spradley
PROPERTIES

RESIDENT HANDBOOK

— YOUR GUIDE TO LIVING WITH SPRADLEY PROPERTIES

WELCOME TO SPRADLEY PROPERTIES.

WE'RE GLAD YOU'RE HERE.

Your home is where everyday life happens, and our goal is to make your experience as smooth and informed as possible from move-in through move-out.

This handbook is designed to be a practical guide throughout your residency. Inside you'll find information about payments, maintenance, assessments and walkthroughs, lease responsibilities, troubleshooting, move-out expectations, and more.

When you need assistance, our team is here to help.

Thank you for choosing Spradley Properties.
We look forward to serving you and helping you feel at home.



KEEP THIS BOOK HANDY

Refer back to it whenever questions come up during your residency. It's your go-to resource for important information throughout your lease term.

1. Move-In Procedures (Page 3)
- Completing Your Move-In Condition Report (Page 3)
- Navigating TWA (Tenant Web Access) (Page 4)
- Navigating Our Website (Page 4)
- Follow Us on Social Media (Page 5)
2. Living in Your Home (Page 5)
- Lockouts: What to Do (and What Not to Do) (Page 5)
- Payment Options and How to Pay (Page 6)
- Adding or Removing Occupants (Page 7)
- Adding or Removing Animals (Page 8)
- Pet Policy & Deposit Information (Page 9)
- Pest Control: What to Expect (Page 11)
-Watering the Yard & Protecting the Foundation (Page 12)
- General Fireplace Safety (Page 12)
- Handling Disputes Between Neighbors (Page 13)
- Quarterly Assessments (Page 13)
- Preparing for Quarterly Assessments (Page 14)
3. Maintenance & Troubleshooting (Page 14)
- Maintenance Emergencies (Page 14)
- Non-Emergency Maintenance (Page 15)
- Submitting a Maintenance Request (Page 16)
- Trip Charges & Resident Responsibilities (Page 16)
- Before Submitting a Request (Page 17)
- Preparing for a Maintenance Visit (Page 17)
- If a Maintenance Issue Returns: 72-Hour -- Notification (Page 17)
- Home Warranties & the Repair Process (Page 18)

4. Troubleshooting Guide (Page 19)
- Water Heater Troubleshooting (Page 19)
- Garbage Disposal Troubleshooting (Page 20)
- Refrigerator Troubleshooting (Page 20)
- Air Conditioner Troubleshooting (Page 21)
- Breakers & Power Loss Troubleshooting (Page 22)
- Garage Door Opener Troubleshooting (Page 23)
- Dishwasher Troubleshooting (Page 24)
- Electrical Outlets & GFCI Plug Troubleshooting (Page 24)
- Smoke Detector Troubleshooting (Page 25)
- Sewer Stoppage & Backflow Troubleshooting (Page 26)
- Winterizing Your Home (Page 27)
5. Lease Milestones & Move-Out (Page 28)
-Lease Expiration: Timeline & What to Expect (Page 28)
- Move-Out Procedures & Cleaning Instructions (Page 28)
- Move-Out Cleaning Checklist (Page 30)
- Rental History Requests (Page 31)
- Understanding Resident Charges (Page 31)
- Violation Process & Communication (Page 31)
6. Thank You for Choosing Spradley Properties (Page 32)

Chapter 1: Move-In Procedures

Now that you've received your keys here are the next steps to make sure everything starts off smoothly:

Completing Your Move-In Condition Report (Within 48 hours)

The Move-In Condition Report is one of the most important steps you'll take at the beginning of your lease. This report will be compared to our final assessment when you move out, so it's essential to complete it accurately and thoroughly.

⚠ We strongly recommend you complete the report before moving in any furniture or belongings, so you can clearly document the home's original condition.

How It Works:

- On the day you receive your keys, you'll get an email from zInspector with a link to download an app called zTenant.
    - The email will include a temporary password for your first login.
- Once logged in, you'll be guided through each area of the home. You'll rate each space or item as:

S - Satisfactory **D** - Existing Damage **!** - Needs Maintenance Attention

💡 Tips for Success:

- Take clear photos of every area, even if it's in good shape. This helps document the home's condition.
- You must take at least one photo per section, or the app won't allow you to submit it.
- Look out for red icons, which mean something is missing or incomplete.
- Submit your report within 48 hours of picking up your keys.

Completing your Move-In Condition Report protects your security deposit and helps us respond quickly to any items that need attention. If you have issues submitting, don't hesitate to reach out, we're happy to help.

Navigating TWA (Tenant Web Access)

Your Tenant Web Access (TWA) portal is your all-in-one tool for managing your account online. Whether you're using the mobile app or a web browser, TWA helps you stay connected and in control of your rental experience.

🔗 sprad.twa.rentmanager.com or **Download** rmResident

What You Can Do in the Portal:

- Pay Rent securely and on time
- Set Up Auto-Pay for worry-free payments
- Send Messages directly to your property manager
- Access Documents like your lease, community resources, and HOA info (if applicable)
- View CashPay Info to pay rent with Cash/Debit at local payment centers

⚠ Please Note:
Some features are only available on the web browser version, not the mobile app. These include:

- Viewing communication history and notes
- Accessing signable document invites

For the full experience and access to all features, we recommend logging in via a desktop or laptop when possible.

Navigating Our Website

Our website is designed to keep everything you need just a few clicks away. Whether you're looking for quick access to your tenant tools or want to stay in the loop with community updates, it's all in one place.

🔗 spradleyproperties.com

What You'll Find:

- **Tenant Portal Access** – Quick login to your TWA account
- **Maintenance Portal** – Submit and track service requests through your Resident Portal
- Community Information – Find helpful details about your neighborhood or HOA (if applicable)

- **FAQs** – Answers to common questions
- **How-To Videos** – Step-by-step videos to help you troubleshoot basic issues at home
- **Seasonal Newsletters** – Stay updated on important announcements, upcoming events, policy changes, and more

We recommend bookmarking the site for easy access throughout your lease. It's a great first stop for answering questions or getting connected with your property team.

