of all necessary repairs. Failure to inform MBS Real Estate of water leaks or any condition that result in damage to the property will cause the resident to be held liable for repair costs of any damages.

If a maintenance issue still persists after a recent repair has been completed (after 30 days) please contact us as soon as possible. Failure to report may cause further damage for which you may be held responsible for the repair costs.

Please inform us as soon as possible of any of the following:

- Signs of mold
- Toilet & faucet leaks
- Plumbing stoppages
- Electrical problems
- Heating & air conditioning problems
- Inoperative smoke detectors
- Faulty appliances (only included in Lease Agreement)
- Gas leaks
- Roof leaks
- Broken doors & windows
- Termite/Wood Ant Infestations

We are not responsible for security systems that are in any of the leased properties. Should you choose to connect a security system, you will be responsible for all costs associated with the system.

G. Resident Renovation or Repairs

Per your Lease Agreement, Residents may not make any repairs or renovations. If you would like to make a special request to renovate or repair:

- Submit your request in writing before making any changes
- Do not begin any work until you receive approval in writing from MBS Real Estate
- Submit an estimate for the repair or renovation

- Pay an additional security deposit equal to the estimate
- Sign an agreement with MBS Real Estate for the repair or renovation

If your request is accepted, prior to moving out and returning the keys you must either:

- Leave the alterations (if this is part of our condition of acceptance of alteration/repair).

H. Lawn Care (when applicable)

It is your responsibility to maintain your lawn. This includes shrubbery, bushes, flowers, gardens, trees, rock or any other easement appurtenant to the property. You must also perform other activities such as fertilizing, mowing, and trimming the yard, controlling pests and removing any debris from the yard. **If Landlord deems your lawn needs to be mowed, you will be notified via email. If Residents fails to mow the lawn within two (2) days of the notification, the lawn will be mowed and a \$100 fee will be assessed to the Resident.**

I. Common Areas

- The lobbies, entryways, walkways, laundry rooms, hallways, sidewalks, hallways and stairways of the Buildings are considered common areas. As such, they should be treated responsibly and are not to be used as places to entertain.
- Noise should be kept to a minimum at all times in common areas.
- No loitering at any time in the common areas, this includes smoking, drinking, etc.
- Common areas are not storage areas. NO personal items may be placed or stored in any of the common areas. All Residents must keep their personal property within the confines of their Unit or assigned storage space.
- No garbage should be left in any common areas including in front of Unit doors, lobbies, entryways, and balconies. As a courtesy to your fellow Residents and in effort to the property clean and presentable, please keep any trash you see inside and/or outside your Building.
- Residents should dispose of their junk mail properly.
- Unit windows/sliding doors should be maintained and should be covered with appropriate window treatments. Sheets, towels, etc. are not acceptable. No stickers, posters, etc., may be placed on the windows. Any damage to blinds will be charged to Resident.
- No smoking is permitted in the common areas of the building. These areas include all hallways, stairwells, storage areas, and laundry room. Please inform all guests of this rule.

- Cigarette butts should not be discarded in any common areas inside or outside of buildings.
- Obstruction of exits is a fire hazard for all residents.

J. Balconies

- Barbecuing and other forms of outdoor cooking are prohibited on balconies.
- No article shall be thrown, shaken, swept, or hung from balconies, including but not limited to, laundry, towels, clotheslines, drying racks, or other household articles.
- All holiday decorations must be removed two (2) weeks after the holiday occurs.
- Bird feeders may not be kept on balconies. No feeding of any animals is permitted.
- Balconies are not to be used for general storage. No brooms, mops, toys, garbage, etc. should be left on balconies or yards of common areas at any time. Patio furniture is the only type of furniture allowed. Flower pots/boxes are encouraged as they enhance the curb appeal of the community. However, dead plants must be removed immediately.
- Dogs are not permitted to stay on balconies unattended.

K. Renewal & Notice of Termination

Your lease must be renewed on or before the expiration date stated in your lease agreement. You may renew the lease on a month-to-month basis for an additional \$100 in rent per month.

To terminate the lease, Landlord or Resident must provide the other party **WRITTEN** notice of termination not less than 30 days before the expiration date. The Notice of Termination will be effective on the date designated in the notice but not sooner than 30 days after the notice is given and, if necessary, rent will be prorated on a daily basis.

