

## Tenant Information Letter

We are delighted to have you as a resident. We look forward to a long and prosperous relationship as we strive to provide you with a comfortable and safe home. Please be sure to read the attached letter to understand what the expectations are for residents.

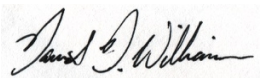
It is important to pay rent on time so that you are not charged unnecessary late fees. Below is important information about how to pay rent every month:

Option 1 (preferred): Pay online through your bank using Zelle. You can send rent payments to **David\_UH\_81@yahoo.com** . Your payments are linked to your name so we can easily manage incoming payments and credit your account.

Option 2: Visit any Wells Fargo and make a cash or Electronic deposit to Name on the Account, David Williams, with the following account number **2531778187**. Please include your name and property address at the top of the deposit slip so that we can apply the payment to your account.

**Maintenance Requests:** Please notify us of items in need of repair using the contact information below – we will do our best to remedy the situation as soon as possible.

Sincerely,



David Williams  
David\_UH\_81@yahoo.com  
832.798.2357

## IMPORTANT INFORMATION ABOUT YOUR HOME

### What Is a Lease?

A lease is a legal contract between the landlord and tenant. When you lease a home from us, this is what you can expect. At the commencement of your tenancy...

**The landlord (Us)** will provide a home that is clean, sanitary, in good cosmetic shape, and in good working order. The landlord will continue to keep the home in good working order and abide by the terms in the lease throughout the length of your tenancy.

**The tenant (You)** is responsible for keeping the home in good condition by practicing good housekeeping habits, including to prevent leaks, mold growth, rodents, and pests, treating the property with care to avoid preventable damage or maintenance needs, reporting maintenance issues in a timely manner, paying rent when it is due, and abiding by the terms of the lease throughout the length of your tenancy.

### Maintenance

Please call us promptly with any maintenance requests. Your home has been thoroughly cleaned and inspected for any maintenance issues prior to your taking occupancy. However, we do not live in the home and therefore will not be aware when you have a future maintenance concern **unless you tell us. It is 100% your responsibility to report maintenance issues.**

Here is a list of items we want to know about immediately:

1. Mold (within 48 hours)
2. Drippy faucets, drippy pipes, or “running” toilets (within 48 hours)
3. Moisture where there should be none (roof, under the sink, etc.)

### Your Repair Responsibility

**Mold (from living conditions):** Mold will grow if given the opportunity. Keep your home clean and dry, with adequate ventilation and air movement. This means making sure all rooms receive heat and airflow on a consistent basis. Immediately clean up any sign of mold or mildew growth to prevent damage to the building. This includes behind furniture, in windows, in corners of walls, etc.

**(Some) Leaks:** You are responsible for leaks caused by misuse or neglect (such as knocking drain lines loose). Report **all** leaks immediately, as they can become a very big problem very quickly.

**Faucets/knobs:** *Faucets and knobs can break easily if not handled properly.*

**Broken windows, blinds, doors, glass, locks, or any other damage** caused directly/indirectly by you or your guests.

**Light bulbs:** These are your responsibility to replace.

**Batteries:** It is your responsibility to keep your smoke detector and carbon monoxide detector in working order by replacing the batteries on a regular schedule.

**Clogged** toilets, bathtubs, sinks, and other drains that are clogged by disposing of inappropriate items.

**AC Air Filter:** We all know air conditioning is critical in Houston and for your unit to function properly the AC filter should be changed every month. Failure to change the filter will cause the unit to work hard to circulate air causing the motor to burn out prematurely.

**Landscaping:** It is your responsibility to make sure the yard is properly watered, and that grass and bushes are trimmed.

### Unreported repair needs that lead to preventable damage, such as:

- **Mold:** Once again, mold and mildew will grow if given the opportunity. It is your responsibility to prevent mold and mildew and to clean it up at the first sign to avoid costly liability. If you do not kill mold and mildew immediately, it will continue to spread, leading to damage, damage that could have been prevented, therefore making you liable for the repair.

- **Rot/damage from leaks:** It is your responsibility to report all drippy faucets and pipe leaks within 48 hours. Non-reported leaks lead to damage that could have been prevented, therefore making you liable for the cost to repair the damage.

### **What is Emergency Maintenance?**

An emergency maintenance problem is something that if not taken care of IMMEDIATELY will cause significant damage. Emergencies usually involve water or fire. If it involves fire, call 911.

### **When is Rent Due?**

Rent is always due on the 1st of every month. Rent payments must be paid in full at all times to avoid a late fee. Past balances are considered rent due. For example, if you owe a balance in addition to rent, on the 1st the full amount is due, with the payment being applied first to the previous balance. To further break this down, if on June 15<sup>th</sup> you were billed \$41.50 for a maintenance repair you were responsible for, and on July 1st you only paid your regular rent payment, your rent payment would be considered \$41.50 short.