Follow Us on Social Media

Stay connected with Spradley Properties by following us on social media! We regularly post helpful tips, event reminders, maintenance hacks, and community updates.

Facebook, Instagram, and Tikok

Some events, like in-office freebies, giveaways, and special announcements are only shared on our social platforms, so make sure to follow us to stay in the know!

Chapter 2: Living in Your Home

Lockouts: What to Do (and What Not to Do)

Locking yourself out happens. Here's what you need to know:

During Business Hours:

- Contact our office right away. If our office is open, you can purchase a copy of your key to be able to pick up.

After Hours or Weekends:

- We recommend contacting a local locksmith if it's outside business hours. We do not have after-hours lockout service.
- If a locksmith is needed, any charges will be the resident's responsibility.

⚠ Important Reminder:

- If the privacy lock is activated while you're not home and it results in a lockout, Spradley Properties is not responsible for gaining access.
- Do not attempt to force entry. Damage caused by forced entry (including but not limited to doors, windows, frames, or locks) will be charged back to the resident.
- A common issue we've seen is activating the privacy lock(keyless entry) and then exiting through the garage. We strongly discourage this. In the event of a power outage or a malfunction with the garage door opener, you may be unable to re-enter the home. This can result in a locksmith needing to drill into the lock at your cost.
- We encourage you to carry a spare key or ensure at least one adult occupant has access at all times to avoid unnecessary costs or stress.

Payment Options and How to Pay

Rent is always due on the 1st of each month. While your lease will outline what day late charges begin, please note that any unpaid rent after the 1st is considered late, even if grace periods apply. We recommend reviewing your lease for specific details.

Accepted Payment Methods:

ACH (Checking or Savings Account)

ACH is an electronic bank draft or digital check. You'll enter your routing and account number, and the system will securely withdraw funds.

- Be sure to enter the correct account information as mistakes will result in the payment being returned.
- ACH payments cannot overdraft. If there aren't enough funds in your account, the payment will bounce back, and you'll be responsible for any return fees.

Credit or Debit Card

Most major credit/debit cards are accepted. American Express is not supported, so have an alternative card ready just in case.

CashPay

This option allows you to pay with cash at approved retail locations. Each resident receives a unique CashPay ID that must be presented at the time of payment.

⚠ Keep your receipt as proof of payment.

Benefits of Paying Online via Tenant Web Access (TWA):

- Pay rent directly through your tenant portal.
- Choose one-time payments or set up automatic payments (AutoPay).
- Each resident has their own portal—great for splitting rent.
- You'll also find your CashPay number here if you want to pay in person at approved retailers.

💡 AutoPay Tip: Set up AutoPay early to avoid late fees. Make sure your payment method is up to date and has enough funds to cover your full rent.

⚠ **Important:**
Issues like incorrect bank info, card declines, or system errors do not delay late fees. Always confirm that your payment went through successfully. If something isn't working, don't wait, use a money order or cashier's check as a backup. These are not typically accepted but are allowed only when there is a valid reason (e.g., a system outage). You can drop these off at our office or use the drop box after hours.

Common Mistakes to Avoid:

- Waiting until the last minute to pay. Bank processing times, system delays, or internet issues can cause payments to post late.
- Assuming that a failed payment won't result in late fees. If your payment doesn't go through, late fees still apply.
- Using ACH without confirming account info or balance.

📽️ **How to Pay Video:** Watch Here

Adding or Removing Occupants

All occupants must be formally approved and listed on the lease, even if they're family members, partners, or long-term guests. This ensures clear communication, safety, and compliance with your lease agreement.

Adding an Occupant (Age 18+)

- Anyone 18 or older must submit a rental application and go through our standard screening process.
- If approved, they'll be added to the lease and may be granted portal access.
- No one should move in without written terms signed by all parties.

Adding Minors

- Minors (under 18) do not need to apply but still must be reported to our team so we can update the lease.

This helps us maintain accurate household records and supports safety in emergencies.

⚠ **Important:** ***If a minor occupant becomes an adult (turns 18) and is no longer enrolled in school, they will be required to submit an application and meet rental requirements at the time of lease renewal to remain in the home.***

Long-Term Guests

- Anyone not listed on the lease may not stay in the home for more than two days in one week or four days in one month without prior written approval from management.
- If they intend to reside in the home, they will need to go through the formal application and approval process.
- If you are unsure whether someone is considered a guest or occupant, please refer to your lease agreement for guidance.

Removing an Occupant

- The departing resident must provide written notice requesting to be removed.
- Until they're officially removed in written terms signed by all parties, they remain legally responsible for the lease and any associated obligations.

⚠ **Important:** ***Adding or removing occupants without proper approval is a lease violation and may lead to penalties or lease action. Be proactive, just let us know and we'll help make any needed updates.***

Adding or Removing Animals

All animals, pets or assistance animals, must be formally approved by our office before being brought into the home. Applicable deposits, fees, and monthly animal rent will be listed in the Animal Addendum signed for the approved animal. Current standard pricing and general limits are outlined below but may vary based on the property or approved terms.

Adding an Animal

You must submit a request for pet approval before the animal is brought onto the property. Email your request to pm@spradleyproperties.com with the following information:

- Name of Animal
- Type (Dog, Cat, etc.)
- Breed
- Age
- Weight
- Color
- Photo of the animal
- Proof of current rabies vaccination

Once the request is reviewed and approved:

- You'll be required to sign an Animal Addendum.
- Pay any applicable pet fees or deposits.

⚠ IMPORTANT:

- **Breed restrictions may apply, as determined by our company policies, city ordinances, or HOA regulations.**
- **Visiting animals are not permitted. All animals must be formally approved before entering the home.**
- **Always refer to your lease first for specific rules or restrictions related to animals.**
- **Unauthorized animals will result in lease violations, fines, and required removal.**

Assistance Animals

- Must be submitted to pm@spradleyproperties.com.
- Assistance animals are reviewed in accordance with Fair Housing laws.
- Assistant Animals are not subject to pet fees or deposits, but supporting documentation may be required.

Removing an Animal

If an approved animal no longer resides in the home, please notify our office so we can update your lease records accordingly.

