RAVE

PROPERTY MANAGEMENT

TENANT HANDBOOK

Disclaimer: *This Tenant Handbook is provided for informational purposes only and does not constitute a portion of your rental agreement (lease). Please review your rental agreement carefully, familiarize yourself with its contents and do not hesitate to contact us with any questions or any additional information you may require. The intention of this Handbook is to help clarify the tenancy process and provide general information.*

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Welcome Letter:

Dear New Tenant,

Rave Property Management would like to welcome you to your new home and we look forward to being of great service to you during your tenancy. We have prepared this Tenant Handbook to assist you in answering basic questions you may have. If lost, this document is available online and can be accessed by clicking the following link: http://www.ravepropertymanagement.com/client_information.html

Our goal is to provide you with exceptional customer service and be available to you if you have any questions or concerns. Along with great customer service, we also provide the latest technology to give you 24-hour online access to our website where you can view invoices, process rental payments and submit maintenance requests.

We are hopeful that your living experience will be pleasant and comfortable. If you have any questions or concerns, feel free to contact us at any time.

We look forward to working with you.

Sincerely,

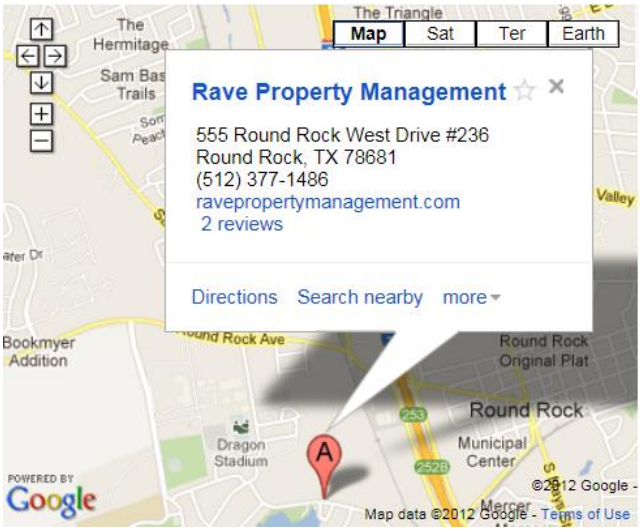
The Management Team @ RAVE PROPERTY MANAGEMENT

General Information:

Contact Information, Physical Address, Company Website

Rave Property Management
Shon Lorg, Broker
Lea Damgaard, Property Manager
Kay Anders, Property Manager
Phone: 512-377-1486
Fax: 512-900-7637
Email: info@ravepropertymanagement.com

Location/Mailing Address:
555 Round Rock West Drive, Suite 236
Round Rock, TX 78681



Website:
www.ravepropertymanagement.com

Office Hours:

The office is opened Monday thru Friday from 9AM to 5PM for the exception of holidays. We are available 24/7 and can be contacted via email or by phone at 512-377-1486. In the case of an emergency, please call 911.

Policy Information

Important Policies:

- Rental Agreement: The duration for your rental agreement is fixed and specified in the document. An early termination or extension must be discussed with the Property Manager.

- Security deposits: Your security deposit cannot be used to pay last month's rent or any other month's rent.

- Pets: Animals are only allowed with prior approval of the owner and the management company. Each animal must be approved by the owner. A maximum of two pets are allowed upon approval. Upon move-out, the property must be professionally cleaned and treated for odor, stains and pests.

- Keys: If you lose your keys or lock yourself out of your home during business hours, you may contact the office to receive a copy of your key at no charge. If you call after 5:00PM on the weekdays or at any time of the weekends, you will be responsible to pay a minimum $65 fee.

- Yard & Grounds Maintenance: If you are responsible for maintaining your yard, upkeep of flower beds and lawn care is expected. Please refer to your rental agreement for more details.

- Vehicle Parking: Only approved and operational vehicles in designated areas are allowed. Please refer to your rental agreement for more details.

- Guests: A guest(s) staying more than 14 days will require approval by the management company. Consult your rental agreement for more details.

- Noise: You are subject to all laws pertaining to noise and your rental agreement.

- Routine Maintenance: As you become more settled in your new home, it is important to manage routine maintenance items. Here are some examples of maintenance items you are responsible for:
    - Replacement of light bulbs
    - Cleaning or replacement of furnace filters (if applicable)
    - Regular yard and lawn maintenance (if applicable)
    - Replacement of batteries in smoke detectors and CO2 detectors

Submitting maintenance requests:

- If a maintenance issue should arise, please complete a maintenance request by submitting a service request online at www.ravepropertymanagement.com.

- Please submit maintenance requests online so that you can be as specific as possible about the problem. If you are unable to submit the request online, you may call us at 512-377-1486 and we will submit it for you.

- Tenants are responsible for securing any pets that may be encountered on the visit to the property.

- If a technician is unable to gain access to the property after coordinating a time and date with you, a trip fee will be charged to you.

Moving In:

Utilities:

Prior to the commencement of the lease term, you need to transfer the utilities to your name for the property. Please visit www.connectutilities.com to find the service providers in your area.

Move-In Inspection:

We suggest that before moving in any of your personal items, that you make your initial walk-through of the property and complete the **Residential Lease Inventory and Condition Form** provided to you with your Lease Agreement. If you are unable to locate the form, you can also download it at www.ravepropertymanagement.com.

