

The following are the Landlord's rules and regulations for the Property you are renting. These rules are a part of the lease contract, and violation of any or all of these may lead to Legal action, up to and may include Eviction from the property. It is very important that you carefully review them.

Within our rental inventory, there are Single Family Homes, Apartments, and Duplexes. Some of the listed rules may not apply at the property you reside at, please call for verification.

**Please note: Our official business hours are Monday - Friday between 8:00 am and 6:00 pm, Saturdays are 9:00 am to 5:00 pm. We are closed Sundays and all Major Holidays. Basically, if the Banks are closed for the holiday, so are we. Meeting times END 1 hour prior to closing. Meetings conducted after the cut off will require an additional \$25.00 after hours fee. The last hour of a business day is set aside for posting payments, bank deposits, and general closing out of the day... an after hours meeting can delay that schedule. Owners do not pay overtime, additional work hours needed due to an after hours meeting will be at your expense (\$25.00 after hours fee)**

- 1.) Illegal activity will not be tolerated at any time, and will be immediately reported to the authorities without warning or notice to you. Additionally, we may send out a "Notice of Lease Violation" or other applicable notices.
- 2.) Common areas (apartment or duplex properties) are for the use of all residents of the property, and it is the duty of all tenants to keep them clean and free of any hazards. Depending on the Lease agreement, you may be responsible for mowing, watering or all yard maintenance in general, it is your responsibility to keep your yard and patio areas clean, presentable and free of hazards as well. Please do NOT use the patio areas for storage of any kind. Furniture on the Patio area must be specifically designed for outdoor use. Please do not place or store mops, brooms on your patio area.
- 3.) Do not hang Laundry on patio areas. We all like fresh clean clothes, and some like to air dry, however, unless an area is provided at your property (clothes lines specifically designed to dry clothes) the we do not permit this on your property
- 4.) Yard maintenance: Consult your Lease agreement, if "tenant" is obligated to maintain the yard/grass areas, please do so. This means, keep it watered and healthy, mowed and edged. During the peek season, this may be as often as twice per week for mowing, and several times a week for watering. Please understand that our main concern is to keep our foundation in good condition. Yard maintenance also includes weeds, trees, shrubs and other vegetation. Yard maintenance also includes litter removal.
- 5.) Children must be attended at all times by an adult while using any common area.
- 6.) Storage of ANY items on patio/common walks will not be permitted at any time. Anything visible by the public is considered common area, and this rule applies. Items excluded would be Normal patio furniture, hanging plants, or similar items.
- 7.) Tenant is responsible for all actions of their guest while on our property, Damages cause by a guest (invited or not) will be the sole responsibility of the lease holder.
- 8.) PARKING POLICY...No more than 2 vehicles are to be permitted on the property at any time, and no vehicles shall be permitted to be parked on the grass or non parking areas. Please have all guests park on the public street in front of the property. ALL VEHICLES parked on the property MUST be in working/running condition, MUST be Tagged, Inspected, and INSURED by at least the state minimum liability insurance. Other than the most basic vehicle maintenance (check fluids, tire pressure, etc.) there is to be NO working on or repairing of vehicles on your rental property at any time or for any reason.

9.) Lock outs: if you find yourself locked out of your unit, please contact Management, DO NOT attempt to force entry into the unit, the damages or injuries this may cause (and you are liable for), far exceeds that of a trip charge by our staff with a key to your unit. Lock out Fee is \$45.00 during business hours, \$95.00 after business hours, weekends or holidays. Late night or early morning and distance traveled may increase this rate. This fee is due in cash and payable directly to the staff member. A cheaper alternative may be a professional locksmith, or meeting with a staff member close to their location to retrieve an extra key. If meeting near staff location, a lower fee may still be charged, this is at that staff members sole discretion. Time of day/night may also be a factor.

10.) Office/ business hours are considered to be between 8:00 AM and 6:00 PM on all weekdays (except Holidays) and 9:00 AM until 5:00 PM on Saturdays. We are available 24/7 for emergencies, but please use best judgment when determining what is considered an emergency. If your concern relates to an actual emergency affecting health or safety, please do not hesitate to call, AFTER calling 911 (if applicable), Otherwise, please remember that we have families too, and wait until the next regular business day to call. In most cases, phone will not be answered as calls are typically screened after hours. Please be sure to leave a brief, but detailed message, someone should be calling you back shortly. Please remember, often times outside contractors are used, at times, you may experience delay since they set their own schedules and have more than just one customer.

11.) Combustion engines or flammable liquids are not permitted inside the unit, at any time or for any reason, including motorcycles. These items are also not to be stored on the patios, porches or Grounds.