Pet Policy & Deposit Information

The following represents Spradley Properties' general animal guidelines when the property owner permits animals. Approval, limits, deposits, fees, monthly rent, and restrictions may vary by property and will be confirmed in writing before an animal is approved:

Dogs, Cats, and Ferrets

- Pet Deposit: $250 (refundable)
- Pet Fee: $250 (non-refundable)
- Monthly Pet Rent: $15 per pet
- Maximum Allowed: 2 per household

Other Approved Species

We allow additional small pets with a $200 non-refundable fee (no deposit or monthly rent required). Restrictions and limits apply:

Fish Tanks:

- Max 1 tank per household
- Max tank size: 55 gallons

Birds:

- Max 1 cage
- Up to 3 birds per cage

Small Mammals (max 2 total of any kind):

- Rabbits
- Guinea pigs
- Hamsters
- Gerbils
- Hedgehogs

Reptiles & Amphibians (max 2 total of any kind):

- Geckos
- Bearded dragons
- Chameleons
- Turtles

- Frogs
- Non-venomous small snake species

⚠ **Important:**

- **All pets must be approved in advance**
- **Exotic, aggressive, or venomous species are strictly prohibited**
- **Animal Guidelines will be outlined in your lease agreement**

Pest Control: What to Expect

Routine pest control is part of maintaining a healthy home, and it's a shared responsibility between residents and our team. Here's what to keep in mind:

- Initial Treatment: Your home is treated before move-in. From there, ongoing pest control is generally the resident's responsibility unless otherwise stated in your lease.
- Preventative Measures: Seal food, take out trash regularly, and avoid leaving pet food outside. Keep the home clean and avoid clutter to reduce the risk of pest issues indoors.
- Infestations or Recurring Issues: For serious problems like roaches, wasps, or rodents, submit a service issue with as much detail and photos as possible. We'll determine the next steps based on the situation.

***Bed Bugs*:** Please refer to your lease agreement for information regarding bed bugs.

***Outdoor Pests (Snakes, Raccoons, etc.)*:** If outdoor pests like raccoons, snakes, or squirrels are getting into the home, especially areas like attics or garages, and causing damage or posing a risk, please submit a service issue right away. This allows us to be aware of the situation and take appropriate next steps, which may include contacting a pest control specialist or recommending local animal control. Avoid leaving pet food or trash outdoors, and ensure yards are well maintained to help deter wildlife.

Yard-Related Pests: Pests like fleas or ants that stem from the yard typically need treatment inside and out. Tall grass, standing water, and pet waste can contribute to these problems, so keeping your yard tidy helps a lot.

Special Situations: Pest issues linked to cleanliness is the resident's responsibility. These are reviewed case-by-case and handles by authorized third-party vendors.

Lease Terms: Always refer to your lease for pest control responsibilities specific to your home or community.

Watering the Yard & Protecting the Foundation

Maintaining your yard and protecting the foundation of your home is a shared responsibility that helps preserve the property and prevent costly issues down the line.

Watering Requirements

- Most leases require regular lawn watering, especially during warmer months. Please refer to your lease for specific expectations.
- In drought-prone areas, cities may enforce watering restrictions. Always follow local guidelines and watering schedules.
- Dead or damaged lawns due to neglect may result in lease violations or charges at move-out.
- If lawncare is the landlord's responsibility, sprinkler systems are typically managed and may be locked, especially in duplex homes where both sides share a single timer.
- Residents are responsible for any damage to sprinkler heads, timers, or hoses caused by misuse, self-mowing, or accidental breakage.

Foundation Protection

- Texas soil is especially prone to expanding and contracting with moisture levels. This can lead to foundation movement or damage.
- Consistent watering around the foundation, especially during dry periods, is one of the best ways to protect your home. A soaker hose or regular sprinkler use near the base of the home is ideal.
- Focus on keeping moisture levels even around the entire perimeter of the house.

💡 Tips:

- Avoid overwatering. Pooling water near the home can cause other issues like pest infestations or erosion.
- Check with your city or HOA for watering times and restrictions.

General Fireplace Safety

Before using your fireplace, make sure it's approved in your lease—some are decorative only.

💡 Fireplace Use Tips:

- Burn only seasoned firewood. No trash or treated wood.
- Open the damper before lighting a fire.
- Use a screen to contain sparks and keep flammables away.
- Never leave a fire unattended and always extinguish it fully.

Maintenance Note:
If your fireplace hasn't been used in a while, submit a Service Issue so we can have it checked before use. Do not attempt to clean the chimney yourself.

Safety Reminders:
Check your smoke and carbon monoxide detectors regularly and never disable them.

Handling Disputes Between Neighbors

- We encourage residents to maintain open and respectful communication with their neighbors. If a disagreement arises, attempt to resolve it calmly and directly whenever possible.
- If the matter involves potential violations of the lease or community rules (such as noise, parking, or animal issues), please submit a written report through your Resident Portal or email our office. Provide as much detail as possible, including dates, times, and descriptions of the incident.
- Our role is to address matters that impact the property or violate lease terms. We are unable to mediate personal disputes that fall outside of these areas. For ongoing non-lease-related disputes, residents may need to seek resolution through local authorities or mediation services.

Quarterly Assessments (Quarterly & Preventive Maintenance Assessment)

Property assessments for all our rental homes are required. A Spradley Property Management technician will be assessing the home. This person is not a maintenance technician and cannot repair anything during the assessment.

The purpose of these assessments is to prevent maintenance issues. Checks include but are not limited to any evidence of water leaking, inspecting for noticeable mold, fire, safety, security code violation(s), and overall appearance of the property inside and out. As you are aware,

heat/air conditioner filters and smoke detector batteries are your responsibility to maintain. Additionally, your home must be kept clean.

