



WELCOME LETTER AND ACCEPTANCE PACKAGE

TENANT/PROPERTY INFORMATION

Name: _____

Email: _____

Property Address: _____

WELCOME TO YOUR NEW HOME!

Dear Tenant,

Congratulations on leasing your new home! We are thrilled to have you as part of our community. Below, you will find important information regarding the guidelines, procedures, and responsibilities that come with your new home.

Please refer to your lease contract for comprehensive details, but here are some key points to note.



IMPORTANT INFORMATION AND GUIDELINES

1. TURBOTENANT ACCOUNT SETUP

We use the TurboTenant software to manage our properties. If you have not already done so, please create an account for your resident portal as soon as possible. Through TurboTenant, you will be able to make payments, e-sign and view lease documents, complete your move-in condition report, and communicate with the landlord. We recommend downloading the TurboTenant app for renters (offered for both Android and iOS users) so you can access the resident portal on your phone.

2. PEST CONTROL

As the tenant, you are responsible for the pest control of your house. Please ensure that regular pest control measures are taken to maintain a pest-free environment.

3. YARD MAINTENANCE

While the HOA will take care of the landscaping in common areas, tenants are responsible for maintaining their private yards (if applicable). This includes periodic watering of the shrubs in front of your home.

4. EMERGENCY CONTACTS

All emergency contacts and maintenance requests should be submitted through TurboTenant. This ensures that your requests are handled promptly and efficiently.

5. RENTERS INSURANCE

We require that renters insurance is obtained through TurboTenant. This provides a streamlined process and ensures that you are adequately covered.

6. PAYMENT OF REPAIR COSTS

Except for items specified in Paragraph 18.D of the lease contract, tenants shall pay the first \$150 of the cost to repair each item in need of repair. The landlord will cover any remaining costs.

7. LOCKOUTS

If you lock yourself out of the home, you are responsible for all locksmith fees and any damages incurred as a result.

8. PARKING

Driveway parking is not allowed. Please use designated parking areas as per the community guidelines.

9. EMERGENCY SITUATIONS

For any emergencies, please contact us immediately through TurboTenant. This will allow us to address the situation as quickly as possible.

10. NEW HOME CONSIDERATIONS

Please be aware that you are renting a new home, and some services such as mail setup, trash collection, and internet installation might experience delays as we do not have control over these services. We appreciate your patience and understanding as these services are established.

We hope this information helps you settle into your new home smoothly. Should you have any questions or need further assistance, please do not hesitate to contact us through TurboTenant or contact us at contact@onytx.com.



TENANT ACKNOWLEDGMENT

I, _____, acknowledge receipt of the Welcome Letter and Acceptance Package.

I have reviewed and understood all the terms, guidelines, and responsibilities outlined herein and agree to abide by them during my tenancy.

Tenant Signature: _____

Date: _____

Landlord Signature: _____

Date: _____

