

RULES & REGULATIONS

WELCOME

Local Leasing & 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.

“**Local**”, “**LLPM**” and “**LocalLPM**” are abbreviations used in lieu of the full company name, **Local Leasing & Property Management, LLC** and are used throughout this handbook.

This handbook is **LocalLPM’s** way of informing our residents of the vital information they need in order to enjoy their **LLPM** rental experience. It will serve as your guide regarding rental payment instructions, general information, emergency instructions, and more.

The owner of the property has partnered with **LocalLPM** 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. **LocalLPM** 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!

TABLE OF CONTENTS

General Information

- A. Agency Disclosure
- B. **LocalLPM** Core Values
- C. **LocalLPM** Commitment
- D. Office Hours and website

Moving Into The Property

- A. Acceptance of the Property
- B. Mailbox Keys
- C. Move-in/Picking up Keys
- D. Move-in Pictures
- E. Satellite Dish/Cable Installation
- F. Utilities

Getting to Know Your Residence

- A. If the Power Goes Out
- B. Location of A/C Filters
- C. Water and Electricity Loss

Paying Rent

- A. Bounced Check or Declined Online Payment
- B. Collection of Late Charges, Fees and Repairs
- C. Credit Cards
- D. Credit Reporting
- E. Electronic Monthly Fixed Payments
- F. Eviction Notice in Lieu of Late Notice
- G. Last Month's Rent
- H. Late Fees
- I. No Cash
- J. Paying at the Office
- K. Payment Due Date
- L. Payment Options
- M. Payment Record
- N. Personal Checks
- O. Prorated Rent
- P. Using the Mail

Property Maintenance

- A. After-Hours Maintenance Charges
- B. Emergency Maintenance
- C. How to Submit a Work Order Request
- D. Maintenance Personnel
- E. Resident Damages/Maintenance Charge-Backs
- F. Resident's Maintenance Responsibilities
- G. Resident Renovations or Repairs

Critical Issues of the Lease

- A. Contact Information
- B. Contact with the Owner
- C. Drug Free Housing
- D. Early Termination
- E. Fair Housing
- F. Lawn Care
- G. Lease Expiration/Renewals
- H. Marketing During the Notice Period
- I. Move-in Inspections/Acceptance of Property
- J. Occupants/Roommates
- K. Pets
- L. Rental/Lease Agreement
- M. Rescheduling Appointments/Denying Access
- N. Right of Access
- O. Routine Property Reviews/Visits
- P. Subletting
- Q. Violation Notices

Housekeeping

- A. A/C Filters
- B. Cleaning and Care of the Home
- C. Fireplace Use
- D. Garbage Disposals
- E. Garbage and Recycling Containers
- F. Light Bulbs
- G. Mold/Mildew
- H. No Smoking

- I. Pest Control
- J. Rain Gutters
- K. Refrigerators
- L. Resident Will:
- M. Smoke Detectors
- N. Thermostats
- O. Walls
- P. Watering Yard and Foundation Care
- Q. Water Softeners
- R. Yard Maintenance

Homeowner Association Issues

- A. Access to Amenities
- B. Rules and Regulations

Miscellaneous

- A. Keyless Deadbolt
- B. Lost or Misplaced Keys/Rekeying
- C. Maintenance Reimbursement
- D. Rental Verification
- E. Renter's Insurance

Home Buyers' Club

- A. A Home Outside Local LPM
- B. The Home You're Renting

Move-out Process

- A. Carpet Cleaning
- B. General Cleaning
- C. How do I get my Security Deposit back?
- D. No Time to Clean House, etc.?
- E. Responsibilities if You Had a Pet
- F. Returning the Keys
- G. What Happens if I Accidentally Take the Garage Door Remotes?
- H. What Happens if I Limit Agent Showings?
- I. What Happens if I am Not "Out" on the Expected Date?
- J. What Happens if My Deposit is Insufficient to Pay All I Owe?
- K. Where will the Security Deposit Check be Mailed?
- L. Why Is There a Lockbox on My Door?

