



Tenant Handbook

Red Door Real Estate Services, LLC
1111 N. 10th St. Ste. A
McAllen, TX 78501
(956) 683-1975

Office Hours

Monday - Thursday
9:00 a.m. - 5:00 p.m.
Friday
9:00 a.m. - 4:00 p.m.

Please keep this handbook in a safe & secure place for future references.

Welcome Letter

Dear New Tenant,

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and will also answer the most common questions you will have while working with a property management company.

Please take a moment to take a look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If you still have some questions in regards to your lease, please feel free to contact our office.

Red Door Real Estate Services, LLC is committed to providing friendly and helpful service to all of our owners and tenants. Our team members play specific roles to best service your needs. Any time you have a question or something you would like to discuss, someone from our team will always be willing to help. We look forward to working with you.

Sincerely,

The Management Team

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General Information

A. Agency Disclosure

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

B. Red Door Real Estate Services, LLC Commitment

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

C. Office Hours and Web Site

Red Door Real Estate Services, LLC is open during normal business hours 9:00 a.m. to 5:00 p.m. Monday through Thursday, and 9:00 a.m. – 4:00 p.m. Friday. We have a drop box available 24/7 for after-hours purposes. You can visit our web site at www.RedDoorRgv.com for information and for a variety of convenient services.

D. Problem Solvers

If you have a problem that cannot be resolved with property management Staff, please email; Norma Elizondo (Broker/Owner) at Norma@RedDoorRgv.com. We will be happy to meet with you and address any concern or dilemma you may have.

Moving Into the Property

A. Acceptance of Property

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

B. Move-in Inspection Report

At lease signing, you will be provided a Property Move-in Checklist. By completing the checklist and documenting preexisting conditions (stains, damage, etc.), you are protected from financial responsibility for them. It is used in determining charges to you for maintenance and repairs at the conclusion of your lease. To ensure that you are not charged for any damage that exists when you take possession, it is very important that the list of discrepancies you provide our office is **thorough and detailed**. For instance, if there are window coverings, specify whether they are drapes, curtains, or mini-blinds.

You are responsible for completing and returning the Property Move-in Checklist within five (5) days after the Commencement Date of the lease agreement. If you do not, it will be understood that there are **no** discrepancies. Resident shall also report any pest problem within five (5) days of possession. Resident's failure to identify any pest infestation within five (5) days shall constitute Resident's agreement that the Premises has no infestation of any kind. The Property Move-in Checklist is **not** a request for repairs and any defects noted will not be considered for repair simply by returning this document. If needed, **list needed repairs and submit a repair request** . The homeowner is not obligated to make any repair, except for those which could affect the health or safety of an ordinary resident. Cosmetic repairs will not be considered.

C. Move-in / Picking Up Keys

Call the office to schedule your lease signing.

Your first month's rent or pro-rated rent amount must be paid at the time you pick up keys. If your move-in date is on or before the 15th of the month, you must pay the prorated rent shown on your lease. If your move-in date is after the 15th of the month, you must pay the prorated amount. For more information, see paragraph "P. Prorated Rent" in the "Paying Rent" section of this manual. All deposits must be paid prior to move-in. Your first payments to **Red Door Real Estate Services, LLC** must be paid with a money order or cashier check.

Prorated rent, first month's rent, pet deposits, security deposits, and application fees must be paid by **separate** money orders or cashier checks. We have created the following forms that could be useful to you in the future. All Resident Forms may be downloaded from our website on the Tenant Info page.

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

D. Satellite Dish / Cable Installation

Satellite Dishes are NOT allowed, unless you receive an authorized written letter by Red Door Real Estate Services, LLC.

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

E. Utilities

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

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

Getting To Know Your Residence

A. If the Power Goes Out

- Check the breaker box for switches tripped off and reset them to the 'on' position.
- In the kitchen, bathrooms, patio, or garage check the GFI plug, (Ground Fault Interrupter). Resetting a circuit breaker or 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.).

B. Location of A/C Filters

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

C. Water and Electricity Loss

Residents are required by the lease agreement to know the location and operation of the main water cut-off valve and all electric breaker switches; and how to switch them off, as needed to mitigate any potential damage to the property. You can purchase a key to operate the water cut-off valve on the water meter at any major hardware store.

