

## Resident Handbook



Spradley Properties  
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It is a pleasure to welcome you as our tenant. We believe that a good Landlord-Tenant relationship is important to your enjoyment of the home you are renting. We know from experience that positive Landlord-Tenant relationships are created by clear communication.

Your home is managed by a professional team dedicated to the satisfaction of our residents and owners.

As Property Manager for Owners of rental properties we are bound to certain responsibilities by legal contracts with our Owners and with our Tenants. We can best serve both Tenants and Owners by offering prompt and professional services to you.

As a professional property management company, we are committed to the long-term preservation and enhancement of our residential properties.

We value your opinion and work hard to provide you with a pleasant home. If you should ever have any need regarding your home, please contact us. We will do our very best to assist you.

As Tenants, you have certain responsibilities. Please familiarize yourself with this handbook.

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## AGENCY

In renting to the Tenant, we are acting as 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.

## BILLING FOR REPAIRS AND LATE CHARGES

Billing and payment for repairs and late fee expenses to the Tenant are stipulated in the Lease Agreement. Regardless of any memo or notation on a payment, Landlord may apply funds received from Tenant first to any non-rent obligations of Tenant, including but not limited to, late charges, returned payment charges, repairs, brokerage fees, periodic utilities, pet charges, and then to rent.

## CARBON MONOXIDE DETECTORS

Carbon Monoxide is an odorless, colorless gas that kills many people every year. The current Texas Property Code does not require owners to install carbon monoxide detectors in rental properties.

If the rented property is heated by gas, has a gas water heater, or gas stove, we strongly recommend that you purchase Carbon Monoxide Detectors for the safety of the Tenant and other occupants.



## CLEANING AND MAINTENANCE OF PROPERTY

Tenant is responsible for keeping the property clean and orderly inside and out.

## KITCHENS

- Keep all food stored properly.
- Clean stove top, hood, vents, and filters on a regular basis.
- Clean ovens regularly.

## SELF-CLEANING OVENS

- Use heat to clean - door locks.
- Follow manufacturer instructions for cleaning your oven.
- DO NOT use commercial cleaners such as "Easy Off" or "Mr. Muscle"
- Do not leave oven unattended while cleaning.



## REGULAR OVENS

In non-self-cleaning ovens, you may use an oven cleaner such as "Easy Off", but you must follow all manufacturer's directions and warnings. When finished, be sure to clean the oven of all residue.



## BATHROOMS

- **Do not use steel wool, scouring powder or abrasive scouring pads or cleaners to clean acrylic or fiberglass tubs or marble sinks. Using these items could damage the finish.**
- Use Gel Gloss, Soft Scrub, or other nonabrasive cleaners.
- Use exhaust fans during and after showering.
- Keep bathroom properly ventilated.
- Treat mold and mildew immediately with products such as X-14 or Tilex.

**Report any leaks immediately.**

*Please notify the office if the caulked areas around the bathtub and tiles become cracked, broken or chipped.*

*Water seepage can cause severe damage to the home.*

## CARPETS AND FLOORS ARE TO BE MAINTAINED BY TENANT

- Vacuum carpets at regular intervals.
- Sweep and mop floors regularly.
- Clean up spills, pet accidents, etc. promptly.
- Have carpets professionally steam cleaned as needed.
- **DO NOT** use store rented machines. They ruin the carpet.
- Only steam cleaning is acceptable.
- Use only approved cleaners on vinyl floors. **Do not use wax.**
- Use only hardwood floor cleaners on hardwood floors.



## DISHWASHER

- Use only dishwashing products.
  - Do not use dish soap or laundry detergents inside the dishwasher because they will cause the dishwasher to foam up and overflow. Only use products made specifically for the DISHWASHER.
- Use the dishwasher at least once each week. If it is not used regularly, the seals dry up and the motor may be ruined when put back into regular use.
- To save power and reduce the electric bill, do not run the dishwasher until it is completely loaded. Avoid partial loads.
- **Do not** leave soiled dishes in the dishwasher for a long period of time; such practices attract household pests.
- **Every month** run the dishwasher **empty** with a **cup of vinegar**.