In Closing

GENERAL INFORMATION

A. Agency Disclosure

In renting to you, we are acting as agents 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. Local 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 Local 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 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. LocalLPM Commitment

Our mission is to serve. We 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 Website

LocalLPM is open during normal business hours, 9:00AM to 4:00PM Monday through Friday. You can visit our web site at www.goodlifeislocal.com for information and a variety of convenient services.

MOVING INTO THE PROPERTY



1. Acceptance of Property

By signing the lease agreement, you accept 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.

Before a lease will be sent via dotloop, the admin fees must be paid.

Although Local will rent properties sight unseen, if you are in the area we highly recommend you visit the property before submitting an application.



2. Mailbox Keys

You can pick up your mailbox key with 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.



3. Move-in Orientation/Receiving Keys

Depending on the current viral conditions, you will have either an in person or virtual move in orientation.

The purpose of the move in orientation is to set you up for a successful tenancy. Since our tenants come from all backgrounds and experiences, we want to ensure that all tenants understand how to complete the maintenance items they agreed to by signing the lease.

The move in orientation covers these basic maintenance items in addition to highlighting important details of the lease.

By the time you arrive at the home for your move in orientation, you are expected to have paid your first month's rent (usually prorated) and next month's rent if the lease starts after the 20th of the month.

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

- Rules and Regulations
- 30 Day Notice
- Showing and Move Out Procedures
- Application Screening Criteria



4. Move-in Pictures

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



5. Satellite Dish/Cable Installation

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

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, 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.



6. Utilities

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 both breaker boxes 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 GFI 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.)
- If a vendor is sent to the property to flip a breaker or push a GFCI button, their invoice will be a tenant charge.



B. Location of A/C Filters

At move-in orientation you will be shown the location of the A/C filter, which must be replaced in accordance with your lease.

If the filter is located in the attic, open a work order for a vendor to replace the filter for you. Tenants are not allowed in the attic for safety reasons.



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. These items are shown to you at your move in orientation.

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

Make sure all occupants of the home know how to locate the following items:

- 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

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

- Your account is charged a \$75 NSF fee. If the NSF payment was for rent, your account is charged a Late Fee in accordance with your lease.
- 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).
- At LocalLPM’s discretion, LocalLPM will then no longer accept personal checks as payment for your property.
- At LocalLPM’s discretion, all future payments must be made by Cashier’s Check, Money Order, or PaySlip.
- 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.

This is true even if you are disputing the charge. If rent is due while the dispute is open, you must pay the bill before rent. If after the dispute is closed you are not found liable, this amount will be credited back to you.

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, NSF charges or maintenance charge-backs. The credit card company (Visa, MasterCard, etc) will charge you a convenience fee. If the credit card owner initiates a chargeback on their credit card for a payment required on the lease, the Tenant will need to bring in certified funds for that amount to the office within 24 hours. The tenant will also lose the ability to pay via the online portal and will be required to pay in certified funds for the duration of the lease.



D. Credit Reporting

LocalLPM has partnered with Second Nature to report rent payments to the credit bureaus. This helps tenants who pay on time build good credit. It will also affect tenants who do not pay on time.

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

LocalLPM offers a free rent payment system through “AppFolio”. Now you can pay your rent directly to LocalLPM 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
- Set up automatic payments
- Sign up for automatic reminder emails
- Easy access to view your payment history

*free for e-checks only

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. You will automatically be sent the portal activation upon lease approval.

How do online payments work? It takes 2-3 business days for a payment to be processed to your LocalLPM account.



F. Late Notices and Eviction Notices

If rent is unpaid by midnight on the 3rd of the month, LocalLPM will email a late notice to the email on file. If payment is not made in full, a Notice to Quit and Vacate will be mailed and delivered to the property and the tenant will be charged a delivery fee and certified mailing fee. 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 for late payments. They must be paid with certified funds or online.

If the Landlord or LocalLPM 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 costs, attorney fees, etc. LocalLPM collection policies conform to industry standards.



G. Last Month's Rent

Rent is due every month, including your last month. Tenants are not able to use the Security Deposit to pay rent.