### **Paying Rent on Time is a BIG DEAL. No excuses.**

Rent is due on the 1<sup>st</sup> of each month, and it is solely your responsibility to be sure your rent gets to us in time. You will need to plan ahead to be sure you pay your rent on time. We understand that sometimes you may need a little more time; therefore, we give an additional 2 days' grace period each month for instances when you cannot pay by the 1<sup>st</sup>.

If you do not pay your rent by the 3<sup>rd</sup> of the month, this is what to expect:

- On the 4<sup>th</sup>, \$100 will be added to your total due.
- On the 5<sup>th</sup>, an additional \$10 will begin accruing each day until your rent is paid in full.
- On the 7<sup>th</sup>, you will be given an Eviction Notice, at which time you have 3 days to pay your rent and late fees in full, or you will have to move.
- By the 10<sup>th</sup>, if we have still not received your rent payment and late fees, you will be evicted.

### **What's Going to Happen if You Are Late with Rent**

- It gets expensive! Plan ahead to avoid costly late fees.
- Eviction will be filed on you immediately.
- When you are evicted, it goes on your permanent record, and it will be extremely difficult to find another home to rent.
- When you are evicted, you are billed for our attorney's costs.
- When you are evicted, you create a substantial monetary judgment against you, which if remains unpaid is sent to a collection agency and affects your credit and credibility.

### **Policies**

Your lease outlines our policies in detail, so please be sure to become familiar with them to avoid a phone call or worse, termination of your tenancy. Below are the policies that we would especially like you to remember.

#### ***No Smoking***

One of the reasons you were chosen as a tenant is because you do not smoke. We do not allow smoking in any rental or within 20 feet of our buildings. Smoke permeates and damages ceilings, carpets, walls, and floor coverings. You will be held liable for any smoke-related damage within the rental.

#### ***Pets - Case by Case***

Pets are not allowed without written approval from the landlord and are subject to additional fees. If you intend to hide a pet within your unit, please reconsider to avoid causing your own eviction, and loss of security deposit.

### ***Window Coverings***

Broken blinds must be replaced immediately. If we notice your blinds are broken, we will hire a contractor to install new ones at your expense.

### ***Decks/Balconies***

Porches/balconies must remain clear of debris, garbage, bicycles, toys, furniture, tarps, and other clutter. Do not use your balcony as storage or to dry clothes. Decks/balconies are meant for your enjoyment. Lawn furniture, and small plants are the only acceptable items. Failure to abide by this policy will result in termination of your tenancy.

### ***Noise Levels***

Out of respect for your neighbors, please keep all noise to a minimum. Your neighbors are entitled to the quiet enjoyment of their home at all times.

### ***Parties***

Loud parties are not allowed.

### ***Occupancy***

Occupancy is limited to ONLY the people we listed on the lease agreement. If you decide to get a roommate after you move in or you have a guest staying for more than 7 consecutive days, you must notify us, and they must fill out an application and go through our approval process. All occupants must meet our screening standards. Keep in mind there is an occupancy limit for the home you rent.

### ***Notice to Vacate***

When you decide to move, remember to first take a look at the terms in your rental agreement or lease for how to proceed. If you are on a month-to-month rental agreement, you must give a minimum of 20 days' written notice before the end of the month. If you have a lease, you must give a minimum of 30 days' written notice before the expiration of your lease.

### **SPECIAL PROVISIONS:**

#### **Air Conditioning/Heating:**

AC system will be maintained by tenants.

This will include monthly replacement of air filters, (12x12 and 20x30 and 12x24)

Service calls/repairs related to AC system performance will be responsibility of tenants.

Yearly service check-up will be responsibility of Landlord.

#### **Electricity:**

This is unregulated so you can shop around for best provider, i use Tri-eagle for all my homes, because they always have best deals. It's up to you!

Fire extinguisher is under kitchen sink

#### **Frig:**

Water filter is behind the frig back left, it will need to be changed every 6 months. You can buy them online, Home depot or other retailers.

#### **Cable/Internet:**

The house is prewired for cable service. NO DISH TO BE MOUNTED ON THE HOUSE. No additional cable service outlets are permitted

bathrooms:

Please make sure to squeegee the shower glass after every use and remove standing water from tile ledge at base of glass.

maintain glass properly to avoid cleaning charges.

Outside:

Please keep the grass/weeds etc from growing up around house.

Trim trees away from the house, min 2'-0" away. Max 4'-0" away

Mow lawn and trim bushes once every month Min, or to maintain a neat clear yard

Pest Control:

Please make sure to have someone come to spray for pests every 6 months. They will also spray for termites. provide invoice receipts to us for record.

Walls:

No nails or screws in the walls. use 3M strips to hang items on walls as needed.

Wood Floors: Care/Maintenance

1. Clean spills immediately
2. Use Furniture pads
3. Sweep/dust daily
4. vacuum weekly (Roomba works great)
5. Use wood floor cleaner monthly (pledge etc.)

I acknowledge that I have reviewed and understand the tenant responsibilities and will abide by the terms of my lease.

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Resident signatures

**We hope this has helped clarify any questions you may have had. Thank you for your tenancy and congratulations!**