### Clean The Inside Of Your Dishwasher



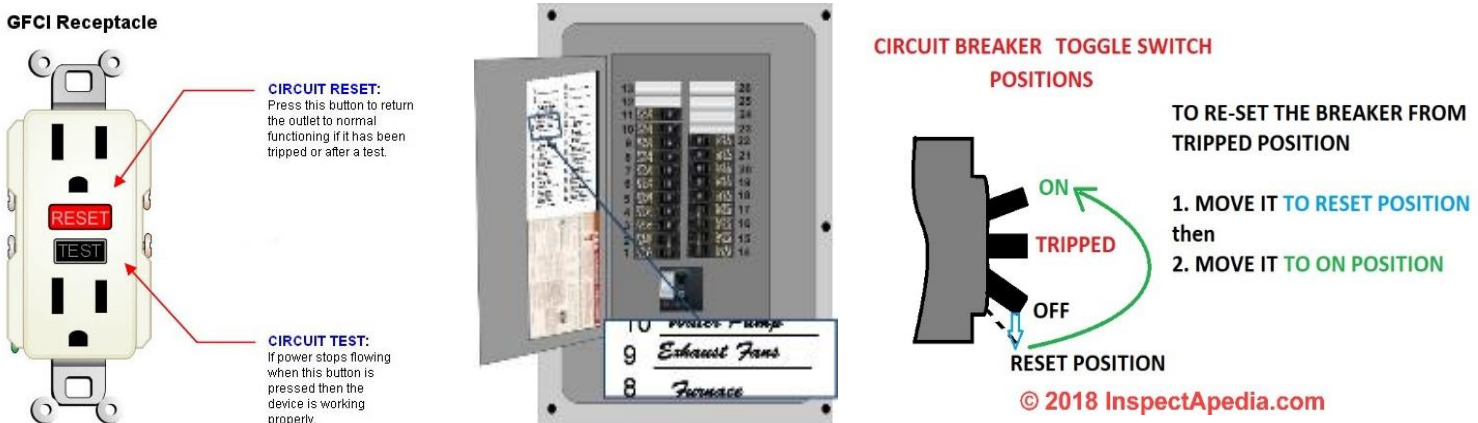
Place 2 Cups of Vinegar & 1/2 Cup Baking Soda on the top rack of dishwasher on HOT cycle

## DISPUTES BETWEEN NEIGHBORS/EXCESSIVE NOISE

- Try to record audio or visual evidence.
- Remain friendly/compromise when possible/adhere to the facts.
- Report disruptive or illegal activity to the police.
- Contact your property manager with tangible evidence of the situation.

## IF AN ELECTRICAL OUTLET DOES NOT WORK

- **Check the GFI plug (Ground Fault Interrupter)**, which is usually located in the garage, patio, kitchen, or the bathroom.
- Resetting the GFI will usually restore electrical service to the outlet.
- Know where all GFI plugs are located in order to quickly solve any problems.
- **Next Check the Breaker Panel Box**
  - If circuit breakers keep tripping, the circuits are possibly being overloaded with appliances, such as a microwave, toaster, curling irons, blow dryers, space heater, etc.
  - If the electricity is still not working after checking breakers and all GFI plugs, call Spradley Properties for assistance.



## ENERGY CONSERVATION GUIDE

The energy conservation recommendations are time-tested and do work. Residents are encouraged to read and follow these recommendations to reduce resident utility costs.

### Heating & Cooling System Suggestions:

- Set the thermostat no lower than 78° during the summer operation.
- Set the thermostat no higher than 72° during the winter operation.
- Operate ceiling fans (if applicable) or box fans while using cooling system and increase thermostat setting 2 to 4 degrees; operate in reverse during winter months to keep heat at floor level.
- Increase cooling setting 5 degrees higher than normal and lower heat setting to 65 when the home is unoccupied for extended periods to time.
- Shut off cooling system and use fans with windows open during moderate months.

### Kitchen:

- Only open refrigerator/freezer when necessary.
- Do not overload the refrigerator/freezer and do not block the air vents.
- Use the mid-point setting for both the refrigerator and freezer.
- Turn the stove off as soon as cooking is finished.
- Do not use oven as a heating source.

### Laundry:

- Wash full loads only.
- Do not overload the washer or dryer.
- Pre-soak heavily soiled items prior to washing.
- Use cold water and short cycles as much as possible to conserve energy.
- Separate dryer loads into heavy and light items.
- Dry back-to-back loads; dryer will already be hot and will not need additional energy to bring back up to temperature.
- Keep filters clear of lint.

### Lighting:

- Use light-emitting diode (LED) light bulbs instead of incandescent.
- Use lowest wattage bulb when possible.
- Turn off lights when room not occupied.

### Water Conservation:

- Do not leave water running.
- Look for leaks and report as soon as possible.
- Turn water off when brushing teeth/shaving.
- Fill sink when washing dishes instead of running water continuously.
- Take showers instead of baths-uses less water.

