



## Tenant FAQ's

### **1. How do I request a repair?**

You may log into our website via the tenant portal and initiate a work order request. You may also email us at [info@LakeConroeManagement.com](mailto:info@LakeConroeManagement.com). Please provide us with the best phone number and times to reach you.

If the request is an emergency and it is during regular business hours, please call 936-777-2186. For after hour emergencies, call our 24-hour emergency hotline, 936-777-4970.

For police or fire emergencies, please dial 911, then notify us.

### **2. What is considered an emergency repair?**

Emergency repairs are situations where the health and safety of the occupant or the integrity of the dwelling is at risk.

The following are examples of maintenance emergencies:

- A water pipe breaks and water is coming into the house.
- The main sewer line is backed up.
- You have had a break in or an attempted break in and a door or a window is broken and can not be secured.
- Heating and air conditioning repairs are normally not considered emergencies and will be addressed on the next business day.

Non-emergency repairs will be addressed the next business day.

### **3. Can I be charged for repairs?**

Yes. If the damage is caused an action of neglect or negligence caused by the tenant or a guest of the tenant, you will be charged for the repair. You also can be charged for a service call if you miss an appointment with the repair contractor. You may also be charged for a repair that occurs after business hours that was not an emergency. The lease outlines which repairs are owner' responsibility and which are the responsibility of the tenant.



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**4. A light bulb burned out, the ceiling is too high and I don't have a ladder. Can you change it?**

Changing light bulbs is a tenant's responsibility. However, we can have our handyman change them for you for a \$75 service charge plus the cost of the light bulbs.

**5. Can I rent a steam cleaner and clean the carpets myself?**

No. The lease agreement provides all carpets must be professionally cleaned using a steam process. We can provide you with names of reputable companies. You will need to provide us with a copy of the paid invoice when you move out.

**6. Can I add a lock to my bedroom door?**

No. Per your lease agreement a tenant can not add locks to any doors. You may be charged to remove the lock and any damage caused to the door.

**7. Can I install satellite dish at the property?**

You must obtain written permission from the property manager. Satellite dishes must be installed in compliance with the deed restrictions for the property. The cost of installation is the expense of the tenant.

**8. Can I install a security system?**

Generally, yes but you must get prior written permission from the property manager. The cost of installation is the responsibility of the tenant. Any repairs caused by removing the system will also be charged to the tenant.

**9. Can I get a pet after I move in?**

Pets are allowed on a case by case basis. All pets must receive prior approval by the property manager. The pet agreement must be executed and pet deposit received **PRIOR** to bringing any pet on the property, even temporarily.

**10. What happens if my company transfers me before my lease ends?**

If you are transferred, check with your company for any assistance they can provide you for breaking the lease. Please inform the property manager in writing as soon as possible. Refer to your lease or contact the property manager for additional information.



**11. What happens if my roommate has to move before the end of the lease? What happens to their portion of the deposit?**

If your roommate moves out, a written notice must be submitted to the property manager. If a substitute roommate is found, they must complete an application and be approved by the property manager. Security deposits are not refunded individually and are not returned until the end of the lease. Reimbursements to the departing tenant are the responsibility of the remaining tenants.

**12. Can I find some one to take over my lease or can I sublease the property?**

Subleasing is not allowed by the terms of your lease. However, if you need to break your lease and you find a substitute tenant, they must complete an application and be approved by the property manager. Please contact the property manager for further details. You may be responsible for rent until the property is leased.

**13. Why did I get a charge for not mowing the lawn?**

Per your lease agreement, lawn care, including but not limited to mowing, pruning of shrubs and watering are a tenant's responsibility. Any fines imposed by the POA/HOA for violations will be charged to the tenant.

**14. When and how do I to give my notice to move/vacate.**

The property manager must receive your notice to vacate in writing at least 30 days prior to vacating. Lease terms are usually the end of the month, which means the written notice must be received in our office on or before the first. Please refer to your lease agreement for further details.

**15. Why did I receive a notice the rent was late?**

Rent is due on the first on the month and considered late after that. We send out late notices if we have not received your rent by the third of the month and late fees will be applied on the fourth day if the rent is not received.

**16. This was the first time my rent was late; can you waive my late fees?**

No. We must consistently enforce late fees as per our office procedure.