

Tenant Frequently Asked Questions

Where do I get my mailbox key?

- Mailbox keys are issued by the local post office branch for the property address. Please take a copy of your lease when you go to obtain the key.

How do I document property condition at move in?

- When you signed your lease, you were provided with a Move In/Move Out form. Please complete this form and return it to your Property Manager within the time specified in the lease agreement.
- At move out, the tenant is responsible for damage to the property not identified on the Inspection Report.
- KSP will conduct periodic inspections of the property to verify lease compliance.

How is lease Renewal and Termination handled?

- **Automatic Renewal & Notice of Termination:** The Lease automatically renews on a month-to-month basis until one party gives the other **written** notice of termination. **The lease does not automatically end at the expiration date of the primary term.** When tenants want to move they must give Landlord **written** notice of intent to vacate. This can be brought by the KSP office, sent via email or through the tenant portal: <https://keysig.twa.rentmanager.com>. **Verbal or oral notice is NOT sufficient for any reason.**

Can my security deposit be used to cover my last month's rent?

- Texas Property Code strictly prohibits attempts to use the Security Deposit in lieu of payment of the last month's rent, and strong penalties can ensue for doing so.

Can I change the locks on my doors?

- Tenants are not permitted to have the locks changed on your property. If you feel there is a specific need to change the locks, contact your Property Manager.

Can I sublease the property?

- Landlord will allow replacement tenants under the following conditions:
 - If Tenant requests an early termination of the lease under this paragraph, Tenant understands that the fee (reletting fee) is due up front.
 - Upon receipt of the reletting fee, Landlord will begin marketing the Property for a suitable replacement tenant.
 - Payment of the reletting fee does not release Tenant from other obligations of the lease. Not paying all obligations will guarantee forfeiture of your security deposit and may result in reporting of bad rental history, a broken lease, and the balance owed to all 3 credit bureaus and placed with a collection company for collection.

What are my maintenance responsibilities?

- A tenant in a rental property home has a responsibility to maintain the home and yard in a clean and well kept state.
- It is also important to report promptly any problems to Property Management so they can be addressed in a timely manner to avoid further or secondary damage to the property.
- Following in a Brief Checklist to help with home maintenance:

Home Maintenance Brief Checklist:

- Change air filters monthly
Second Nature: The Second Nature filter program delivers monthly, to the property, the exact number of filters the home needs in the right sizes. A \$20 monthly service fee covers it - regardless of the number of filters.
- Regularly vacuum and clear floors of any food debris to prevent insect problems.
- Keep appliances clean and use care not to overload them.
- Keep plumbing in working order by not flushing paper towels, wipes or feminine products. Never pour grease or oil down drains.
- Maintain good lighting by replacing light bulbs as needed and never overload outlets.
- Water/maintain the lawn, including regular mowing and care for plants.
- When mowing or maintaining beds be aware of sprinkler heads.
- For properties where pets are approved, be a responsible pet owner by:
 - Cleaning up after your pet, both inside the home and in the yard
 - Train your pet's behavior to help avoid property damage
- For extreme weather conditions, take care to protect the property from freezing temperatures. Insulate/wrap plumbing and all exterior pipes and faucets. Drain irrigation system at the end of the watering season. Take any hoses inside to store.
- Remember to check smoke and carbon monoxide detectors every 6 months during your tenancy. Never remove smoke or carbon monoxide detectors.
- Always notify Property Management promptly when a water leak is detected to prevent further damage, mold, mildew and rot.