## **FILTERS AND MAINTENANCE FOR A/C AND HEATING**

As stated in the lease agreement, the Tenant is responsible for supplying and changing the heating and air-conditioning filters at least once a month. *Check for location of the A/C filter at move in. If there is not a new A/C filter in place contact the office.*

We require the use of a pleated filter of the correct size unless there is a permanent filter in the unit. A clean filter prevents serious damage to the motor, compressor and other parts of the AC/Heating unit. Failure to perform this service affects the efficiency of the A/C and heating units, which requires the unit to work harder. This reduces the operating life and causing an increase in the electric bill.

The filter must be replaced a minimum of once a month and must be installed in the correct position for the proper airflow. See arrows on filter for correct placement.

Any cleaning required or damage done to AC/Heating unit caused by failure to perform mandatory changes of the filter will be charged to the tenant.

We have had some instances in the past where we had to send our A/C repairmen out to repair a unit and the tenant had never changed the filter or had removed it. This is a very expensive repair, and the tenant is ALWAYS required to pay the entire billed due to tenant neglect.

If the property has an A/C system with a drain line that has an opening in it, pour a cup of bleach or vinegar down the drain tube every month. In most cases, this prevents the drain line from clogging up with algae and flooding the property.

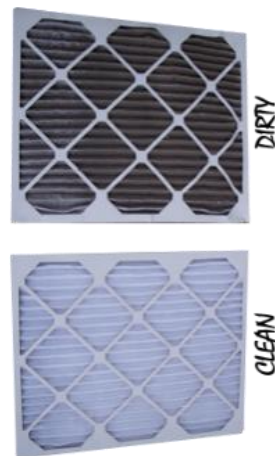
Anytime you see the secondary drain line dripping water or water drips from inside the unit, it indicates that the primary drain is clogged and needs to be serviced. If this not corrected, it may cause serious water damage. DO NOT operate the unit until the clogged drain line is cleared as the unit will produce water and damage to the property may occur.

**Please report any water drips to the office so we can have the A/C checked.**

## FIREPLACE SAFETY

If there is a fireplace on the property, it is there for the tenant's use. Following are some guidelines for usage:

- ***Before starting the fire, be sure to open the damper.***
- ***Close the damper securely only when the fire is completely out, and ashes are cold.***
- If smoke is coming out of the fireplace into the room, put out the fire immediately and vent the house.
- Use hard woods, such as oak rather than soft woods like pine, cedar, fir, or redwood. Soft woods cause sparks and a buildup of creosote.
- **Never** use fire starters such as charcoal lighter, kerosene, and 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 combustible air to and around the fire.
- Build moderate to small fires. Most prefab fireplaces are not designed for roaring fires. **DO NOT** over fill 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 in 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 hot or warm coals in a garbage can, paper bag or any flammable container.

## GARBAGE DISPOSAL

A garbage disposal is a convenient appliance if used properly.

**Keep your hands and other objects out of the disposal when it is running!**

**For best operation, follow these steps:**

1. Turn cold water on to full flow.
2. Push food through the splash guard into the disposal. Do not stuff. A mixed load of hard and soft waste works best. Pieces larger than a mouthful in size should be discarded in the trash. Overloading will cause the safety button to kick in and turn off the disposal.
3. Flip starting switch to "on" and let the disposal operate until the grinding sound diminishes and becomes a humming sound.
4. Turn switch off.
5. Run cold water for a few moments longer.



**Do not discard the following items in your disposal: potato peels, potatoes, metal, glass, plastic, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, dish rags, celery, corn husks, etc.**

**Remember: If you can't chew it, your disposal can't chew it!**

**Before filing a maintenance request for the garbage disposal, please complete the following steps.**

1. Reset the safety overload, wait three or four minutes for the motor to cool then push the reset button on the bottom of the motor.
2. Use an Allen wrench to reset the disposal
3. If these two steps fail, call Spradley Properties. If a representative from SPM can fix the garbage disposal by completing either of the two steps above, the Tenant will be charged a standard trip charge.



**If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before attempting to retrieve the object.**

The disposal is self-cleaning; adding baking soda or a lemon or orange rind will help to reduce odors.

**Do not use caustic drain cleaners at any time.**

## KITCHEN COUNTERTOPS

- Promptly wipe up any spills to avoid stains.
- Use hot pads to protect the counters when setting hot items down.
- Use a cutting board when cutting items with a knife to avoid damage.

## LEASE EXPIRATION

During the 90 to 60 day period prior to your lease expiring, you will receive a notice from us outlining the provisions of your lease renewal.

**You must provide us with at least 30 days written notice if you do not plan to renew your lease. Please find the Notice to Vacate Form on the documents section of your tenant portal, complete, and submit to [leasing@spradleyproperties.com](mailto:leasing@spradleyproperties.com).**

Your lease agreement allows us, during the last 30 days, to install a lock box and a sign on the property and to begin showing the property to prospective tenants.