Preparing for Quarterly Assessments

- The keyless deadbolt must remain unlocked so we can enter the home. If we are unable to enter because adequate access was not provided, the applicable trip charge listed in your lease documents may be added to your account.
- We must be notified immediately if you have a security alarm.
- Clear excess clutter and leave all interior doors unlocked as access to every room is necessary.
- Secure all pets.
- You do not need to be present; however, we will NOT be able to enter if there is a child (under 18) present without adult supervision.
- Pictures will be taken of the interior and exterior of your home.
- Special scheduling requests may be subject to the applicable rescheduling fee listed in your lease documents. Additionally, you must reschedule before the date provided in your notice. Missed appointments will also incur additional charges.
- A notice will be left inside your home regarding the assessment.
- Fines will apply for lease violations. Please refer to your lease under "Administrative Charges." For more details.

We will also make every attempt to text you 1 business day before your assessment, along with an email notification to the Primary Resident 3-5 business days before. Please log in to your tenant portal to verify we have the correct contact information.

Chapter 3: Maintenance & Troubleshooting

At Spradley Properties, our goal is to make resolving maintenance issues as simple and stress-free as possible. We're here to help keep your home safe, comfortable, and in good condition. Please use the information below to determine how and when to report a maintenance issue.

Maintenance Emergencies

A maintenance emergency is a condition at the property that, if not addressed quickly, could threaten someone's health or safety or cause serious damage to the home.

Examples of maintenance emergencies include:

- Leaking or broken gas lines
- Loss of all electrical power to the home
- Broken or actively leaking water lines
- Exposed electrical wires
- No heat when the outdoor temperature is below 40°F
- No air conditioning when the outdoor temperature is above 90°F
- Broken exterior door locks or other conditions that compromise the security of the home

For any life-threatening emergency, fire, suspected gas leak, or immediate danger, call 911 first.

To report a maintenance emergency, call Spradley Properties at 254-742-7733. During business hours, our team will assist you directly. After hours, follow the voicemail prompts for maintenance emergencies and provide your name, property address, phone number, and a clear description of the issue.

Someone will return your call as soon as possible. If you do not receive a call back within 15 minutes, please call again and repeat the process to make sure we received the correct contact information.

Non-Emergency Maintenance

The following issues are generally not considered maintenance emergencies:

- Clogged toilets or drains when another working toilet or drain is available
- No hot water
- Refrigerator not cooling
- Oven or other appliance not working
- Resident lockouts
- Routine pest-control concerns

These issues are still important and should be reported promptly through the maintenance portal.

Please note that Spradley Properties and the property owner are not responsible for food loss, hotel expenses, alternative lodging, or other personal expenses caused by appliance, plumbing, electrical, or HVAC failures.

Submitting a Maintenance Request

All non-emergency maintenance requests must be submitted through the resident maintenance portal or provided to our office in writing. General maintenance requests cannot be accepted over the phone.

Submitting your request through the portal allows you to:

- Include photos, videos, and a detailed description of the issue
- Provide permission and instructions for entering the home
- Communicate directly with the maintenance team
- Receive appointment and status updates

Please provide as much information as possible, including when the issue began, where it is located, and any troubleshooting steps you have already attempted. Clear and complete information helps our team diagnose the problem and respond more efficiently.

Note: Multiple issues can be added to one service issue.

Trip Charges & Resident Responsibilities

A trip charge may be added to the resident's account when a maintenance visit is unnecessary, the issue is caused by resident action or neglect, or the technician is unable to complete the scheduled service for reasons within the resident's control.

Examples may include:

- The issue could have been resolved using basic troubleshooting steps provided in this handbook.
- The problem is caused by misuse, damage, neglect, or failure to properly care for the home.
- The technician arrives but cannot access the property.
- Interior doors are locked or an animal is not properly secured.
- An appointment is missed or canceled without enough notice.
- No maintenance issue is found when the technician arrives.

- The resident reports that an appliance is not working, but it is unplugged, switched off, or a breaker has been tripped.
- A drain, toilet, garbage disposal, or other fixture is clogged because of improper use.
- Smoke detector batteries, HVAC filters, light bulbs, or other resident-maintained items need to be replaced.

Residents may also be responsible for the cost of labor, materials, vendor services, or repairs when damage is caused by a resident, occupant, guest, animal, or unauthorized modification.

Before Submitting a Request

Before submitting a non-emergency maintenance request, review the troubleshooting section of this handbook and check for simple causes such as:

- A tripped breaker or GFCI outlet
- An unplugged appliance
- A thermostat set incorrectly
- A full or blocked HVAC filter
- A closed water valve
- An item blocking or jamming an appliance

Submit a maintenance request and provide complete details about what you have already checked.

Preparing for a Maintenance Visit

- Please make sure the technician can safely and easily access the area needing service. Secure all animals, remove personal items or clutter from the work area, and leave any necessary interior doors unlocked.
- Residents do not usually need to be present when permission to enter has been provided. However, an adult must be present if a minor would otherwise be alone in the home during the visit.
- Any applicable trip charge or repair cost will be added to the resident account. Please refer to your lease for specific responsibilities, administrative charges, and repair provisions.

If a Maintenance Issue Returns – 72-Hour Notification

After a maintenance request has been completed, please monitor the repaired area to make sure the issue has been fully resolved.

- If the same problem returns or continues within 72 hours of the completed repair, please notify our maintenance team as soon as possible. Since completed service issues cannot be reopened through the resident portal, you will need to either submit a new service issue, send a message to maintenance through the resident portal, or call our office.
- When reporting the returning issue, please include a description of what is happening, when the issue returned, whether the problem is the same or has changed, and current photos or videos when possible. Please also mention that the issue was recently repaired so our team can review the previous service history.
- A returning issue does not always mean the original repair was completed incorrectly. Some problems may require additional diagnosis, replacement parts, vendor approval, or more than one visit before the underlying cause can be fully resolved.

If the returning issue becomes a maintenance emergency, do not wait for a portal response. Call 254-742-7733 and follow the emergency maintenance instructions.