H. Late Fees

For rent paid after the due date, the late fee is 10% of your monthly rent amount. 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. You may request a PaySlip and pay with cash at your local CVS, 7-11 or other participating stores.



J. Paying at the Office

We encourage everyone to pay online or with cash via a payslip. We do not recommend mailing rent payments. If you do need to pay with certified funds, you may bring it into our office during office hours.



K. Payment Due Date

Rent is due, in our office, on or before the 1st of every month, regardless of the date you moved in. LocalLPM's Zero Tolerance policy is that the rent must be paid on time and will not waive or negotiate late fees.

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 falls on a Sunday or Holiday or if you are traveling. Online payments can be processed 24/7/365 from any device connected to the internet.



L. Payment Options

- Pay online through using your LocalLPM Resident Portal on AppFolio. Electronic payments are the fastest, safest, and easiest method available so we encourage electronic payments whenever possible.
- Checks and money orders (paper type) sent by mail or delivered to our office are less reliable and more difficult to process.



M. Payment Record

You may view your payment ledger through your private online resident portal with AppFolio for payment history and to check for any money due.



N. Personal Checks

Personal checks are acceptable at any time before the 3rd of the month. On or after the 3rd, certified funds are required. Certified funds are also required if a check has been returned for non-sufficient funds or any other reason. LocalLPM will notify you if your personal checks will be refused. Be sure to indicate the property address for which you are paying rent, otherwise we have no way of knowing where to apply it and it could be applied late.

Make all checks payable to “Local Leasing & Property Management, LLC”.



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 20th, 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 20th through the last day of that month.



P. Using the Mail

You may mail your rent to **LocalLPM**; 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. 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

LocalLPM staff provides 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 “9-11” first, then call our office at (210) 761-HOME.

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 or not being able to secure the property. If the emergency is life-threatening, call 911 immediately!
2. The Following are NOT Emergencies: Broken air conditioning IS NOT an emergency. Neither are refrigerator out, locking yourself out of the house, power or gas off, oven not working, heating out, water heater out, leaks that can be stopped by turning off the water, broken windows and doors, toilet or plumbing stoppage if you still have one functioning toilet, broken appliances (**LocalLPM** is not liable for loss of food caused by appliance break down).
3. *****Warning***** If you claim to 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 the vendors' trip fees if you do not keep an appointment with any contractor. These fees range from \$75-\$100.



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 through your AppFolio Resident Portal.

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 (9AM to 4PM, Monday through Friday).

If you have a valid emergency that cannot wait until the next business day, call (210) 761-HOME. Please leave a clear and complete message including your name, property address and nature of the emergency.

Remember, LocalLPM personnel will not make an immediate appointment for non-emergencies. 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, tree falling on house

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:

1. Refrigerator not cooling, locking yourself out of the house, power or gas off, A/C inoperable when the property has (2) or more A/C units, oven not working, no hot water, etc. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies. LocalLPM 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.

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. If an appliance is deemed working by professional appliance tech, work order will be closed out.

Category 4: Non-Essential Maintenance

Fence repair, etc.



D. Maintenance Personnel

Maintenance vendors 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, personal items, etc) or a jammed garbage disposal. The repair costs, in these cases, 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.

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, 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.

If you have been informed that there will be required maintenance at your expense due to noncompliance with the lease and do not schedule and complete the maintenance within 10 days of notification, you are giving your express permission to LocalLPM to have an employee open the door for the maintenance contractor to complete the maintenance.. On top of the cost of the maintenance itself, you will pay an additional \$75 trip charge for this service.



F. Resident's Maintenance Responsibilities

The resident is required to promptly notify LocalLPM of all needed repairs and to schedule promptly with the vendor.

Failure to inform LocalLPM 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. LocalLPM 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 LocalLPM at least a day before if you are unable to keep your scheduled appointment. Failure to do so will mean a trip charge to you (\$75-\$85).

LocalLPM 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 you will not or cannot schedule a repair within 10 days of a work order or property review being scheduled, you may have to pay a \$75 trip charge for a LocalLPM employee to open the door for the vendor.