**Failure to allow reasonable showings to prospective tenants or buyers during this period constitutes a default of the lease and the security deposit, in its entirety, may be forfeited.**

We will provide a notice of at least 24 hours prior to showing the home.

**Please do not allow any prospective tenants to enter your home unless accompanied by a real estate agent.**

## LEASE PAYMENTS

**In accordance with the provisions of your lease, your rental payment is due on or before the 1<sup>st</sup> day of each month.**

**Online payment using your checking or savings account (ACH) is our preferred method of payment. Payment may also be made via CashPay, credit card, or debit card.**

**We do not accept cash!**

**If your rent payment is not received in our office by 11:59 p.m. on the last day of your grace period, a late charge will be assessed. On the first business day after the expiration of your grace period, unpaid accounts will be issued a 3 day notice to pay or quit. That notice is the beginning of the eviction process.**

**Weekends and holidays do not delay or excuse tenant's obligation to pay rent on time.**

## KEYLESS DEADBOLTS

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 should malfunction or one of the door locks does not work while a keyless deadbolt is engaged, it would be impossible to enter the property with a key.

**If you are locked out of the property because the keyless bolting devices are engaged, you are responsible for all costs to gain entry into the property.**

## LOST OR MISPLACED KEYS

If you lock yourself out of your home or misplace your keys during regular business hours, we can make a copy of the key for a fee. Only tenants listed on the lease are authorized to pick up a key to the home.



If you lock yourself out after hours you will need to contact a locksmith at your expense.

## MAILBOX KEYS

You can pick up your mailbox key by registering at the Post Office in your area. Call the US Postal Service at (800) 275-8777 to find out which Post Office to go to.

## MAINTENANCE AND REPAIRS



**The Tenant is required to promptly notify Spradley Properties of all needed repairs.**

Failure to inform Spradley Properties of water leaks or any condition that may result in damage to the property will cause the Tenant to be held liable for the cost of repairs! Telephone notification is acceptable only in cases of danger to person or property. Written notification is required by the lease agreement and can be done by submitting a service issue request through your tenant portal.

A non-emergency service issue may be an inconvenience or cause you some minor discomfort, but it may be something that has to wait until the next available working day to address. Routine repairs will normally be accomplished within 3 - 5 working days. Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed or fixed in a quick, timely manner.

## MAINTENANCE REQUEST PROCEDURES

**Phone calls are not a valid way to submit a routine maintenance request.**

All routine and non-urgent maintenance requests, per your lease, must be put in writing providing your name, daytime and evening telephone numbers, address and specific problem or repair. This

can be done online through your tenant portal by submitting a service issue request. Normal repairs are done during normal business hours. (9:00 am - 5:00 pm Monday - Friday).

We do have an emergency maintenance response service. Should a serious maintenance problem arise when the office is closed, please call 254-742-7733, select extension 6, and leave your name, address, phone number, and details of your maintenance emergency and the on-call service tech will contact you.

## MAINTENANCE EXPENSE/SERVICE CALLS

In accordance with your lease, you may be responsible for a portion of each service call. You will not be charged for repairs made to structural items, unless caused by a malicious or improper act.

If our technician or vendor reports that a problem was caused by your negligence or neglect, you will be billed the total expense of the repair bill.

**If you call a repairman in place of properly submitting a maintenance request to Spradley Properties, we cannot reimburse you for the amount of the bill.**

## MAINTENANCE EMERGENCY REPAIRS



**DETERMINE IF IT IS AN EMERGENCY OR A NON-EMERGENCY ITEM.**

**Few problems are classified as emergencies.**

**An emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the property.**

**If the emergency is life-threatening, call 911 immediately! Please never use the emergency contact channels such as 911 for non-emergency issues.**

**In the event of an emergency, please call us at 254-742-7733. If it is after hours, please follow the emergency prompts. Someone will call you back as soon as possible. If you have not received a returned call within 15 minutes, please call back, follow the prompts, and repeat the process to ensure that we have received the correct information.**

**Emergency repairs (as defined below) should be reported immediately.**

- **FREE FLOWING WATER:** Turn off water valve or exterior water main until technician or vendor arrives.
- **NO AIR CONDITIONING when temperatures are greater than 90 degrees.** Please turn the system off completely. Often times the coils have frozen and a technician will be unable to do anything until the coils have thawed.
- **MAIN SEWER LINE BACKING UP:** If you have a main sewer line clog, do not run any water until the line is cleared (toilets, showers, dishwashers, washing machines, etc.). Any water used will only back up into the property.
- **GAS ODOR:** If you suspect an appliance is leaking, turn the gas off at the appliance, open window and doors as necessary, call your utility company, and then our office.
- **NO HEAT when temperatures are below 40 degrees.**

- Leaking or broken gas lines.
- Fires.
- Loss of all power.
- Broken water lines.
- Exposed electrical lines.
- Broken exterior door locks.