Notice to terminate may be given on any calendar day, irrespective of Commencement Date. Rent shall constitute at the rate specified in the Lease Agreement or as allowed by law. All other terms and conditions as outlined in the Lease Agreement remain in full effect.

At no time is oral termination sufficient. In order to avoid additional costs, please comply with all dates. Any delay will cause your lease to automatically go to a month-to-month basis.

L. Marketing

During the Notification period the property must be available for showing. The property must be clean and well kept. We will call you before each showing, however if we do not reach you, the call is still considered a notification. MBS Real Estate employees are the only persons allowed to show the property.

M.Pets

Pets may not be kept on the property at any time unless MBS Real Estate has given written authorization. Pets of any kind may not visit the property. **If an unauthorized pet is kept on the leased property, it will be considered a Lease violation and you will be subject to eviction.**

Pets also include fish kept in aquariums larger than 10 gallons, birds, mammals, and reptiles.

N. Denying Access & Rescheduling

We will make every effort to contact you by email, mail or telephone prior to entering your leased residence. However, per the Lease Agreement we may enter the Property at reasonable times without notice in order to:

- Make repairs
- Show the property to prospective tenants or buyers, inspectors, Fire Marshalls, lenders, appraisers, or insurance agents

In addition Landlord or anyone authorized by MBS Real Estate may peacefully enter the property at reasonable times to:

- Survey or Review the Property's conditions
- Make emergency repairs
- Exercise a contractual or Statutory Lien
- Leave written notices
- Seize non-exempt property if Resident is in default

If we or any of MBS Real Estate's authorized agents have made prior arrangements with the Resident and are later denied access and are forced to reschedule appointments because of Resident's failure to make the Property accessible, Landlord will charge a trip charge of \$50 each time.

O. Property Inspections

We will conduct routine Property Inspections bi-annually to check for the following:

- Cleanliness
- Habitability
- Lease violations
- Pet damage (if applicable)
- Property damage

You will receive notification of the dates and times of the inspection via email. Please remember that per Texas Rental Laws, once you have been notified, we may enter the leased property the next day. If any authorized agent of MBS Real Estate is denied access or cannot enter any part of the property for any reason and we must reschedule you will be charged a \$50 fee. If deemed necessary, we will schedule follow up inspections.

P. Vehicles

- Resident may not park or permit any person to park any vehicles in the yard
- Resident may not store or allow any person to store any vehicles on or adjacent to the property or on the street in front of the property
- Any vehicle (operable or inoperable) parked in any violation will be towed at the expense of the Resident

Resident Upkeep Responsibilities

A. Air Conditioning Filters

The Resident is responsible for changing buying and replacing the filters at least monthly. Please be sure to use the correct size and installed in the correct position. Any cleaning or repairs caused by failure to replace the filters will be charged to the Resident.

B. Appliances

If provided, refrigerators, stove, microwave, washer, dryer, sprinkler system, water softener or garage door opener will only be repaired at our discretion.

C. Cleaning Your Leased Residence

The Resident is responsible for maintaining the interior of the property as well as the exterior. Therefore, it is important that you consider the following

1) Bathrooms

- Report leaks immediately
- Report broken, chipped or cracked caulking around bathtub or tiles
- Use exhaust fans during and after showers to avoid mold and mildew
- Use a mildew spray after showering to prevent mold & mildew
- Avoid using abrasive cleaners as they may cause damage to fixtures. Cleaners, such as Soft Scrub is a safe alternative

2) Blinds

- Dust blinds on a regular basis

- Any damage caused to blinds will be charged to the Resident
- 3) Carpets
 - Clean up spills and pet accidents immediately
 - Mop, sweep and vacuum regularly
- 4) Countertops (Bathroom and Kitchen)
 - Use a cutting board on kitchen countertops to avoid damages
 - Wipe up spills immediately
 - Use only Granite cleaner and polish for granite counter tops
- 5) Dishwashers
 - Use only dishwasher safe products
 - Operate dishwashers at least once a week to avoid motor damage
 - Avoid leaving dirty dishes in the dishwasher for long periods of time, as this will attract household pests.
- 6) Floors
 - Use floor cleaners' specific for your type of flooring. Hardwood or laminate floors should never be mopped.
 - Use only approved cleaners' for vinyl flooring
- 7) Hood, Ovens, Stoves, Vent Filters
 - All must be cleaned on a regular basis
 - Wipe burners and stovetops after cooking
 - For Self Cleaning Ovens follow the directions printed in the oven
 - Never use commercial cleaners in the oven
 - For continuous cleaning ovens be sure to set at 450 degrees and leave on for recommended hours. Be sure to wipe oven when cleaning is completed
 - Never leave oven unattended when cleaning
- 8) Odors