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.

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

F. Inform LocalLPM 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 or carbon dioxide 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 via a work order before making any changes
- Do not proceed with any work until you are notified by LocalLPM
- LocalLPM will ask the owners to determine if the request is acceptable
- LocalLPM 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
- The work will be completed by a LocalLPM vendor at the tenant's expense
- Sign a LocalLPM 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. Contact Information

You are required to provide LocalLPM 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 or update your phone number directly through your tenant portal.



B. Contact with the Owner

LocalLPM 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. Always protect yourself from people who claim to have some authority over the property. If anyone contacts you about the property, always refer them to LocalLPM and we will handle them.



C. Drug Free Housing

LocalLPM 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

LocalLPM'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 terms of their lease agreement. If you need to vacate the property before the end of your lease there is a fee for placing a new resident (reletting) and you will be responsible for all obligations outlined in your lease until a new tenant takes over the lease.

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 reletting charge does not release you from continued liability for: future or past due rent, charges for cleaning, repairing, repainting, unreturned keys, or other sums due.



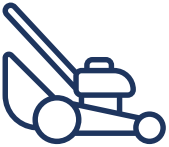
E. Fair Housing

LocalLPM 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.

LocalLPM 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 that 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 issues with the HOA for 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. Tree and shrub trimming up to 10ft tall is the tenants’ responsibility. If you notice trees on the roof, please open a work order.



G. Lease Expiration/Renewals

During the 35-60 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 review. The lease renewal must be processed before the end of your original lease period in order to keep you from paying excess fees. LocalLPM does not allow for leases to lapse into month to month status. Failure to complete the lease renewal process in a timely manner will result in you becoming a hold over tenant until a new lease agreement is signed or you move out. Hold over tenant rent is paid daily and is 3x the normal day rate.



H. Marketing During the Notice Period

Although LocalLPM does not usually show properties until they are rent ready, sometimes the owner requires that we do so.

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

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 7 days. After 7 days they become unauthorized occupants. LocalLPM 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 first be made, paid for, and approved through our office.

Residents must abide by the decision of **LocalLPM** to add anyone to the Lease Agreement.

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



K. Pets/Animals

All animals must have a complete and detailed profile at <https://goodlifeislocal.petscreening.com> These profiles must be updated before lease renewal will be offered. This includes updating doctors' prescriptions regarding support animals.

Pet restrictions may vary per property based on owner preference. **LocalLPM** will allow restricted breeds on the property under certain conditions and with the property owner's express written permission.

No animal may be kept on the property, even temporarily, without **LocalLPM's** written authorization.

Frequently asked questions:

Can I add a pet after I have already signed a lease?

You must have the pet approved and an Animal Agreement signed before bringing any pets on the property

What if I have a pet that is not approved?

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

Can pets visit the property?

No.

Any unauthorized pets found on the property can result in eviction and/or charges of \$500 per pet plus \$25 per day per pet. Pets 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 and other pertinent documentation. We recommend that you keep this paperwork for future reference. Please remember, your lease agreement is a legal contract. If you have any questions regarding your lease agreement, please call the **LocalLPM** management team.



M. Rescheduling Appointments/Denying Access

We always make the effort to contact residents either by text or by email 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 \$75 LocalLPM rescheduling fee. If you break, or reschedule two appointments, we will use our key to get in and charge the fee again.

If LocalLPM is denied, or is not able to access the property because of your failure to make the property accessible, you will be charged a LocalLPM fee of \$75 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 30 days of the lease or any extension of the same.



N. Right of Access

Our policy is to respect your right to 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 reviews, address needed repairs, and to market the property. The lease agreement gives us this right. Unless it is an emergency, LocalLPM 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 by unannounced unless water is flowing out the front door or some other disaster is threatening.



O. Routine Property Reviews/Visits

LocalLPM will conduct periodic reviews of each property. You will receive written notice, via email, with a request to schedule this property review within 10 business days.

Can I refuse this review?