Home Warranties & the Repair Process

- Some homes or appliances may be covered by a home warranty. When coverage applies, the repair process may be handled by a third-party warranty company instead of directly by Spradley Properties.
- Home warranty repairs may take longer than standard maintenance because the warranty company must review the issue, assign a vendor, inspect the item, and approve any repair or replacement. In some cases, more than one appointment may be required.
- Residents are expected to cooperate with the assigned vendor by responding to scheduling calls or messages. Missing an appointment, failing to respond to scheduling attempts, or preventing access may delay the repair and may result in the applicable trip charge or vendor costs listed or authorized by your lease documents.
- The vendor may need to order parts or request additional approval before completing the work. Spradley Properties will continue to monitor the service issue, but we may not control the vendor's availability, diagnosis, approval process, or delivery timeline.

- If you have not received scheduling information or an update within a reasonable amount of time, please contact maintenance through your resident portal or call our office. Let us know if the condition changes or becomes more serious while you are waiting.
- Do not hire your own vendor, purchase replacement parts, or complete repairs without written approval from Spradley Properties. Unauthorized repairs or alterations may not be reimbursed and could result in charges if additional damage occurs.

If the issue becomes a maintenance emergency at any point, call 254-742-7733 and follow the emergency maintenance instructions.

Chapter 4: Troubleshooting Guide

The following pages provide basic troubleshooting steps for common household issues. Completing these checks may resolve the problem or help our maintenance team better understand what service is needed.

- Only complete steps that can be performed safely. Do not take apart appliances, perform electrical or plumbing repairs, climb onto the roof, or use special tools. If a step feels unsafe or you are unsure how to complete it, stop and contact our maintenance team.
- When submitting a service issue through your resident portal, let us know which troubleshooting steps you completed and include photos or videos when helpful.

Water Heater Troubleshooting

If you do not have hot water, begin with the following basic checks:

1. Check whether the issue affects the entire home. Test more than one faucet. If only one sink or shower is affected, the issue may be related to that specific fixture rather than the water heater.
2. Check the breaker. Locate the electrical panel and look for a breaker labeled “Water Heater.” If it appears tripped, move it fully to the OFF position and then back to ON. Do not repeatedly reset a breaker that continues to trip.
3. Allow time for the water to reheat. If several people recently used hot water, the tank may need time to refill and heat. Wait up to five hours before checking again.

4. Note the water temperature. If the water is lukewarm rather than completely cold, include that detail in your service issue, as it may help identify the cause.
5. Do not remove water heater panels, adjust internal components, re-light a gas water heater, or attempt repairs yourself.

If there is active leaking, water collecting around the unit, a burning smell, exposed wiring, or any sign of a gas leak, move away from the area and call our office immediately. Call 911 for any immediate danger or suspected gas emergency.

Garbage Disposal Troubleshooting

If your garbage disposal is not working, begin with the following basic checks:

1. Turn the disposal off. Make sure the wall switch is in the OFF position before checking anything around the sink or disposal.
2. Check for a jam. Use a flashlight to look inside the disposal opening for utensils, food packaging, bones, or other objects. Never place your hand inside the disposal. If an object is visible and can be safely reached, use tongs or pliers to remove it.
3. If available, ¼ or 6mm Allen key will fit into the center socket on the bottom of the unit. Move the wrench back and forth (clockwise and counterclockwise) to force the jammed internal impellers to spin free of blockage. Use tong or pliers to remove objects.
4. Press the reset button. Look underneath the disposal for a small red reset button. Press it once, then wait a few moments before testing the disposal again.
5. Check the breaker. Locate the electrical panel and look for a breaker labeled for the kitchen or garbage disposal. If it is tripped, move it fully to the OFF position and then back to ON.
6. Run cold water. When using the disposal, turn on cold water before switching it on and allow the water to continue running briefly after turning it off.

⚠ **Important: Do not place grease, oil, bones, fibrous foods, large amounts of food, glass, metal, or other non-food items into the disposal. If unable to unclog garbage disposal DO NOT run the dishwasher as this will overfill the dishwasher or the sink during the drain cycle.**

If the disposal hums but does not turn, repeatedly trips the breaker, leaks, produces a burning smell, or still does not work after completing these checks, submit a service issue through your resident portal.

Refrigerator Troubleshooting

If your refrigerator is not cooling properly, begin with the following basic checks:

1. Check the power. Make sure the refrigerator is plugged in securely and that the interior light turns on when the door is opened.
2. Check the temperature settings. Confirm that the controls have not been accidentally changed. Allow several hours for the temperature to adjust after changing the settings.
3. Check the doors. Make sure the refrigerator and freezer doors are closing completely. Food containers, shelves, or ice buildup may prevent a proper seal.
4. Check for blocked airflow. Avoid overfilling the fridge or freezer or placing items directly against the interior vents. Cold air must be able to circulate throughout the unit.
5. Check the breaker. Locate the electrical panel and look for a breaker labeled for the kitchen or refrigerator. If it is tripped, move it fully to the OFF position and then back to ON.
6. Listen for operation. Note whether the refrigerator is running, making unusual noises, clicking repeatedly, or completely silent. Include this information when reporting the issue.
7. Do not unplug the refrigerator unless instructed to do so by our maintenance team. Keep the doors closed as much as possible to help preserve the temperature.

If the refrigerator is leaking, producing a burning smell, repeatedly tripping the breaker, or still not cooling after completing these checks, submit a service issue through your resident portal. Spradley Properties and the property owner are not responsible for food loss caused by an appliance failure.

Air Conditioner Troubleshooting

If your air conditioner is not cooling properly, begin with the following basic checks:

1. Check the thermostat. Confirm that it is set to COOL and that the temperature is set lower than the current room temperature. Make sure the fan is set to AUTO, not ON.
2. Check the HVAC filter. A dirty or clogged filter can restrict airflow and prevent the system from cooling properly. Replace the filter if it appears dirty or has not been changed recently.
3. Check the vents. Make sure supply and return vents are open and not blocked by furniture, curtains, rugs, or other items.

4. Check the breaker. Locate the electrical panel and look for breakers labeled for the air conditioner, HVAC system, or furnace. If one is tripped, move it fully to the OFF position and then back to ON. Do not repeatedly reset a breaker that continues to trip.
5. Check for ice. If you see ice on the indoor unit, refrigerant lines, or vents, turn the system off and submit a service issue. Continuing to run the system may cause additional damage.
6. Allow time for the home to cool. During extremely hot weather, the system may run longer than usual and may not cool the home immediately. Keep exterior doors and windows closed and avoid making frequent thermostat changes.