Take the time to know or locate the:

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

Paying Rent

A. Bounced Check or Declined Online Payment

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

1. Your account is charged a \$45 NSF fee.
2. If the NSF payment was for rent, your account is charged a Late Fee, until the account is paid in full.
3. 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).

4. **Red Door Real Estate Services, LLC** will then no longer accept your online payment.
5. All future payments must be made by Cashier’s Check or Money Order.
6. All E-Checks will be returned to you, which may cause your rent to be considered late, and you to be charged a Late Fee.
7. This policy applies to all roommates and all payments for the property.
8. We are not responsible for any bank fees or for any online double payments.

There are no exceptions to the above described policy.

B. Collection of Late Charges, Fees and Repairs

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

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

C. Credit Cards

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

D. Credit Reporting

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

Red Door Real Estate Services, LLC offers a free Rent payment system through ‘AppFolio.’ Now you can pay your rent directly from your Checking or Savings account Online with **no fees!**

Benefits

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

- You can stop 'AppFolio' at any time.

Security. Online payments are more secure than mailing a check. Your information is password protected and all transactions are both encrypted and securely transmitted. In addition, you receive email notification that your payment has been made.

How do I sign up? Before you can pay online, we will have to activate your online payment account. It takes up to 3 business days for us to send your email the activation link. If you have not received it after 3 days please email Joann@Reddoorqv.com, Attention: Online Payment Activation.

How does the online payments work? It takes 2–3 business days for a payment to be processed to your account. It is important to consider these processing times in order for your payment to be on time.

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

F. Eviction Notice In Lieu of Late Notice

If rent is unpaid by the 3rd of the month, **Red Door Real Estate Services, LLC** will begin eviction (Notice to Quit and Vacate) proceedings. Once eviction has started, after another 3 days if the rent and all outstanding charges are still unpaid, we will order a Forcible Entry & Detainer (Eviction Suit). Personal checks will **NOT** be accepted for late payments. They must be paid with certified funds or online. If we must appear in Court for an FE&D (Forcible Entry & Detainer) or like suit, the resident will incur all the associated fees, such as **Eviction Posting of \$50.00**, any court costs, and if necessary any attorney fees.

G. Last Month's Rent

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

H. Late Fees

For rent paid after the due date. Late fee must be included with all late payments; any payments received without late fees will be rejected. We encourage you to pay the rent by the 1st to avoid paying any late fees.

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

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

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

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

I. No Cash

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

J. Paying at the Office

To assure that your payment is received by the 1st, you may want to bring it to the office. Office hours are 9:00 a.m. to 5:00 p.m., Monday through Thursday and 9:00 a.m. to 4:00 p.m. Friday. A convenient drop box, located next to the front door, is available for after-hours use. **If you use the drop-box, call our office to confirm rent payment was received and applied to your account.**

K. Payment Due Date

Rent is due, on or before the 1st of every month and must be received by the 3rd of each month, regardless of the date you moved in. Our policy is that the rent must be paid on time and we will not waive or negotiate late fees. Therefore, we encourage you to pay timely, so that you don't pay late fees and ruin your credit. No exceptions, even if the 1st-3rd falls on a Sunday or Holiday.

L. Payment Options

1. Pay on-line using your 'Resident Portal.' Electronic payments are fastest, safest, and easiest method available, so we encourage electronic payments. Once you are registered in our payment system you will have a simple electronic option with which to pay your rent each month. **NO CASH, NO EXCEPTIONS!!!**
2. E-Check and Credit card payments are acceptable only Online.
3. Money orders 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, for payment history and to check for any money due.

N. E-Checks

E-checks are only accepted online and not in the office.

O. Pro-rated Rent

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

the monthly rent by 30). First payments will always be paid at the office by money order or cashier check.

P. Using the Mail

You may mail your rent to **Red Door Real Estate Services, LLC**. However, if received after the 3rd of the month your late fees will be due and you will have to come in that day to avoid additional late fees. It is the resident's responsibility to confirm rent payment has been received and applied to your account.