NOTE: Please return this form within 10 days. If you DO NOT return the form within 10 days, you are accepting the property in its condition and deeming it is free of any damages, unless otherwise expressed in the lease. This form is NOT a request for maintenance service. It is simply a form stating the condition of the property prior to you moving in.

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Paying Rent:

When rent is due:

Rent is due on the 1st of each month and is considered late on the 2nd. Please note this timeline includes weekends and holidays. Please consult your rental agreement terms.

How to pay rent:

Rent can be paid at www.ravepropertymanagement.com. If you do not have access to the internet, you may mail in your payment by check, money order or cashier's check to 555 Round Rock West Drive, Suite 236, Round Rock, TX 78681 address. If paying by mail, the payment must be received by the 2nd of each month or it will be considered late and late fees will be charged.

Important Considerations Paying Rent

Place your name and property address on the check or money order to ensure that you are properly credited with rental payment.

Review your check or money order and ensure that it has the name of the payer and payee.
Do not mail cash under any circumstance

If a rent check is returned for insufficient funds (NSF), all charges including NSF and late fees will be charged directly to you

Emergency Procedures:

In the case of a medical, fire or other emergency situation that could involve immediate peril to you or someone surrounding you, please call 911.

Maintenance emergency procedures: If you experience an emergency situation, please follow the steps outlined below. As a note, if the problem occurs in the middle of the night, it is very unlikely we will be able to dispatch a contractor to the property until the next morning.

- **The specific definition of a maintenance emergency is:**
  - An issue that is dangerous, hazardous or if not addressed immediately could cause damage to the property or your personal well-being (ex. Flooding, no heat in the winter or gas leak).

- **An emergency is not**:
  - Annoying sounds, appliance malfunction, A/C failure, drain stoppage, etc… While inconvenient, these are not considered emergencies and will be handled by our office on the following business day.
  - Although an A/C issue is not technically defined as an emergency, we do understand how hot the summers are in Texas and can sometimes be unbearable during the summer.

- If the situation is considered a maintenance emergency and occurs during normal business hours, please call our office, then follow-up with a formal service request, submitted on our website.

- If the situation occurs after business hours, please call our main office line at 512.377.1486. If you reach a recording, leave your name, phone number, address and the type of emergency.

Emergency failure check steps (prior to contacting the Property Manager):

For Electric/Gas Heat:

- Check the thermostat to see that the controls are set properly
- Check all fuses and circuit breakers
- Check the access panel to the blower compartment to ensure the panel is securely closed
- Check the filter and ensure it has been replaced in the last six months
- Test any other gas appliances to determine if service has been interrupted (Gas Heat)

For Water Related Issues:

If water is running onto floors from any appliance, fixture or pipe, close the shut-off valve for the appliance/fixture or shut-off the main valve for the property. **If you reside in a location that has on-site management, contact them and this office immediately.**

Tenant Responsibilities:

The following items are the responsibility of the tenant at their expense while they are living at the property:

- Replacement of light bulbs with the correct wattage.
- Replacement or cleaning of furnace and air conditioning filters every 3 months.
- Replacement of smoke alarm batteries. The property must have working smoke alarms at **all times.**
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs.
- Professional steam cleaning and spot cleaning of carpets while living in your home.
- Normal insect control (bees, spiders, sugar or nuisance ants, etc.).
- Normal rodent control, such as mice.
- Keep property clean, inside and out, free of grease, mold, mildew, cobwebs, etc.
- If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis.
- Reporting malfunctioning irrigation systems or sprinklers.
- If you have a pet, all pet droppings need to be disposed of regularly.

Moving Out

Move-Out Notice:

A written move out notice needs to be submitted to the management company 30 days prior to vacating the property. Additionally the notification can be submitted directly from your online tenant portal.

Tenants, who do not provide sufficient notice to vacate or deliberately break their lease, are responsible for the remaining rental period. Please consult your lease agreement for additional information.

Cleaning up and Clearing Out:

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving, which if done properly, will save you time and money in the long run. There is a level of cleaning that is required to return the home or unit in the condition you received it in. If you have any questions, please contact your Property Manager and be sure to reference the **Move Out Checklist** provided on our website.

Any work not completed by the tenant will be completed by Rave Property Management and deducted from the security deposit. Once you have removed all personal property and have completed the cleaning of the home, please contact us for the final move out inspection. Leave all door keys, storage unit keys or locks, garage door openers, pool keys/cards and mail box keys with Rave Property Management.

Security Deposit Refund:

Once you have completed moving out, Rave Property Management will complete any repairs and cleaning not noted on your initial walkthrough and refund your remaining security deposit. **WE CANNOT REFUND YOUR SECURITY DEPOSIT THE SAME DAY YOU MOVE OUT** because we must ensure all repairs and cleaning was completed; utilities have been property transferred, etc. **Please make sure Rave Property Management has your forwarding address to send your security deposit refund to you. This refund will occur within 30 days.**

If the property was damaged or past due rent is owed in excess of your security deposit, we will contact you for the remaining payment. If you refuse to pay in full, we will take legal action and a judgment will be filed by the court for the outstanding amount. Please consult your rental agreement for additional information.

Thinking about buying a home?

If you are considering buying a home at the expiration of your lease term, we can help you purchase a new or pre-owned home. Please contact us at 512-377-1486 to speak with a Broker or Sales Agent.