Submit a service issue through your resident portal if the system is blowing warm air, has weak airflow, is leaking water, making unusual noises, producing a burning smell, or still is not cooling after completing these checks.

If there is no air conditioning and the outdoor temperature exceeds 90°F, call 254-742-7733 and follow the maintenance emergency instructions.

Breakers & Power Loss Troubleshooting

If all of the home loses power, begin with the following basic checks:

1. Check for a utility outage. If neighboring homes or streetlights are also without power, contact Oncor to check or report an outage. If Oncor confirms there is no area outage, advises that the issue is within the home, or restores service but your power does not return, then follow the next steps.
2. Check electric meter. If the entire home has lost power, check electric meter for an open or close display. If the meter is displaying open (opn) that means that the meter is not receiving power. Before calling Oncor make sure you have an electric bill handy and explain to them that the meter is open.
3. Check the electrical panel. Look for a breaker that is positioned between ON and OFF. Move the affected breaker fully to the OFF position, then back to ON. Sometimes this is hard to see but if you wiggle the breaker and its loose, It's in the tripped position.

⚠ **Important: Do not remove the electrical panel cover, touch exposed wiring, or repeatedly reset a breaker that continues to trip.**

Submit a service issue through your resident portal if the power does not return, a breaker repeatedly trips, outlets feel warm, lights flicker frequently, or you notice sparks or a burning smell.

If there are exposed electrical wires, smoke, sparks, or another immediate safety concern, leave the area and call 911 when necessary. Then call 254-742-7733 and follow the maintenance emergency instructions.

Garage Door Opener Troubleshooting

If your garage door will not open or close properly, begin with the following basic checks:

1. Check the power. Make sure the garage door opener is plugged in and that the outlet has power. If the outlet is controlled by a GFCI, press the RESET button.
2. Check the wall control. Try operating the door using the wall-mounted button. If the wall control works but the remote does not, the remote may need a new battery or may need to be reprogrammed.
3. Check the safety sensors. Locate the sensors near the bottom of each side of the garage door. Make sure they are facing each other, free of dirt or debris, and not blocked by stored items.
4. Visional check tension spring. Tension Spring is located at the top of the garage door opening and looks like a big spring. Check to see if it's broken.
5. Check for obstructions. Look along the garage door tracks and the area beneath the door for anything that may prevent it from opening or closing.
6. Check the manual lock. Make sure any interior garage door lock has not been engaged.
7. Check whether the opener was disconnected. If the emergency release cord has been pulled, the door may be disconnected from the opener. Do not attempt to reconnect it unless you are familiar with the process and can do so safely.
8. If garage door will not go down and there is nothing in the way of the track, you can pull the emergency release cord and ride the garage door down to secure the home or lift the door open it. DO NOT allow the garage door to slam down or be careful when opening as there is nothing holding the garage door from falling. Garage door will stay open once opened the whole way.

⚠ Important: Do not attempt to adjust springs, cables, tracks, or other high-tension components. These parts can cause serious injury and must be handled by a qualified technician.

Submit a service issue through your resident portal if the door is off track, the opener runs but the door does not move, the door reverses unexpectedly, the sensors will not align, or the issue continues after completing these checks.

If the garage door is stuck open and the home cannot be secured, call 254-742-7733 and follow the maintenance emergency instructions.

Dishwasher Troubleshooting

If your dishwasher is not starting, draining, or cleaning properly, begin with the following basic checks:

1. Check the power. Make sure the dishwasher is fully closed and latched. Some models will not start unless the door is secured correctly.
2. Check the controls. Confirm that the correct wash cycle has been selected and that a delay-start or control-lock setting has not been activated.
3. Check the breaker. Locate the electrical panel and look for a breaker labeled for the dishwasher or kitchen. If it tripped, move it fully to the OFF position and then back to ON.
4. Check the water supply. Make sure the water supply valve under the kitchen sink has not been turned off.
5. Check for overloading. Dishes should not block the spray arms or prevent the detergent compartment from opening. Avoid placing large items where they can interfere with moving parts.
6. Check the filter and drain area. Remove visible food debris from the bottom of the dishwasher. Do not disassemble internal parts or use drain-cleaning chemicals.

Note: Cleaning a dishwasher with vinegar is an easy and cheap way to remove grease, hard water spots, and bad smells. To do this, place 1 to 2 cups of white distilled vinegar in a dishwasher-safe bowl on the top rack of an empty machine and run a hot water cycle.

⚠ **Important: Use only detergent made specifically for dishwashers. Regular dish soap can create excessive suds and may cause leaking.**

Submit a service issue through your resident portal if the dishwasher will not start, does not drain, leaks, has standing water, produces a burning smell, repeatedly trips the breaker, or continues to perform poorly after completing these checks.

Electrical Outlets & GFCI Plug Troubleshooting

If an electrical outlet is not working, begin with the following basic checks:

1. Test another outlet. Plug the same device into a different outlet to confirm the issue is with the outlet and not the device.
2. Check nearby GFCI outlets. Outlets in kitchens, bathrooms, garages, laundry areas, and exterior spaces may be connected to a GFCI outlet. Press the RESET button firmly until it clicks. One GFCI outlet may control several other outlets.
3. Check the breaker. Locate the electrical panel and look for a breaker that is positioned between ON and OFF. Move it fully to the OFF position and then back to ON.
4. Unplug excess devices. Too many appliances or devices on one circuit may cause the breaker or GFCI to trip. Unplug some items before resetting the outlet or breaker.

Note: Most modern homes there is no GFCI outlet. In this case the GFCI is combined with the breaker.

⚠ **Important: Do not remove outlet covers, touch exposed wiring, use damaged cords, or repeatedly reset an outlet or breaker that continues to trip.**

Submit a service issue through your resident portal if the outlet still does not work, the reset button will not stay in place, the outlet feels warm, plugs fit loosely, or there is discoloration around the outlet.