Property Maintenance

A. Emergency Maintenance

Emergency Procedures, in case of a medical, fire, or other emergency situation that could involve immediate peril to you or someone surrounding you always call your local emergency number or 911.

If the situation occurs after business hours please call our main office line 956-683-1975, remember to leave your name, phone number, address, and the type of emergency. If you do not receive a call back within 20 minutes, please call our office again!

We define an emergency repair as anything that threatens the health of the occupants or destruction of the property like flood, fire, sewer back up, burst water pipes, burst water heater, gas leak, etc.

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, gas leak, etc.

2. The Following are NOT Emergencies

Broken air conditioning IS NOT an emergency.

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, the heating out, water heater out, broken windows and doors, toilet or plumbing stoppage, broken appliances (**Red Door Real Estate Services, LLC** is not liable for loss of food caused by appliance break down).

3. Warning!!!

If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. Crying wolf will cost you money. Do not call-in an emergency unless it is truly an emergency. You will also be charged a \$45 trip charge.

B. 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, you can email Repairs@RedDoorRgv.com, you can request from your tenant portal, from our website or you can come in and fill out a maintenance request form.

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.

Work orders for non-emergency repairs are sent out during normal business hours. If you have a valid emergency that cannot wait until the next business day, call 956-683-1975. **Remember** maintenance personnel will not make an immediate appointment for non-emergency repairs.

We know that repairs are an inconvenience and promise to address them diligently. We appreciate your patience and cooperation. Please be aware we have no control over our outside vendor's schedules and we ask that you work with them to get your repairs done. **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, broken water pipes, tree falling on house.

Target: 5 to 8 hours

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

The following are not emergencies:

Refrigerator not cooling, locking yourself out of the house, power or gas off, a/c inoperable and the property has two (2) a/c units, oven not working, no hot water, etc. *These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies.* **Red Door Real Estate Services, LLC** is not liable for loss of food caused by appliance break down 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 (caused by natural disaster), plumbing repairs (not clogged toilets, see notes below), loose railings, wobbly decks, electrical problems, air conditioning etc.

Target: 2-4 business day service

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

Category 3: Normal Maintenance

Appliance repair, garage repairs, leaky faucets, etc.

Target: 4-8 business day service

Category 4: Non-Essential Maintenance

Target: Until owner approves

C. Maintenance Personnel

Maintenance personnel are not employees of our company, consequently we do not control their work hours. Please advise us if a repairman does not arrive, or if the work is not completed in a professional and satisfactory manner.

D. 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, any personal items) or a jammed garbage disposal. The plumbing repair cost will be your responsibility. This is not considered equipment failure and you should do everything you can to handle these issues yourself. Unless the contractor indicates it was not caused by you (i.e. roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by misuse, and not by a defect of the property. Clogged plumbing is your responsibility.

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

Maintenance Charge-Backs

If the contractor we send to the property tells us the need for maintenance is due to your negligence, abuse, or something easily remedied like a GFI switch or circuit breaker tripped, or garbage disposal not re-set, 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.

E. Resident's Maintenance Responsibilities

The resident is required to promptly notify Red Door Real Estate Services, LLC of all needed repairs.

Failure to inform us of water leaks or any condition that result in damage to the property will cause resident 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. **Red Door Real Estate Services, LLC** 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 **Red Door Real Estate Services, LLC** at least a day before, if you are unable to keep your scheduled appointment; failure to do so will mean a \$45 charge to you.

Red Door Real Estate Services, LLC will bill you if you have agreed to an appointment a vendor but failed to open the house for them at the scheduled time.

If there is still a problem after a recent repair has been completed (within 30 days), call us. If you fail to report this problem, and it causes further damage, you may be responsible for its cost. Damages caused by abuse or misuse will be charged to you. We will rely on the servicing contractor to tell us if you caused the problem.

Monitoring of security systems is not handled by **Red Door Real Estate Services, LLC** or the owner. You will need to make your own arrangements to set up service in your name.