**Maintenance problems in the following category ARE NOT CONSIDERED TO BE AN EMERGENCY and will not be acted on until the next business day. Please do not expect a return to normal service sooner.**

- **Air conditioning problems** when temperatures are below 90 degrees. Spradley Properties will make a diligent effort to have the problems rectified as quickly as possible.
- **No hot water.**
- **Cracked or damaged windows:** If the window is completely broken and is a security concern, then contact Spradley Properties immediately.
  - **Electrical problems:** Check all the breakers by flipping them fully to the OFF position and then fully to the ON position and reset any and all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages). If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet. Do not use again until repaired.
- **Homes with 2 complete bathrooms and toilet stoppage in one of the bathrooms:** Should one of your toilets overflow, immediately turn off the water supply to the tank by turning the handle located under the tank.
- **Refrigerator not cooling:** Landlord is not liable for loss of food caused by appliance breakdown.
- Oven not working.
- Locking yourself out of the house.
- Pest control.

## **MAINTENANCE NON-EMERGENCIES**

All routine and non-urgent maintenance requests, per the lease, must be put in writing providing name of Tenant, daytime and evening telephone numbers, address and specific problem or request.

**Please submit all repair requests in writing by submitting a service issue request through your tenant portal. You may also fill out a maintenance request form (available upon request) and fax it, email it, bring it to our office or drop it off in our drop box if after business hours. Phone calls alone are not a valid way to submit a maintenance request.**

If there is still a problem after a recent repair has been completed, please contact Spradley Properties. A recent repair is defined as any repair made within the last 30 days.

**IT IS THE RESPONSIBILITY OF THE TENANT TO REPORT ALL REPAIR / MAINTENANCE PROBLEMS.**

**Inform Spradley Properties immediately of any and all:**

- Signs of mold in the property.
- Toilet and faucet leaks and any plumbing backup
- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors or CO2 detectors (that were installed by the owner)
- Faulty appliances which are included in the Rental Agreement
- Roof leaks
- Gas leaks
- Broken windows and doors
- Any unsafe, unhealthy or dangerous condition
- Major pest control items such as bees, cockroaches, mice, rats, termites or other infestations

Failure to promptly report maintenance problems could cause Tenant to be financially responsible for damages!

#### **TENANTS WILL BE RESPONSIBLE FOR TRIP CHARGES AND/OR REPAIR COSTS:**

- If there is a service call and the problem is a tripped breaker or GFI plug.
- If a faulty oven is reported when the oven is on time bake and is not defective.
- When sewer stoppage is caused by debris in line such as toys, tools, diapers, rags, sanitary napkins, excessive toilet paper, etc. which was placed there by Tenant, Occupants or their guests. The Owner is responsible for broken lines.
- If Tenant fails to report necessary repairs.
- If Tenant fails to meet a repair person at an assigned appointment and there is a vendor charge. If Tenant locks a repair person out although a key is authorized.
- If Tenant reports a repair which does not require service.
- If Tenant changes lock or locks and does not provide office with 2 keys.
- If Tenant prevents property management personnel from gaining access to property for showing to prospective tenants, repairs, property assessment or any reason for which property management personnel may lawfully enter the property. Plus, Tenant will be in violation of the lease and landlord can exercise remedies set forth in the lease agreement.



#### **TENANTS WILL:**

- NOT wash draperies. Call Spradley Properties for instructions on all window coverings.
- NOT perform electrical work. This does not include changing light bulbs or batteries.
- NOT change walls, woodwork, flooring, landscaping of the property without permission from Spradley Properties.
- NOT perform repairs of any type.
- NOT store items next to the furnace or water heater.
- NOT park on the grass, park more vehicles than are authorized in the lease agreement or keep inoperative vehicles on the premises without permission from Spradley Properties.
- NOT deduct any unauthorized or pre-authorized maintenance expense from the rent.

We are here to maintain the property in a safe and habitable condition and to service Tenant and Tenant's needs as efficiently as possible. However, we must also protect the owner and their financial best interest so that they can afford to maintain the property and to avoid frivolous or excessive costs.

## MAINTENANCE PERSONNEL

Please advise us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner.

**If you require a special appointment time with one of our service techs, there will be a scheduling fee applied to your account.**

## MOVE-IN CONDITION REPORT

**At the time you move in/pick up your keys, you will be invited to perform a move in condition electronically.** This assessment is designed to protect your security deposit and is for your protection for consideration in both maintenance deductibles and security deposit charges.