No. According to Texas rental laws, once LocalLPM has notified you, we may enter the house on the scheduled day. The email serves as your notice, however, our preference is that you schedule with the vendor and be present for the property review.

What are you looking for?

We are looking for: 1) Deferred Maintenance; 2) Safety issues (such as functioning smoke detectors); 3) Major damage; 4) Pet damage; 5) Cleanliness/habitability; and 6) Lease violations.

How often are reviews done?

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

Missed Appointment Fee

You will be charged a \$75 LocalLPM fee if LocalLPM or our contractors cannot enter the house or any locked rooms or closets, cannot assess the water softener or water heater due to stored items, or if the contractor cannot enter the space for any reason (unrestrained pets, changed locks, etc.).

During the spring and fall, LocalLPM will conduct an exterior review of the property. These reviews will not be scheduled and will occur at random. Please ensure the property is kept in order at all times to avoid lease violations.



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 residents living in the property. If one of you needs to move out, coordinate with **LocalLPM** directly.

We have a procedure to add a resident to the lease. Contact your management team to learn 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 \$20-\$75 fee for sending a lease violation notice. This is in addition to any charges assessed by the HOA, city, or other governing organization in response to the violation.

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 pickup days, keeping a basketball hoop on the property, not changing or using the incorrect A/C filter, and not replacing batteries as needed in smoke alarms or carbon dioxide detectors, as well as all the other rules listed in this handbook or stipulated in the lease agreement.

HOUSEKEEPING



A. A/C Filters and HVAC Maintenance

As stated in the lease agreement, you are responsible for supplying and changing the air-conditioning filters at least bi-monthly for 1-inch filters and bi-annually for 5-inch attic filters.

We require that you use the correct size pleated style filter, MERV 8 or higher, installed in the correct position for the proper air-flow (see arrows on filter).

To assist you with this mandatory and important maintenance, you will be enrolled in a filter program as part of your tenant benefit package. The correct filters will be mailed to your residence bi-monthly for 1-inch filters and bi-annually for 5-inch filters. If your residence has an attic filter, upon filter arrival, open a work order so we can schedule a vendor to install the filter. Tenants are not allowed in attics for safety reasons.

If you have access to the HVAC unit (i.e. in a closet, not the attic), you are required to pour at least 1 cup of hot water mixed with one cup of either vinegar or bleach down the AC drain line once a month. In most cases, this will prevent the drain line from clogging up and flooding the home. Tenants will be charged to unclog a drain line if proper maintenance would have prevented the stoppage.

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.

Tenants are also responsible for knowing the location of their secondary drain line and immediately opening a work order if it is dripping. A dripping secondary drain line indicates that the primary drain line is already clogged and that the unit needs immediate service.

If not corrected, this may cause serious damage to the home. **DO NOT** operate an HVAC unit with clogged drain lines. Turn the unit **OFF** until it can be serviced.

Repairs and maintenance required due to lack of tenant maintenance or water damage to the home due to maintenance failure is always a tenant bill.



B. Cleaning and Care of the Home

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



Kitchen 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.
- Use lemi-shine, vinegar, or other products weekly (or with every cycle) to prevent lime build up in the dishwasher.



Stove, Hood, Vent Filters, and Ovens:

- These 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 oven unattended while cleaning



Carpets and Floors:

- Clean up spills, pet accidents, etc. promptly. Vacuum carpets, sweep and mop floors regularly.
- Have carpets truck mounted steam cleaned by a professional company every 12-18 months. (Contact LocalLPM 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
- 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”



Odors:

- You are responsible for keeping the home free of any lingering odors that may result from pets, smoke, cooking, etc. If there are lingering odors in your 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, 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”. This includes repainting the home with a nicotine blocker if the tenant violated the lease and smoked in the home.



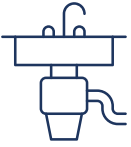
C. Fireplace Use

If there is a fireplace on the property, it is available for your use; however, call LocalLPM before putting it in use 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:

- Open the damper before starting the fire.
- 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 soft woods, like pine or cedar. (Soft woods cause sparks and a buildup of creosote in the flue.)
- Never use fire starters such as lighter fluid, kerosene, or 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 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 additional 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 garbage disposal can't chew it!