Inform Red Door Real Estate Services, LLC of any and all:

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

F. Resident Renovations or Repairs

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

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

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

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

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

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

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

Critical Issues of the Lease

A. Acceptance of Property

You are **required** to provide **Red Door Real Estate Services, LLC** with your most current work, cell and home telephone numbers, (including non-published numbers) and your e-mail address. Please notify the office of any changes.

B. Contact with the Owner

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

C. Drug Free Housing

Red Door Real Estate Services, LLC 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

Red Door Real Estate Services, LLC primary responsibility is to act in the owner's best interest at all times. However, we understand that at times extenuating circumstances may prevent a resident from fulfilling the term of their lease agreement. If you need to vacate the property before the end of your lease agreement there is a fee for placing a new resident (re-letting).

Re-letting Charge Options

Option 1: Is to find your own replacement resident (that is acceptable to **Red Door Real Estate Services, LLC** requirements).

The charge for Option #1 is 75% of your monthly rent.

Option 2: Is to hire Red Door Real Estate Services, LLC to find a replacement resident for you. The charge for Option #2 is 100% of your monthly rent.

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

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

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

Please note: The re-letting 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.

Amendment for Change or Replacement Tenant(s):

If for any reason an individual needs to be released from their lease and the other residents will remain on the lease please send an email to Jovanna@RedDoorRgv.com requesting to be removed from the current lease and name the future resident (if any). The fee for this amendment is **\$125.00 per resident being released**, no resident will be released from the lease unless the right documents are signed and the fee is paid in full. Please have the future resident fill out the application online and pay the application fee. Everything will be processed once the new tenant is approved.

E. Fair Housing

Red Door Real Estate Services, LLC 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.

Red Door Real Estate Services, LLC 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 town home or apartment) is you are responsible for lawn care. Unless there are special arrangements to the contrary, your lease says **“it is your responsibility to maintain the lawn, trees, weeds, trimming” etc.** Your failure to do so can create serious problems with the city and the homeowner. An unmaintained yard will generate complaints from the neighbors and there could be fines assessed to owner and charged back to you. Not everyone has a green thumb, so it may benefit you to hire a lawn care company. Whatever it takes, it is your responsibility to keep the lawn looking good. See more on this in Housekeeping sub-chapter ‘Q. Watering Yard and Foundation Care.

G. Lease Expiration / Renewals

During the forty-five (45) to sixty (60) day period prior to your lease expiring, you will receive a notice from us outlining the provisions of your lease renewal. It is crucial that you return this notice to us in a timely manner. To renew your lease we must first perform and process a property survey. And the lease renewal must be processed before the end of your original lease period, in order to keep you from paying more. Any delay will cause your lease to be on an automatic month to month status, at a higher rental rate, effective the 1st of month after the lease expiration.

H. Move-in Inspections / Acceptance of Property

The move-in inspection is designed to document the condition of the property prior to your taking possession, so that you are not held responsible for prior existing damages. It is the benchmark we will use when you vacate the property to establish charges for damages. By signing the lease, the Resident accepts the property in its present condition (AS IS), subject only to conditions which materially affect health or safety of an ordinary resident. No additional cosmetic touches or repairs will be done after move-in.

I. 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 (14) days; after that they become unauthorized occupants. **Red Door Real Estate Services, LLC** holds you responsible for all occupants and guests, and their behavior. We must know who is occupying the property regardless of their age and they must be named on your lease agreement. If at any time you wish to add or change an Occupant, and he/she is 18 years of age or older, application must be made first (and fee of \$45.00 paid), and approval obtained through our office. Residents must abide by the decision of **Red Door Real Estate Services, LLC** to add anyone to the Lease Agreement. Failure to fulfill the above mentioned requirements may result in termination of your lease.

J. Pets

No pets may be kept on the property, even temporarily, without **Red Door Real Estate Services, LLC** written authorization.

Frequently asked questions:

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

You must have the pet approved and a Pet 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 \$250.00 rent per pet plus \$50 per day per pet. Pets also include fish in aquariums larger than ten gallons, mammals, birds and reptiles.