If you notice sparks, smoke, a burning smell, exposed wiring, or signs of overheating, stop using the outlet immediately and call 254-742-7733. Call 911 if there is an immediate fire or safety risk.

Smoke Detector Troubleshooting

If a smoke detector is chirping or sounding unexpectedly, begin with the following basic checks:

1. Check for smoke or fire first. Never assume an alarm is false. If you see or smell smoke, leave the home immediately and call 911.
2. Replace the battery. A single chirp every few minutes usually means the battery is low. Replace it with a new battery of the correct type.
3. Check the battery placement. Make sure the battery is installed in the correct direction, and the battery compartment is fully closed.
4. Press the test button. After replacing the battery, press and hold the test button to confirm the detector is working.

5. Check for dust or debris. Dust, insects, or buildup near the detector may cause false alarms. Gently clean the outside with a soft cloth or vacuum attachment. Do not take the detector apart.
6. Check for nearby causes. Steam, cooking smoke, candles, or strong aerosols may trigger the alarm. Ventilate the area and move the source away when possible.

Note: if smoke alarm is going off due to cooking, open door and fan smoke away from detector. If smoke detectors keep going off after the home is clear a hard reset might be required. Turn the smoke detector counterclockwise to remove it from its mount. Disconnect wire and remove battery for 5 minutes. After 5 min, you can connect wires, install smoke detector and battery. All wired smoke detectors are linked and you might need to remove them all at once.

⚠ **Important: Do not remove, disable, cover, or disconnect a smoke detector unless to reset detectors or instructed from someone at Spradley Properties. Residents are responsible for replacing smoke detector batteries unless otherwise stated in the lease.**

Submit a service issue through your resident portal if the detector continues chirping after the battery is replaced, does not respond to the test button, appears damaged, or repeatedly alarms without a clear cause.

If multiple detectors are sounding or there is any sign of smoke, fire, or another immediate danger, leave the home and call 911.

Sewer Stoppage & Backflow Troubleshooting

If a toilet, sink, tub, or other drain is backing up, begin with the following basic checks:

1. Determine how many drains are affected. If only one fixture is clogged, the issue may be limited to that drain. If multiple drains are backing up at the same time, there may be a larger sewer-line issue.
2. Stop using water. If water or sewage is backing up into the home, avoid flushing toilets, running faucets, using the washing machine, or operating the dishwasher. Continued water use may make the backup worse.
3. Check for a simple toilet clog. If only one toilet is affected, use a standard toilet plunger. Do not use chemical drain cleaners, as they may damage plumbing and create a safety risk for the technician.
4. Keep the area clear. Move personal belongings away from the affected area when it is safe to do so. Avoid contact with sewage or contaminated water.

5. Slow drains in the bathroom can be caused by soap residue and/or hair; these can be cleared by drain cleaners or a drain snake.

⚠ **Important: Residents may be responsible for the cost of clearing a stoppage caused by improper items placed in the plumbing system. Do not flush wipes, paper towels, feminine hygiene products, diapers, grease, food, or other non-flushable materials.**

Submit a service issue through your resident portal if a drain remains clogged, drains are moving slowly, gurgling occurs in multiple fixtures, or the issue continues after basic plunging.

If sewage is actively backing up into the home, multiple drains are overflowing, or the condition may cause immediate property damage, stop using all water and call 254-742-7733. Follow the maintenance emergency instructions if it is after hours.

Winterizing Your Home

Freezing temperatures can cause significant damage to plumbing systems, outdoor fixtures, and the home. Residents are responsible for taking reasonable precautions before and during cold weather.

1. Keep the heat on. Do not turn the heating system off during freezing weather, even if you will be away from the home. Keep the thermostat set to a reasonable temperature throughout the day and night.
2. Protect outdoor faucets. Disconnect garden hoses and cover exterior faucets when freezing weather is expected. If faucet covers were provided with the home, make sure they are installed securely.
3. Allow indoor air to circulate. Open cabinet doors beneath kitchen and bathroom sinks, especially when plumbing is located along an exterior wall. This allows warm air to reach the pipes.
4. Let faucets drip during severe freezing conditions, allow a small, steady drip from faucets connected to vulnerable plumbing. Follow any specific instructions sent by Spradley Properties.
5. Keep garage doors closed. Closing the garage door helps protect nearby plumbing and reduces cold air entering the home.

⚠ **Important:**

- **Know where the water shutoff is located. If a pipe breaks, turn off the home's main water supply, then call our office immediately.**
- **If you will be away from the home during freezing weather, make arrangements for someone to check the property and make sure the heat remains on.**

Submit a service issue through your resident portal if you notice reduced water flow, no water from a faucet, or signs that a pipe may be frozen. Do not use an open flame, torch, or high-heat device to thaw pipes.

If a pipe breaks or water is actively leaking, shut off the water to home and call 254-742-7733 immediately. Follow the maintenance emergency instructions if it is after hours.

Chapter 5: Lease Milestones & Move-Out

Lease Expiration: Timeline & What to Expect

As your lease expiration date approaches, Spradley Properties will contact you with information about your renewal options, rental rate, and any upcoming deadlines.

1. **Review your renewal offer.** Renewal information is generally provided before the end of the lease term. Please review the proposed lease dates, rental rate, and any updated terms carefully.
2. **Respond by the stated deadline.** Let us know whether you plan to renew or move out by the deadline included in your notice. Waiting too long may limit your renewal options or affect the terms available.
3. **Submit written notice if you plan to move.** Telling a team member verbally does not count as official notice. Your notice to vacate must be submitted in writing and must meet the notice period required by your lease.
4. **Continue following your lease through the final day.** Rent, utilities, lawn care, animal responsibilities, and all other lease requirements remain in effect until the lease has officially ended and possession of the home has been returned.
5. **Do not assume the lease ends automatically.** Depending on the terms of your lease, failing to renew or provide proper notice may cause the lease to continue on a month-to-month basis or may result in additional rent or fees.

If you are unsure of your lease expiration date, notice requirement, or renewal deadline, review your lease in the resident portal or contact our office before making moving arrangements.

Move-Out Procedures & Cleaning Instructions

Moving out involves more than removing your belongings. The home must be fully vacated, cleaned, and returned in the condition required by your lease by the move-out deadline.