To use properly, use only with cold water and run 30 seconds after all the food has cleared and the garbage disposal is humming softly. Do not overstuff and scrape most food particles into the trash before washing dishes. Do not put bones, eggshells, grease, oil, meat, pasta or large pieces of food into the garbage disposal.

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, lemon slices, or a tray of ice while running 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 button 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 and 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.

All recycling, compost, and trash receptacles must be left empty and cleaned out at time of move out. Tenants will be charged to haul off items left in the receptacles at time of move out.



F. Light Bulbs

All light sockets should have working bulbs in them when you move in. It is 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 (including matching the color of the light to other bulbs in the same fixture) 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 should always 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 "Mold Remediation Consumer Protection" 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, the garage, or within 6 feet of the house (such as on front porches or back patios).

We will rent to residents that smoke, but we require them and their guests to smoke outside & away from the residence.



I. Pest Control

Any pest 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. Notify our office immediately if you notice any signs of what you believe may be termites.

Do not store wood against the exterior of the house.

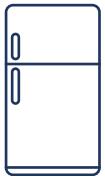
If you suspect rodents in the home, open a work order immediately.

All tenants sign a bedbug addendum with their lease. Bedbugs are easier to treat if caught early. Tenants are responsible for reporting bedbugs immediately to LocalLPM and must pay for and undergo a bedbug treatment until the property is certified bedbug free.



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 be left clean at move out.



K. Refrigerators

Many owners do not warrant the refrigerator. If the property has a 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 LocalLPM unless it is your property.

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 and LocalLPM 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.

A working fridge is defined as cooling properly in both fridge and freezer compartments and not leaking. Ice maker and water filter are accessories to be repaired at owners' discretion.



L. Resident Will

- NOT wash draperies. Call LocalLPM 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, or landscaping of the property without written permission from LocalLPM.
- NOT perform repairs of any type unless authorized by LocalLPM.
- NOT store items next to the furnace, water softener, 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 LocalLPM.
- NOT deduct any pre-authorized or unauthorized maintenance expense from the rent.

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 their financial position so that they can afford to maintain the property and avoid frivolous or excessive costs.



M. Smoke Detectors/Carbon Monoxide Detectors

Your safety is very important to us. Residents must test the smoke detector within one hour after occupancy and inform LocalLPM immediately if it is not working properly.

Smoke detectors are for your safety, please test them every thirty days and replace batteries as necessary (minimally once a year). Normally the smoke detector will emit a beeping sound when the batteries are losing their charge.

Carbon Monoxide is an odorless, colorless gas that kills many people every year. Current Texas Property Code does not require an owner to install a carbon monoxide detector in rental properties, although many of our owners do. If the rented property is heated by gas, has a water heater or range, or if vehicles are parked in an attached garage, we strongly recommend that you purchase and install a carbon monoxide detector if one is not currently in the property. If one is in the property, please test it monthly.



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. Homes are not refrigerators, there is a maximum degree difference of approximately 20 degrees between the inside and outside of the home (i.e. if it's 100 degrees outside, a reasonable temperature inside is 80 degrees).



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 items that are heavy or difficult to hang, we recommend gorilla hooks for minimal damage. Screw holes will be charged to the tenant at move out.

Mirror tiles, contact paper, wallpaper, or other wall coverings with adhesive backing are not permitted without prior written consent from LocalLPM. If you wish to change existing wallpaper, contact LocalLPM's office first to obtain written approval.

You are responsible for removing nails and the cost of repairing damage to walls and ceilings; however, please do not attempt to patch walls yourself. Doing so may increase the cost of wall repair charged to you.



P. Watering Yard and Foundation Care

It is crucial 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. Any damage caused by failing to properly maintain the water softener salt levels will be charged to you.



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, CPS 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 55 degrees Fahrenheit 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 55 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.
- You are responsible for all bushes and tree trimming up to 6 feet. Open a work order to remove tree branches near the roof of the home.
- You are responsible for not letting the shrubs become overgrown, block the home's windows, or become dead inside. Overgrown shrubs may need to be cut down or replaced at your expense.