K. Rental / Lease Agreement

You received a copy of your rental/lease agreement, move-in checklist, and other pertinent documentation. We recommend that you keep this paperwork for future reference. Please remember, your lease agreement is a binding contract. If you have any questions regarding your lease agreement, please call **Red Door Real Estate Services, LLC** management team.

L. Rescheduling Appointments / Denying Access

We always make the effort to contact residents either by phone or by mail before we enter the property. Sometimes problems arise in setting up inspections or scheduling maintenance. Consequently, if you cause the need for rescheduling by not keeping an appointment, you will be charged a \$45 rescheduling fee. If you break, or reschedule two appointments, we will just use our key to get in, and charge the fee again. If we are denied, or not able, to access the property because of your failure to make the property accessible, you will be charged a fee of \$65, for not cooperating. The lease agreement gives the homeowner's agent permission to enter the property after trying to contact you as well as the right to place and use a lockbox during the last days of the lease or any extension of same.

M. Right of Access

Our policy is to respect your right of privacy at all times, and we will attempt to contact you prior to visiting the property. However, we must be able to get into the property to do periodic surveys, address needed repairs, and to market the property. The lease gives us this right. Unless it is an emergency, **Red Door Real Estate Services, LLC** 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 in unannounced unless water is flowing out the front door or some other disaster is threatening.

N. Routine Property Reviews / Visits

Red Door Real Estate Services, LLC will order periodic reviews of each property. You will receive written notice, via email, with the dates and times of the visit.

Can I refuse this review?

No, according to Texas rental laws, once **Red Door Real Estate Services, LLC** has notified you, we may enter the house on the scheduled day, the letter serves as your notice.

What about my pets?

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

What are you looking for?

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

How often are reviews done?

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

Missed Appointment Fee

You will be charged a \$45 fee, if **Red Door Real Estate Services, LLC** or our contractor, cannot enter the house, or any locked rooms or closets, for any reason (like unrestrained pets, changed locks, etc.).

O. Subletting

Subletting is when you “move another person in” to share the rent (without adding them to the lease), or “move out and let someone else pick up the rent.” There is no subletting allowed. Fines for violations are stiff. We need to approve all adult residents living in the property. If one of you needs to move out, coordinate it with **Red Door Real Estate Services, LLC** directly or email Jovanna@RedDoorRqv.com. We have a procedure to add a resident to the lease.

P. Violation Notices

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

Consequently, we charge a \$25 fee for sending a 3rd lease violation notice.

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

Housekeeping

A. A/C Filters

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

Unless it is stated on your lease agreement it will be changed by onsite maintenance.

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

A clean filter prevents serious damage to the motor, compressor and other parts of the AC/Heating unit. A dirty filter reduces the efficiency of the A/C and heating unit requiring it to work harder increasing your electric bill; and shortening the operating life. Any cleaning required or damage done to AC/Heating units caused by failure to perform mandatory changes of the filter will be charged to the resident. The repair technician will make this determination. This is a very expensive maintenance or repair, and the resident **always** gets billed for the entire amount due to neglect. We recommend you change the filter when you pay your rent and buy several at one time to have them on hand.

B. Cleaning and Care of the Home

Resident is responsible for keeping the property clean, odor free, and orderly inside and out.

Kitchens Counter Tops: 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 counter top.

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 dishwasher at least once each week or the seals dry up and the motor can be ruined.
- Do not leave soiled dishes in the dishwasher for a long period of time, such practices attract household pests.

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

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

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

- Have carpets steam cleaned as needed. (Contact **Red Door Real Estate Services, LLC** for a list of Carpet Cleaning Companies).
- Use only approved cleaners on vinyl floors. (Do not use wax).

Hardwood Floors: Use appropriate cleaners only.

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

Bathrooms: Report any leaks immediately.

- Please notify the office if the caulked areas around your bathtub and tiles become cracked, broken or chipped. Water seepage can cause severe damage to your home.
- Do not use abrasive cleaners, steel wool, or scouring powder to clean any tubs, marble sinks, counter tops, or **any** fixture. Using these items ruin the finish. Instead use 'Soft Scrub' or other nonabrasive cleaners.
- Prevent mildew & mold from accumulating by: Using exhaust fans during and after showering, keeping bathroom properly ventilated, and by treating immediately with products such as 'Tilex.'
- Report any leaks immediately. And please notify the office if the caulked areas around your bathtub and tiles become cracked, broken or chipped.
- Water seepage can cause severe damage to the home.