To ensure that you are not charged for any damage or stains that exist when you take possession of the house, it is very important that you provide our office with a detailed list of discrepancies. If there are window coverings included, list whether they are drapes, curtains, or mini-blinds.

**Tenant is responsible for completing and returning the move-in condition report within 2 days after occupancy.** After that time the invitation will expire, and it will be understood that there are no discrepancies.

**THE PROPERTY CHECKLIST IS NOT A REQUEST FOR REPAIRS AND ANY DEFECTS NOTED WILL NOT BE CONSIDERED FOR REPAIR SIMPLY BY RETURNING THIS DOCUMENT.**

**If needed, a separate written request (service issue) for specific repairs must be submitted.** Cosmetic repairs may not be completed; rather only those repairs that we deem required. Needed repairs those that affect your health or safety will be made as quickly as possible.

## MOVE-OUT PROCEDURES

In accordance with the lease agreement, a move-out assessment of your home must be completed before any security deposit can be refunded. Your move-in condition report will be used as a reference at move-out.

Approximately thirty days before move-out, you will be provided a detailed checklist to assist you in preparing for move-out.

**This property assessment performed by the maintenance department after your move-out will determine any charges against your security deposit.**

**Utilities must be on until the end of the lease.**

**Tenants are not permitted back on the property after vacating.**

## NEWSLETTER

To keep tenants advised of any changes in policy, problem areas or information we believe will be helpful, we send a periodic newsletter. We welcome any suggestions, recommendations, or comments you believe would be beneficial to us or our residents.

## OCCUPANTS

Everyone who lives in the property must be named on the lease agreement.

**If you wish to add an additional occupant who is 18 years or older, he/she must complete an application, pay an application fee and a lease change fee. If they are approved by our office, they must be added to the lease. If a minor occupant turns 18 during the lease term, he/she must either provide proof of being a student, adult dependent in the care of a leaseholder or follow the above steps to apply to be added to the lease.**

**It is our policy that a guest staying with you longer than 7 days is no longer considered to be a guest, but a roommate.**

Tenant(s) must abide by the decision of Spradley Properties whether another person or persons can be added to the Rental Lease Agreement.

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

## OFFICE HOURS

**Monday – Friday 9:00 AM to 5:00 PM**

Our office is closed on weekends and most holidays.

**We have an after-hours emergency maintenance service. Should a serious maintenance problem arise when the office is closed, please call 254-742-7733, select extension 6, and leave your name, address, phone number, and details of your maintenance emergency and the after-hours representative will contact you.**

## PERIODIC/QUARTERLY PROPERTY ASSESSMENTS

Periodic property assessments of the interior/exterior are conducted during the lease to ensure that the property is being properly maintained and/or to report to the owner regarding necessary repairs. Please do not wait for your quarterly property assessment to submit a service request for maintenance needs at your rental.

Pictures will be taken to document the condition of the premises.

We provide this service to our owners to keep them up-to-date concerning the condition of their properties.

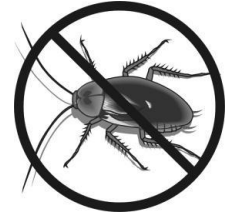


**If the Tenant is notified of a property assessment by the Landlord and fails to leave keyless deadbolt unlocked, fails to control pets, or otherwise prohibits Landlord or Landlord's Agent access for said assessment, Tenant will be charged a trip fee per occurrence AND will also be in violation of the lease. Landlord can exercise remedies set forth in the Lease Agreement.**

**If Landlord or Landlord's Agent must schedule a follow up property assessment for a Tenant's lease violation, Tenant will be charged an additional fee per occurrence.**

## PEST CONTROL

You are responsible for keeping the property free of all pests (ants, roaches, fleas, ticks, silverfish, scorpions, rodents etc.)  
Pesticides and other chemicals are to be stored safely, out of the reach of children and pets.



## PETS

**Some owners do not allow pets; therefore you must contact our office *before* acquiring any pet. Failure to do so is a violation of your lease.**

We have restrictions on number, size, and type of pets. **Pit Bulls, Doberman Pinschers, Chows, Mastiffs, Staffordshire Terriers, Presa Canarios, Wolf-hybrids** and/or other like breeds are not permitted. Some properties may have additional breed restrictions, please contact your property manager if you have any questions.

No pets may be kept on the property even temporarily without management's written authorization. Please inform your guests that this rule also applies when they visit. Pet owners are responsible for any damage caused by pet(s) and for disposing of their pets' waste.