1. **Remove all belongings.** Take all furniture, personal items, trash, food, and outdoor belongings with you. Items left behind may result in removal and disposal charges.
2. Clean the entire home. This includes floors, baseboards, cabinets, appliances, bathrooms, windows, blinds, and other surfaces. The home should be left in move-in-ready condition, not simply picked up.
3. **Clean all appliances.** Remove food and debris from the refrigerator, freezer, oven, stove, microwave, and dishwasher. Do not leave cleaning products or personal items inside cabinets or appliances.
4. **Complete lawn and exterior responsibilities.** If lawn care is your responsibility, mow, edge, remove debris, and leave the yard in acceptable condition. Remove personal items from patios, garages, sheds, and other exterior areas.
5. **Repair resident-caused damage when appropriate.** Do not attempt major repairs or make unapproved alterations. Damage, missing items, excessive cleaning, or incomplete work may result in charges.
6. **Return all keys and access devices.** All keys, mailbox keys, garage remotes, and other access devices must be returned directly to the Spradley Properties office by the required deadline. Keys left inside the home, garage, mailbox, or elsewhere on the property are not considered surrendered, and possession of the home will not be considered returned until the office has received all required items.
7. **Provide a forwarding address.** Make sure our office has your correct forwarding address for future correspondence and security-deposit documentation.

⚠ Important: Utilities must remain active through the final day of your lease unless you receive different instructions in writing. Do not shut off utilities early, as this may interfere with assessments, cleaning, or required repairs.

- *A final move-out condition form will be completed after all residents have vacated the home and possession has been returned. Residents are not present during the move-out assessment.*
- *Any charges will be based on the lease, move-in condition documentation, the condition of the home at move-out, and the work required to restore the property.*

Move-Out Cleaning Checklist (Printable)

Use this checklist as a general guide before returning possession of the home. This checklist does not replace the requirements of your lease and does not guarantee that charges will not apply if additional cleaning, repairs, trash removal, or other work is needed.

ENTIRE HOME

☐ Remove all personal belongings from the home, garage, yard, patio, and storage areas

☐ Remove all trash and dispose of it properly

☐ Sweep, vacuum, and mop all flooring

☐ Clean baseboards, windowsills, doors, and door frames

☐ Remove cobwebs and dust from reachable surfaces

☐ Clean blinds and interior window areas

☐ Wipe down ceiling fans and reachable light fixtures

☐ Make sure all light bulbs are working

☐ Remove unapproved nails, hooks, adhesive strips, and wall-mounted items

KITCHEN

☐ Clean cabinets, drawers, shelves, countertops, and backsplash

☐ Clean and disinfect the sink and faucet

☐ Clean the refrigerator and freezer inside and outside and behind

☐ Clean the oven, sides of the oven, stovetop, burners, and drip pans and behind

☐ Clean the microwave inside and outside

☐ Clean the dishwasher and remove visible food or debris

BATHROOMS

☐ Clean and disinfect toilets

☐ Clean tubs, showers, shower walls, sinks, and faucets

☐ Clean mirrors, countertops, cabinets, and drawers

BEDROOMS, CLOSETS & LIVING AREAS

☐ Clean closet shelves and storage areas

LAUNDRY, GARAGE & EXTERIOR AREAS

☐ Clean the laundry and washer/dryer areas, if applicable

☐ Pick up and dispose of all pet waste

☐ Mow, edge, and clean the yard if lawn care is the resident's responsibility

Rental History Requests

- When applying to rent another home, the new landlord or property management company will typically contact Spradley Properties to request your rental history.
- We will not complete a rental history request for a current resident unless the resident has submitted a proper notice to vacate in accordance with the lease.
- Rental history is based on information available in the resident's account, which may include payment history, lease compliance, notices, damages, balances owed, and the condition in which the home was returned.
- Please allow reasonable processing time. Incomplete requests, missing authorization, or incorrect contact information may delay our response.

Spradley Properties cannot guarantee that another landlord, apartment community, lender, or screening company will approve an application based on the rental history provided. Any outstanding balance may be included in the rental history response.

Understanding Resident Charges

Your lease includes an Administrative Charges page that outlines many common charges associated with lease violations and resident responsibilities.

- Additional charges may also result from property damage, negligence, accidental damage, unauthorized changes, or damage caused by occupants, guests, or animals. Maintenance and repair charges generally do not have a set price because they are based on the actual labor, parts, materials, and vendor invoices required to complete the work.
- If you are unsure whether a repair or service issue may be a resident responsibility, contact the maintenance team before submitting it. They can provide general guidance; however, the final cost and responsibility may not be determined until the issue has been inspected and the cause is identified.

Violation Process & Communication

Spradley Properties will communicate with residents when a lease violation, property condition, policy concern, or other compliance issue is identified.

- Depending on the situation, communication may be sent through the resident portal, email, text message, written notice, or another method permitted by the lease. Notices

may include details about the issue, required corrective action, applicable deadlines, and any charges that may apply.

- Residents are responsible for reviewing notices promptly and completing any required action by the stated deadline. Failure to correct the issue, repeated violations, or failure to respond may result in additional notices, charges, further lease action, or, in some cases, eviction proceedings.

If you believe a notice was sent in error or need clarification, contact our office as soon as possible. Providing photos, documents, or other supporting information may help our team review the matter. Verbal conversations do not replace written notices or required written responses.

Thank You for Choosing Spradley Properties

We hope this handbook helps make your rental experience easier by giving you a clear place to find answers, understand your responsibilities, and know how to contact our team when you need assistance.

This handbook is intended as a helpful guide and does not replace your lease agreement, addenda, written notices, or applicable laws. When information in this handbook differs from your lease, your lease and signed documents will supersede.

Please keep your contact information current and check your resident portal, email, and messages regularly for important notices and updates. When you have a question or are unsure how to handle something, reach out before taking action. Our team is here to help you protect your home, understand the process, and have a positive experience throughout your residency.

Thank you for making your home with Spradley Properties and for helping us care for the homes and communities we serve.

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