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

C. Fireplace Use

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

However, before putting it in use, call **Red Door Real Estate Services, LLC** so we can have it inspected and if needed, cleaned. You will then be responsible for having it inspected, and if necessary, cleaned by a certified “chimney sweep” when you move out.

Proper Use of Fireplace:

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

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

D. Garbage Disposals

- The garbage disposal is a convenient appliance, if used properly.
- **Remember: If you can't chew it, your disposal can't chew it!**
- It must be used appropriately. For instance, it was not created for: bones, grease fat, oil, meat, vegetable and citrus, peelings, etc.
- If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before attempting to retrieve it. (Never stick your fingers in a running disposal).
- The disposal is self-cleaning, but occasionally adding baking soda will help to reduce odors.
- Never use caustic drain cleaners.
- If the motor whines, turn the switch off and unjam the disposal. A special tool

may be required and your local hardware store should carry it. There is a reset button on the bottom outside of the disposal. You will be charged for maintenance service if the disposal is only jammed, clogged, or the safety button has not been reset.

E. Garbage and Recycling Containers

Most areas have curbside garbage and recycling, using individual wheeled receptacles, if not please call your city utility for them.

- 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.

Some units have one large trash container outside in the back parking area, please do not place furniture, Christmas trees, mattresses, etc. in these areas, tenants will be fined if found placing those items in that area. Make sure your bag makes it into the containers and do not leave it on the outside.

F. Light Bulbs

All light sockets should have working bulbs in them when you move in. If any lights do not work when you move-in, please notify us by using a work order request, at once and note it down on your Move-In Condition Forms. Otherwise, it will be your responsibility to replace light bulbs, as needed, during your occupancy, with the correct size, type, and wattage bulb. If a light fixture is rated for a 60 watt bulb and you use a 100 watt, it may create a short circuit and a fire hazard. Upon move-out, it is your responsibility to insure that all fixtures have the correct working bulbs installed. You will be charged per light for any that are missing, burned out, or are not the correct type or wattage.

G. Mold / Mildew

Every house has some mold, and it's been around since the beginning of time. Most of it causes no health risk, but you always need to watch out for it. If you keep moisture in the house low, the shower tile clean and the refrigerator wiped down, you'll probably never see any. You executed a 'Mildew Addendum' before you took possession of the property that teaches you how to deal with mold and mildew. Read it carefully.

H. No Smoking

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

their guests to smoke outside, and to keep their outside patio clean and clear from cigarette buds.

I. Pest Control

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

J. Rain Gutters

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

K. Refrigerators

Many owners **do not** warrant the refrigerator. (Check your lease agreement.) If the property has a non-warranted refrigerator and it becomes inoperable, it will be your responsibility and expense to repair it. **Red Door Real Estate Services, LLC** or the owners are not responsible for loss of food.

- 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 **Red Door Real Estate Services, LLC**, unless it is yours.
- If you have your own refrigerator that you wish to use and there is a refrigerator already in the property, contact management regarding proper storage of the owner's unit. If you store it in the garage, it will need to be kept plugged in and running.
- Any loss of food due to a malfunctioning or inoperable refrigerator is solely at the resident's expense. Owners are not obligated to reimburse residents for lost or spoiled food.

- A refrigerator is not a toy; please teach your children the dangers of playing in and around refrigerators.

L. Resident Will:

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

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

M. Smoke Detectors

Your safety is very important to us.

- Residents must test the smoke detector within one day after occupancy, and inform **Red Door Real Estate Services, LLC** immediately if it is not working properly.
- Smoke Detectors are for your safety, please test them every thirty days and replace batteries as necessary. Normally the smoke detector will emit a beeping sound when the batteries are losing their charge, it is the tenants responsibility to upkeep with replacing the batteries during their residency. Red Door Real Estate Services, LLC does yearly inspections for smoke alarms and fire extinguishers, if you tenant does not upkeep with changing the battery tenant will be charged \$10.00 per battery by Red Door Real Estate Services, LLC.
- If you have changed batteries and the smoke alarm keeps beeping, please submit a repair request for a new smoke alarm. (If smoke alarm does not need to be replaced and we receive a repair request to replace it charge will be towards the tenant for that repair).