T. Home Warranties

Some owners have purchased a home maintenance warranty on the property. Although they generally respond in a timely manner, they need your full cooperation to get their contractors into the property to make the necessary repairs. Since we don't control these contractors there is not much we can do to create urgency for them. As our relationship grows, you'll become accustomed to the quick, efficient service you receive from our contractors handling your maintenance requests. Please be aware that your experience with home warranty contractors may not be the same. You'll be contacted by the home warranty company for covered repairs and will make your own scheduling arrangements directly with them.

HOMEOWNER ASSOCIATION ISSUES



A. Access to Amenities

Occasionally there are keys, passes, and codes to gain entry to the community amenities. Some HOAs prefer that you contact them directly to purchase pool cards, gate clickers, etc. HOAs often try to prevent residents from using the amenities and there's nothing we can do to change that. If you have trouble with any of them, let us know and we'll help you secure them; however, it is usually more cost effective if you can manage this directly with the HOA. 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 Home Owners Associations. HOAs are very aggressive about the enforcement of their rules so resisting them will only cause you grief and cost you money.

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

Some HOAs require that holiday decorations be removed by February 1st. For consistency, all LocalLPM residents need to have winter holiday decorations removed by this time. You will also be responsible for removing any and all hooks used in decorating. Do not put nails on the exterior of the home.

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 listed on the lease can pick up keys- identification is required! These 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 to you, you will be charged a \$75 trip charge.

If this happens outside of regular business hours, we will be unable to help you as we do not carry a locksmith on staff that can come out at 2AM. The cost incurred for a rekey is a tenant responsibility. If you change the locks, you must provide written notice to LocalLPM and provide us a copy of the keys. If you do have to change the locks, call Halo Locksmiths and have them rekey the front door cylinder to LocalLPM's master key system and provide the office with an update key code.

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



C. Maintenance Reimbursement

Generally, LocalLPM assigns a vendor to perform work you request in your residence; however, if after contacting LocalLPM about arranging a minor repair yourself and LocalLPM has agreed to reimburse you:

- First pay the bill and send the receipt to LocalLPM. You will be reimbursed the agreed amount.
- Do not deduct the amount from your rent



D. 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 LocalLPM processing fee to cover the costs and time associated with performing this service. If you are a past resident beyond a year, the LocalLPM fee is \$30.



E. Renter's Insurance/Liability Insurance

The home is covered by the homeowner's insurance policy, but your personal property is not. We require that you maintain renter's insurance while you are in the property. Our resident's benefit package provides renter's insurance or you can provide proof of your own renter's insurance to Second Nature to offset the resident's benefit package fees.

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HOME BUYERS CLUB



A. A Home Outside LocalLPM

LocalLPM will also be happy to assist you in purchasing any new or pre-owned home, including those not managed by **LocalLPM**. We have partnered with Good Life Realty group to create a Home Buyers Club for our tenants. These real estate agents specialize in San Antonio and the surrounding area, and are able to represent you in the purchase process. 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.



B. The Home You're Renting

LocalLPM 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. A. Carpet and Tile Cleaning

Residents are required to have the carpets and tiles cleaned by a truck mounted steam cleaning professional after moving out but before the end of your lease. This must be done after you have completely removed all of 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 truck mount carpet cleaning is acceptable.

Be sure to have any spot treatments or pet treatments done as needed. If there is any Pet 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 LocalLPM's standards and satisfaction. You may contact LocalLPM for a list of approved carpet cleaning companies.

Grout is often overlooked, but can hold many odors and become discolored. A good deep clean will rectify this issue.



B. General Cleaning

Best Option:

Prepay LocalLPM for professional home cleaners, carpet cleaners, and pest control (if required), with your last month's rent. Contact LocalLPM for details on how this is achieved. You can relax after you've removed your belongings and all trash/debris/etc!