Any remediation needed from removing lingering odors due to pets, smoke, cooking, etc., will be charged to the Resident. This may include costs for:

- Interior painting
- Carpet replacement
- Drapery replacement
- Window blind replacement
- Cleaning of walls, ceiling, and/or light fixtures

D. Garbage Disposals (If Applicable)

- Do not use garbage disposal to dispose of bones, grease, fat, oil, meat, citrus, peelings and egg shells
- If any item becomes lodged in the disposal, please be sure the disposal is off before retrieving the item.
- Never use drain cleaners in the garbage disposal

If at any time the garbage disposal becomes obstructed, please turn the switch off and remove the obstruction using the Allen wrench tool (available at local hardware store). After doing so, reset the garbage disposal located outside and at the bottom of the disposal. If maintenance is called for a simple obstruction, clog, or the safety button has not been reset the Resident will be charged.

E. Garbage & Recycling Containers

If you do not have Garbage & Recycling containers at the time of your move-in, please call 311.

- Trash must be placed in the appropriate containers
- Place trash and recycling receptacles at the curb the night before your weekly collection and remove the same evening
- Store receptacles out of sight on non-collection days
- Never dispose of toxic waste in any of the receptacles

F. Light Bulbs

Prior to moving in please make sure that all light fixtures having working light bulbs installed. Please send in a work order request if they do not and we will gladly install them for you. After you move in, it is your responsibility to replace the bulbs as needed with the appropriate wattage bulb. Upon move out you must make sure that all fixtures have appropriate wattage bulbs. If we have to replace them you will be charged for each one.

G. Mold & Mildew

In order to help prevent mold & mildew we ask that you keep moisture in the property to a minimum. Wiping down countertops and shower tile will greatly help. Do not be alarmed if you do see some mold, as it is common in most homes. Excess amounts should be reported immediately.

H. Smoking

Smoking is not allowed inside the leased property or in any of the common areas.

I. Pest Control

Please report any pests within 5 days of moving in to the leased property. After moving in you are responsible for keeping the property free of all pests. We recommend hiring a licensed pest control company. Please do not store wood against the exterior of the property doing so may attract termites.

J. Rain Gutters

If the property has rain gutters, it is the responsibility of the Resident to keep them free of clutter.

K. Smoke Detectors

- Please test your smoke detector within one day of moving in to your leased property. If it is not working please contact us immediately.
- It is your responsibility to test your smoke detectors monthly and replace the batteries as needed.

L. Walls

- Residents may not make holes in the woodwork, floors, or walls; however, a reasonable number of small nails may be used to hang pictures. Use of 3M Adhesive strips is strongly encouraged in place of nails.
- Mirror tiles, wallpaper, contact paper or any other wall covering with adhesive backing is not allowed at any time.
- Upon moving out of the leased property, you are responsible for removing the nails and the cost of repairing any damage to walls and ceilings.

M. Watering (when applicable)

- During spring and summer months, water your yard adequately to maintain curb appeal.
- When watering, ensure the sprinkler is distributing water to the foundation.
- During drought conditions, please adhere to water restrictions imposed by the city.

N. Water Softeners (when applicable)

The Resident is responsible for purchasing and maintaining the salt in the water softeners. Any damages caused by failure to do so will be charged to the resident.

O. Thermostats

- Do not switch your thermostat from cool to heat, or vice-versa, too quickly, as doing so may cause damage to your unit

P. Winter Conditions

In the event of freezing temperatures, please take the following precautions:

- Maintain heat at a minimum of 65 degrees
- Protect faucets and exposed water lines by insulating them adequately
- Allow both hot and cold water faucets to drip slowly
- Open cabinet doors to expose plumbing to heat

MOVE OUT RESIDENT CHECKLIST

You are required to return the Leased Residence empty and in a clean condition. Cleaning issues will NOT be considered to be normal wear and tear under any circumstance.