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.

At the time of Move-In please keep in mind that it can take up to 3 days for your a/c to start cooling down the house, if the house is still not cooled down after those 3 days please submit a work order.

O. Walls

- We suggest you use “3M” picture hanger adhesive strips when hanging pictures. This type of hanger creates no wall damage.
- If you have questions about items that are heavy or difficult to hang, please call the office.
- Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted without our prior written consent.
- If you wish to change existing wallpaper, please contact the office first, to obtain written approval.
- You are responsible for removing nails and the cost of repairing any damage to walls and ceilings. Please do not try to patch any nail holes or damages to walls, we request you hire and pay one of our vendors do it for you instead.

P. Watering Yard and Foundation Care

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

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

Watering guidelines:

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

Q. Water Softeners

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

R. Winter Conditions

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

Before the cold weather begins and it's time to switch from cooling to heating.

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

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

- **The heat must be maintained at a minimum of 65 degrees F,** in order to protect the plumbing from freezing.

- Exterior faucets and exposed water lines must be adequately protected by insulating, wrapping or covering.

- Allow inside and outside faucets to slowly drip. Drip both HOT and COLD water.

- Open cabinet doors to expose plumbing fixtures so that these spaces will be heated.

- If you are going to be away from the property for the day or an extended period of time it is very important that you do not turn the heat off.

Please leave the thermostat setting no lower than 65 degrees minimum.

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

S. Yard Maintenance

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

- **The lawn must not be higher than 6 inches.**

- The areas around the driveway, sidewalks, curbs and gutters are part of the yard and should be kept free of weeds, leaves, and debris.

- Remember, the exterior appearance of the home reflects the living conditions of the residents.

Homeowner Association Issues

A. Access to Amenities

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

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 of hedges etc.), storage of garbage cans (store out of sight), vehicle parking on unauthorized areas (such as grass) and improper storage of boats and trailers. These are just a few of the most common resident violations of the HOA that could cause you to be charged fines.

Miscellaneous

A. Key-less Deadbolt

The purpose of the key-less 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 key-less 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 key-less deadbolt is engaged, it will be impossible to enter the property with a key, and you will be responsible for all costs to gain entry into the property.

B. Lost or Misplaced Keys / Rekeying

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

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

If we bring a key out to you, you will be charged a \$55 trip charge.

If you lock yourself out after hours you will need to contact a locksmith at your expense. Residents are not allowed to change the locks. If you wish to re-key the property at your expense, please contact the office.

C. Maintenance Reimbursement

Generally, **Red Door Real Estate Services, LLC** assigns a vendor to perform work you request in your residence.

However, if after contacting **Red Door Real Estate Services, LLC** about arranging a minor repair yourself, and we have agreed to reimburse you:

- First pay the bill and send the receipt to **Red Door Real Estate Services, LLC** . You will be reimbursed the agreed amount.
- Do **not** deduct the amount from your rent.

D. Referrals

If you refer someone to **Red Door Real Estate Services, LLC** who Buys, Rents, Sells, or has their Property Managed within the company, we will give you a \$50 Gift Certificate!

E. Rental Verification

We often receive requests from mortgage companies and other landlords wanting a verification of a resident's rental history. They usually want this information in writing and sent to them immediately. If you are a past resident, beyond a year, you will have to pay a filing fee of \$25.00, due to us contacting our past records.

F. Renter's Insurance

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

If you don't have renter's insurance, you may lose everything! The Landlord isn't held responsible. In fact, even in incidents that you didn't cause, you are responsible for replacing your possessions. And, even worse, if you are responsible for an accident that causes damage to the property, losses to others, or injury to an individual, you could be held liable...even to the owner of the property!

Some property units will require tenants to obtain renters insurance prior to move in.

So, why do you need Renter's Insurance?