Next Best Option:

Use vendors who guarantee their work to LocalLPM's standards (list can be provided upon receipt of 30-day notice). Arrange first for the professional cleaning and then professional truck mounted carpet cleaning. Make sure all your belongings are cleared out of the home before the cleaners come. Pay vendors directly, then turn in paid invoices on or before the last day of your lease at the LocalLPM Office along with your keys and garage remotes.

Not Recommended:

Hire a cleaner that is not on the approved LocalLPM providers list. Tell them this is a "make ready clean" and provide them with our list of expectations given to you upon receipt of your 30 day notice. Failure to pass LocalLPM's inspection will cause you to be charged for professional cleaners, plus a \$100 make ready coordination fee. Unlike vendors we have a relationship with, we cannot send back the vendor you chose to fix the items they missed. We'll have to send one of our vendors and you'll pay for cleaning again. If only a few items are missed, you will be charged per item.

A. Not Recommended:

You do have the right to clean the home yourself. To help you, please reference the LocalLPM cleaning expectations detailed on our website under the tenant tab or emailed to you upon receipt of your 30 day notice. Failure to pass LocalLPM's inspection will cause you to be charged for professional cleaners, plus a \$100 make ready coordination fee. You will still need to pay for the carpets to be professionally cleaned!

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 of them properly.
- Close and lock all windows and doors (but not the keyless deadbolts).
- Mow the lawn, weed the flower beds, edge, trim the shrubs, and sweep patios/decks and paths.
- Driveway and garage floor must be cleaned of any grease and oil stains.
- Gutters must be cleared of any dirt or leaves.
- Cooperate with all appointments to show the property.
- Ensure all utilities are left on until the end of your lease.
- Vacate and turn in all keys by the lease expiration date.



C. How Do I Get My Security Deposit Back?

Our greatest desire is to give you all of 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 the home is clean and free of debris, and by having the home and flooring 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.

Remove all nails on walls. Do not fill holes caused by picture hangers or touch up paint. If you paint or fill holes and it does not match you will be charged for all necessary repair and repainting.

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. Responsibilities If You Had A Pet

LocalLPM's "Animal Addendum" calls for some specific items that you must do at move out if you had a pet:

- Have the carpets professionally cleaned and deodorized. Have a receipt ready for LocalLPM when you do your move-out inspection or funds will be withheld in order to have the carpets cleaned and deodorized.
- Have the carpets and yard professionally treated by a pest control company for flea removal. Even if you believe your pet did not have fleas, this is required as part of your pet addendum. Have the receipt ready for LocalLPM at time of move out of LocalLPM will charge for this item.
- Remove all evidence of the pet. Watch for food dishes, pet hair, leashes, pet waste, holes in the yard, damaged fence pickets, torn screens and repair any damage caused by the pet.
- Get rid of all pet related odors.



E. Return the Keys

Until your keys are received by LocalLPM 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 LocalLPM and end your tenancy. This step must be completed timely (by end date on your lease) 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 LocalLPM.

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



F. 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 theremotes to our office. If we receive them within five days we will take the charge off the move out inspection. If not, replacements will be charged to your account.



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 9:00AM and 7:00PM 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 LocalLPM 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 3x the normal rent and legal damages per your lease agreement, which reads as follows:

“22. HOLDOVER: If Tenant fails to vacate the Property at the time this lease ends Tenant will pay Landlord rent for the holdover period and indemnify Landlord and prospective tenants 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 10 days of receiving the demand letter via email. 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. Where Will The Security Deposit Check Be Mailed?

The security 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.



K. 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 procedures 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, so please cooperate with us and we’ll make the transition a smooth one.

IN CLOSING

We reserve the right to make revisions, from time to time and without notice, to our “Rules and Regulations” and “Policies and Procedures” due to changes in office operations, the “Texas Property Code” or “City Codes”. Violations of these guidelines will constitute a breach of the lease.

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

If you have any questions regarding your lease or concerns during your stay with LocalLPM 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!



WE'RE ONLY A CALL OR CLICK AWAY

DON'T HESITATE TO REACH OUT TO YOUR LOCAL TEAM
IF YOU NEED HELP WITH ANYTHING!