**Any unauthorized pets found on a property can result in eviction and/or an initial fine of \$100.00 and a \$10.00 fee per day per pet.**

## PHONE NUMBERS

You are required to provide the office with your work and home telephone numbers, including non-published number(s). These updates can be completed online through your tenant portal or by emailing [leasing@spradleyproperties.com](mailto:leasing@spradleyproperties.com).

## PROBLEM SOLVERS

If you have a problem that cannot be resolved with property management, please call the Director of Operations.

## RECYCLE BIN

Most areas now have curbside recycling. If you do not have a recycle bin at the property, contact the solid waste department for the city where your home is located.

## RENTER'S INSURANCE

It is **highly recommended** that you purchase **renter's** insurance to cover any loss of your personal property and your possible liability in case of accidents. The **owner's** insurance on the property only covers the dwelling; it DOES NOT cover your personal belongings, food spoilage or costs associated with loss of use of the property (such as lodging, if necessary). **You should obtain renter's insurance that becomes effective on the date that you take possession of the property and maintain the policy as long as you occupy the premises.**

Ask yourself, "Why do I need renter's insurance?"

Then ask:

"What if a candle tips over or we have a cooking fire that causes damage to my home?" "What if I have a major flood from a broken water pipe or clogged drain line?" "What if we have a theft or our home is burglarized?"

Everyday these "What if" scenarios occur in homes. So, what happens if a "What If" occurs to you? 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!

So, why do you need Renter's Insurance?

- **To protect yourself from liability and protect yourself financially.**
- **To protect your possessions and to replace them in the event of a loss.**
- **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.**

*You should verify that your renter's insurance policy covers such events.*

## REFRIGERATORS

Some of our owners DO NOT warranty refrigerators. To find out, please check your lease agreement. If the property has a non-warranted refrigerator and it becomes inoperable, it will not be repaired by the owner or Spradley Properties.



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 amend our records.

Do not dispose of an inoperable unit without written permission from Spradley Properties.

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 rental unit.

If you store it in the garage, it will need to be plugged in and running.

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

**Spradley Properties is not liable for loss of food caused by appliance breakdown or failure.**

## RENTAL VERIFICATIONS

We often receive requests from mortgage companies and other landlords wanting a verification of a tenant's rental history. They usually want this information filled out and faxed back to them immediately. We are happy to comply with proper notification and release signed by the Tenant.

## SEWER STOPPAGE

Your lease agreement clearly states that the tenant is responsible for the cost to correct plumbing and/or sewer stoppages caused by the tenant's use.

**If a sink or sewer line needs to be cleared (i.e. auguring) due to a stoppage, the Tenant will be charged the full expense for repair.**

If the stoppage is due to a collapsed line or if tree roots cause sewer line breakage, the owner will be responsible for the charge.

## SMOKE ALARM

**Your safety is very important to us.**



To test the smoke detector, it is necessary to push the "push to test" button on the detector for about 5 seconds. If operating properly, the alarm will sound.

Smoke alarms are for your safety, please test them every thirty days and replace batteries if necessary.

Normally the smoke alarm will emit a beeping sound when the batteries are losing their charge.

It is Tenant's responsibility to replace the batteries.

If a smoke alarm doesn't work after replacing the batteries, call Spradley Properties for repair or replacement.

We urge you to make a regular assessment of your home for potential fire hazards such as stored flammable liquids or overloaded wall outlets and to keep a fire extinguisher on hand.

In case of fire call the fire department or 911 first. Once Tenants, Occupants and Guests are safe, call the office as soon as possible.



## THERMOSTAT



**Do not switch your thermostat quickly from COOL to HEAT or from HEAT to COOL.** First switch the unit to off and wait until it stops running, then switch to heat or cool. Failure to do so may cause permanent damage to your unit and could result in a charge to you for repair and/or replacement.

In hot weather, set the selector switch to “COOL” and set the fan switch to “AUTO”. Please note that most systems maintain optimal cooling at approximately 20 degrees below the outside temperature.

The A/C will only function efficiently when all doors and windows are closed. Keep your window coverings closed during the day, keep the A/C filter clean and keep return air grills clear of furniture and boxes in order to allow unobstructed delivery of cool air to your home.

Do not store anything on or around your air conditioning unit. This could impair circulation, resulting in higher electric bills, and cause permanent damage to the unit.

## UTILITIES PHONE NUMBERS

Unless otherwise indicated in the lease, utilities are the responsibility of the tenant.

If you have not done so already, schedule utilities to be turned on or transferred into your name on your lease commencement date. Within a couple of days of you signing your lease you should be contacted via phone by our free concierge utility support service, Citizen Home Solutions, to help you setup your utilities if you so choose. This is a free service to assist you with connecting utilities, cable and internet according to your area. If you have not heard from Citizen Home Solutions go to our website at: <https://spradleyproperties.com/community-information/> to also find additional information to help you set up your utilities.