If the leased residence is not satisfactorily cleaned, has trash or abandoned items; appropriate charges will be deducted from your Security Deposit. If it is necessary to hire someone to clean the home, labor will cost much more than if you had taken the time to properly clean the unit in the first place.

As required by your rental agreement, you will be responsible for the cost of a **mandatory professional carpet cleaning**, if applicable, per Section 27 of your lease agreement which will be performed after you move out by a carpet cleaner of Landlord's choosing. The cost will be deducted from your security deposit. At your option, you may choose to have it done yourself, however, you will need to provide a receipt showing the carpet was **professionally** cleaned prior to receiving your security deposit. Renting a cleaner or using your personal carpet cleaner is not sufficient.

KITCHEN

Refrigerator:

- ✓ Wipe down top, outside and sides along with behind and underneath (including coils) the refrigerator.
- ✓ Clean inside of the refrigerator/freezer and all drawers.
- ✓ Wipe around rubber seal around the door on both refrigerator and freezer.

Range:

- ✓ Wipe down burners (including center)
- ✓ Clean or replace drip pans.
- ✓ Wipe down backsplash and remove/clean knobs.
- ✓ Lift up and wipe under range top.
- ✓ Pull out range – wipe floor, sides of range and sides of cabinets.
- ✓ Wipe down oven door inside and out.
- ✓ Clean oven and racks.

Range Hood:

- ✓ Wipe down top, sides and front.
- ✓ Clean exhaust fan and filter.
- ✓ Wipe underneath range hood and stove light cover.

General Kitchen Area:

- ✓ Wipe cabinet exteriors (use Murphy's oil soap or similar product).
- ✓ Wipe inside of cabinets, drawers (including tracks) and pantry shelves.
- ✓ Wash inside, outside and rim around the dishwasher.
- ✓ Thoroughly scrub the sink. Remove the black rubber seal in garbage disposal and clean or replace.
- ✓ Wipe down light switches and plates.
- ✓ Run the disposal with Dawn detergent or comparable product.

- ✓ Clean floor.

BATHROOM (S)

- ✓ Wipe down vanity top, drawers, lights along with inside/outside cabinets.
- ✓ Clean vanity lights.
- ✓ Wipe down vanity mirrors.
- ✓ Wipe down sink (with non-abrasive) and sink faucet.
- ✓ Wipe down linen closet shelves.
- ✓ Wipe down toilets (inside, outside and under bolt cover) and toilet seats.
- ✓ Clean bathtub and tub faucet.
- ✓ Wipe toilet paper holders and towel bars.
- ✓ Clean shower door tracks.
- ✓ Wipe down exhaust fan and vent cover.
- ✓ Wipe down light switches and plates.
- ✓ Clean floor.

BEDROOMS

- ✓ Wipe down closet shelves and shelf supports.
- ✓ Dust all woodwork.
- ✓ Wipe light switches and plates.
- ✓ Wipe light fixtures.

LIVING ROOM

- ✓ Wipe down ceiling fan.
- ✓ Dust all woodwork.
- ✓ Clean air conditioner filter, vents and covers.

Exterior

- ✓ Cut the yard
- ✓ Remove any weeds
- ✓ Trim any shrubs
- ✓ Sweep patios/decks/driveways/sidewalks
- ✓ Remove debris from rain gutters

Garage/Storage

- ✓ Remove all items
- ✓ Sweep floors

Any property left behind after surrendering or abandoning the property may be disposed of, given to a charitable organization, stored and/or sold under the Property Code. Residents will reimburse Owner's/Landlord's reasonable costs under Paragraph 17c.

Security Deposit

The Texas Property Code does not obligate a landlord/owner to return or account for the security deposit until the Resident surrenders the property and gives the Landlord/Owner a written statement of Resident's forwarding address, after which the Landlord/Owner has 30 days to return.

Please be sure that you fully understand your responsibilities for maintaining the residence while living in it and also cleaning your residence upon moving out.