12.) Maintenance reporting: We strive to handle all maintenance in a timely manner, however sometimes things may take a little longer. All maintenance requests will be handled on a PRIORITY basis, please consult the lease for proper maintenance reporting procedures. **TEXT MESSAGES are NOT considered to be properly reported requests.** in fact, we prefer NOT to use text messages at all, but may elect to do so from time to time. Any text message sent should be considered "unseen" unless directly responded to.

13.) Unreported or improperly reported Maintenance issues resulting in additional damages to the property will be billed to the lease holder and considered due immediately. Please be sure to notify the Owner or Property Manger of your maintenance concerns, notifying the Maintenance staff WILL NOT be considered proper reporting. Only the Manger or Owner can schedule Maintenance calls/repairs. Again, please consult your lease for proper maintenance reporting procedures.

14.) **Rude, insulting, foul and/or abusive language will not be tolerated**, when dealing with owner, management, staff, or contractors. please present yourself in a professional manor. We understand that things can be stressful at times, but please remember, we can get more done and done a lot faster, if things are kept calm. In the event that an issue of rude, abusive or foul language occurs, and/or any time deemed necessary by the Landlord or agent, Landlord and/or Agent **may choose to record that conversation (audio and/or video) for future reference, which may include but is not limited to the use of, or admission as evidence, in court.** This notice should be deemed as your official notice, acknowledgement and acceptance. Tenant may also choose to record the conversation at any time, however, tenant must state that intention prior to and then at the beginning of any recording.

15.) Trash Removal. Consult your local Water/Trash department about pick up schedules and procedures, and comply with them. Trash pick up and removal fees will be charged to anyone not in compliance.

16.) Barbeque Grills, Please Consult with the City Code for your location when considering use and storage of your Grill. Regardless of City policy, USE of Barbeque Grills are NOT permitted for use within 15 ft. of any building on any property (if your area requires more distance FOLLOW CITY CODES)

- 17.) BLINDS must be kept in good working order, and must be visible from outside the unit, If you choose to hang curtains, they must be VISIBLY WHITE to the exterior of the property (inside color does not matter). MISSING OR DAMAGED BLINDS WILL BE REPLACED AT TENANT EXPENSE!!!
- 18.) Satellite Dish and Cable: You are required to get our written permission for the installation of any satellite or cable system and will be required to sign a separate agreement prior to installation. Most homes already have wiring installed and outlets available, however, any new outlets or wires installed on the building will require a \$250.00 Deposit. This deposit will only be refunded once the additional wiring, outlets, dishes have been removed and repairs to the roof, siding, sheetrock and/or trim, or any other damages caused by these systems, has been completed.
- 19.) You are required to keep the Landlord up to date on certain personal information. Some examples are: Job change/employment status, contact phone numbers, email address, Please use this [Link](#) to submit any changed information online, or you may submit those changes to the mailing address provided in the Lease Agreement, and/or when you pay the rent. It is important to keep your contact information up to date.
- 20.) Landlord **DOES NOT** de-ice or "salt" stairwells sidewalks parking lots or any other public or private access areas at any time. Tenant accepts all liability for injury or damages caused by inclement weather or acts of nature. This includes Tenant, Occupant or guest (invited or not).
- 21.) Tenant is required to obtain and maintain Renters Insurance coverage during the entire Lease term and/or any renewal period. Failure to have coverage or failure to provide Landlord with proof of coverage may be considered Default or Breach of Lease.
- 22.) Security - Landlord does not offer security in any form - Crime happens! Please understand that in the event of a break-in, you are liable for any damages caused. We do require renters insurance, and in most cases those damages will be covered under that policy
- 23) Certified Mail - In the event the Landlord sends Tenant a Certified mail, Landlord will charge Tenant account with a service charge of \$25.00. Most letters, memos and information will be sent via regular US postal mail. 3 day NTV for non payment or Lease Violation letters are always sent both regular and certified mail.
- 24) Please refer to Move Out Instructions when providing Notice to Vacate, these are a part of the Official Landlords Rules and Regulations and all steps MUST be complied with to be considered as Proper Notice to Vacate.
- 25) There is a \$25.00 Service charge for Copies. This fee pertains to Leases, Rules, Statements, Payment receipts etc. In certain cases, Landlord or Agent may require advance payment before providing the requested copy.
- 26) These written Rules and Regulations are an Addendum to the Lease Contract you entered into. Violation of these Rules and Regulations may result in Termination of your right to occupy the property and or Legal action, including civil and/or eviction. These rules are subject to change. Tenant will be notified in Writing in the event of changes to the Rules and Regulations, through a Tenant Memo or letter.

If you have any questions about these rules, please contact the Property Manager @ (817)891-4202  
**Property rules are subject to change.** Notices or Memos sent out will be considered Written notice of rule changes, if changes are noted.

***Our goal is to keep both the ONLINE version and the PDF Version completely up to date, However, In the event of differences between the versions, the ONLINE version is deemed Valid or most up to date.***

Last update: 12/19/2014