Listed below are the telephone numbers to call to have utilities turned on and off. Please contact each entity directly for their current rates and deposits.

### Utilities

City of Belton – 100 S Davis St. - Water, Sewer and Garbage	254-933-5800
City of Temple - 401 N. 3rd St. - Water, Sewer and Garbage	254-298-5616
City of Troy Water Department	254-938-2505
439 Water Supply - Belton Lake Properties Only	254-933-2133
Armstrong Water - Holland/Centennial Drive Only	254-657-2429
City of Morgan's Point Water	254-780-1334
Moffat Water Supply	254-986-2457
Salado Water Supply	254-947-5425
Little River/Academy Water	254-982-4685
Atmos Energy Mid Tex (Natural Gas)	800-460-3030

View all available electricity carriers in your area at Power to Choose

<http://powertochoose.org/>

\*call at least 7 days prior to move in to ensure electric service  
Heart of Texas Co-op (electricity)

254-840-2871

Eagle Disposal/Trash (Salado properties)  
Al Clawson Disposal/Trash (Salado/Jarrell properties)

254-947-1288  
512-746-2000

**If you are in the military, you may want to check with your base housing office for any discounts on utility deposits.**

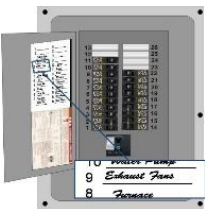
## VIOLATION NOTICES

**Lease violations are taken seriously and can cost time and money to correct.**

Examples of lease violations are: not maintaining the yard, not changing and/or using the correct A/C filter, not maintaining batteries in smoke alarm, or following other stipulations listed in the lease agreement or in these lease rules and regulations.



## WATER AND ELECTRICITY SHUT OFF



Tenants are required by the Lease agreement to know the location and operation of the main water cut-off valve and all electric breakers. Additionally, Tenants are responsible to know how to switch the valve and breakers off, if needed, to mitigate any potential damage to the property.



## WATERING YARD AND FOUNDATION

**Please remember that in your lease it is your responsibility to water the yard. This is necessary for aesthetics, but more importantly, to limit foundation issues.**

Foundations are prone to shifting because our clay-like soils shrink and swell due to moisture changes, whether rain or drought. Consequently, we must water our foundations as well as our yard at reasonable and appropriate times in order to minimize/prevent the cracking of the foundation and possible shifting of the home.

To help you in your effort please refer to the following guidelines:

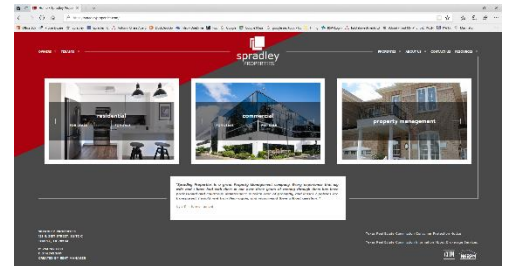
- When watering the yard, ensure the sprinkler is putting water against the base of the foundation. Leave the water on for 30 minutes to one hour, two to three times a week.
- It is best to water the foundation late in the evening. Make sure you are watering uniformly around the entire foundation. If the soil is pulling away from the foundation, you are not putting enough water around the house.

During drought conditions there may be times when different areas or water districts start water rationing or other restrictions. Please remember to follow all of those rules. Refer to the local water company to determine what “Stage Restriction” the property is currently under and the watering time and dates for your address.

## WEBSITE

The following forms and information are available on our website, [www.spradleyproperties.com](http://www.spradleyproperties.com):

- Online payment options for tenants
- Maintenance Request Form (You can submit this form online.)
- Rental Application
- Rental Application Screening and Processing Criteria
- Rules and Regulations
- 30 Day Notice to Vacate
- Move-Out Procedures



## WINTER CONDITIONS

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

In the event of severe, freezing weather:

- Heat should be maintained at a minimum of 65 degrees Fahrenheit in order to protect the property.
- Exterior faucets and exposed water lines must be adequately protected by wrapping, insulating or covering.
- Allow inside 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 Tenant is going to be away from the property for the day or an extended period of time it is very important that he or she does not turn the heat off. Please leave the thermostat on 65 degrees minimum. These precautions are essential in order to avoid substantial damage to the property from broken pipes. If you have negligently failed to take these precautions, you **will** be liable for damages to the property.

If you have any questions, do not hesitate to call or visit us at the office.

We wish you a very pleasant stay and look forward to a mutually satisfying relationship.