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

Buying A Home

A. Homes Not Listed By Red Door Real Estate Services, LLC

Red Door Real Estate Services, LLC will be happy to assist you in purchasing **any** new or pre-owned home, including those not listed by us. We have several real estate agents specializing in McAllen and the surrounding area willing to represent you in the purchase process (at no cost to you). This can happen when you give your notice to vacate, per your lease requirements. Your property manager and agent can advise you of the process ahead of time, so you can plan accordingly.

Move-out Process

A. Carpet Cleaning

Residents are required to have the carpets **professionally cleaned** after move-out. This must be done after you have completely removed all your belongings and vacated the property. A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys. **Do not** rent machines from a store or use home cleaning machines. Only professional cleaning is acceptable. Be sure to have any spot treatments or 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 **Red Door Real Estate Services, LLC** standards and satisfaction. You may contact **Red Door Real Estate Services, LLC** for a list of carpet cleaning companies.

B. General Cleaning

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

- This includes: floors, windows (inside and out), window sills and door casings, mini-blinds, wipe out drawers, shelves, all appliances, sinks, toilets, bathtubs, showers, vanities, light fixtures, fireplaces, remove cobwebs inside and outside, etc.
- Pick up debris and animal feces in the yard and dispose properly.
- Close and lock all windows and doors.
- Cut the lawn, weed the flower beds, edge, trim the shrub, and sweep patios/decks and paths.
- Driveway and garage floor must be cleaned of any grease and oil stains.
- Gutters cleared of any dirt and leaves.
- Cooperate with all appointments to show the property.
- All utilities are to be left on for at least three days after your keys have been returned.
- Vacate and turn in **all** keys by the expiration date, or be charged for the additional days the keys are not received.

C. How do I Get My Security Deposit Back?

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

Be sure that you understand what your responsibilities are for cleaning and preparing the property for move-out. Please read our ‘Move-out Guidelines’ carefully. You can obtain a copy at www.RedDoorRgv.com, or at our office.

Painting & Nails: Please remove all nails on walls. Do not fill holes caused by picture hangers, or touch up paint without approval. If you paint or fill holes and it does not

match, you will be charged for all necessary repair and repainting. Utilities must be left on for the move-out inspection. Any delay of inspections caused by the Utilities not being on will also delay the return of your security deposit. The move-out inspection documents the current condition of the home and compares it to your move-in inspection report. We will then charge for any condition discrepancies not identified as existing, at move-in.

D. No Time to Clean House, Etc.?

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

E. Responsibilities if You Had a Pet

Red Door Real Estate Services, LLC 'Pet Addendum' calls for some specific items that you must do at move-out if you had a pet:

1. Have the carpets professionally cleaned and deodorized. Have a receipt ready for **Red Door Real Estate Services, LLC** when you do your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
2. Have the property and the carpets professionally cleaned, and the house treated for fleas 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 **Red Door Real Estate Services, LLC** at time of move-out or **Red Door Real Estate Services, LLC** will charge for this item.
3. Remove all evidence of the pet. Watch for food dishes, pet hair, leashes, pet waste, holes in the yard, and repair any damage caused by the pet. Owners are particularly sensitive to pet damage, so we must also be.
4. Get rid of all pet related odors.

F. Returning the Keys

Until your keys are received by **Red Door Real Estate Services, LLC**, 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 **Red Door Real Estate Services, LLC** and end your tenancy. This step must be completed timely (by the end of your final month) to end your lease and avoid additional cost to you.

All furnishings must be removed, and all cleaning accomplished, before the keys are returned to **Red Door Real Estate Services, LLC**.

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

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

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

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

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

I. Where and when will the Security Deposit Check be Mailed?

Owners have 30 days after your move out date to return your security deposit, the deposit will be mailed to the address that you give us in writing. If no address is given in writing, we will hold your check for 30 days in our office, after 30 days your check will be voided. If you do not pick up your check within the 30 days or lose your check, you will be responsible for a reissue check of \$25.00.

In Closing

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

If you have any questions regarding your lease, or concerns during your stay with **Red Door Real Estate Services, LLC**, 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.