



## **Tenants Handbook**

Lake Conroe Management is a professional property management company that leases and cares for homes for investors as well as single property owners. We are under contract with each owner to manage their property in a professional and consistent manner. As property managers we are responsible to the owners to oversee the property to maintain its value, handle tenant relations, and administer rental guidelines in a consistent manner.

As a tenant we strive to make your rental experience with us as positive as possible. We hope you enjoy your stay with us.

### **Lease Terms**

The terms of your rental are clearly spelled out in your lease. We would encourage you to reread your Residential Lease at the earliest opportunity to insure you understand it fully. The purpose of this handbook is to clarify common questions that might arise.

### **Utilities**

It is each Tenants responsibility to manage their own utilities unless otherwise stated in the lease. At lease signing, we will provide you with a list of the utility providers for each property. You will need to contact each provider to start service with your first day of occupancy and be able to provide documentation to this effect when picking up your keys. Please plan ahead and allow enough time for the utility companies to reinstate service as to have water and electric for your move in day.

### **Keys**

We will issue keys to your new property on the day you are entitled to occupancy during our normal business hours Monday through Friday, 9:00AM -5:00PM, excluding holidays. All deposits and rent due are paid prior to issuance of keys. Security deposits and first month rents must be paid by wire transfer,



credit card, cashier's check, money order, or other certified funds verified during normal business hours. Personal checks and cash will not be accepted for security deposits and first month's rent.

## **Move In**

We have made every effort to have your new home ready for you and in good condition for your arrival. When you picked up your keys, you were provided with a Residential Lease Inventory and Condition Form. If you need another copy, just let us know and we will provide one. You should complete this document and return it to our office within five days of the start of your rental agreement. This form is for your protection and should be completed PRIOR to move in. You should list any pre-existing damage or deficiency in the property. You are welcome to provide any photos or other documentation. We will utilize this form when we conduct the move-out inspection when you vacate the property. This form is not a request for repair form.

At move in you can expect:

- The property will have been thoroughly cleaned to include ceilings, walls, doors, door trim, base boards, windows, window tracks, window screens, window blinds, light fixtures, ceiling fans, HVAC vents, cabinets, cabinet doors, appliances (interior, surface to include top, sides and back) counters and plumbing fixtures,
- HVAC system serviced and in working order,
- Ceiling fans in working order,
- Lights in working order with all burned out bulbs having been replaced,
- Smoke detectors in working order with all defective batteries having been replaced,
- Dryer vents cleaned,
- All appliances have been cleaned and in proper working order,
- Plumbing checked and in proper working order,
- Pest control performed,
- Carpets cleaned or replaced (at our discretion),
- All sheet rock damage repaired and painted,
- Interior and exterior paint (at our discretion),
- Lawn mowed, edged, and trimmed, with beds weeded and mulched,
- Driveway, walks, patio, and garage power washed.



## Rent Payments

Your rent will be due on the first day of each month at the place of payment designated in your lease. In most leases this will be:

Lake Conroe Management  
PO Box 984  
Montgomery, TX 77356

This is a P.O. Box, so allow enough time for mailing. We do not accept on-site rent payments in our office. **Per your lease we will not accept cash for rental payments.** Rent is considered paid based on the date of receipt in our P.O. Box, not the postmarked date.

For your convenience we offer a free e-check service through your tenant portal on the website. This service increases the probability that your rent will be paid on time and you will not be charged a late fee due to lost or delayed mail.

Your tenant portal also offers the ability to pay by credit card. Payment by credit or debit card incurs processing expenses which are charged to the tenant.

Late fees are levied in accordance with your lease agreement and begin to accrue if rent is not received by the 3rd the day after your rent is due on your rental agreement. Our standard late fee is \$50 the first day and \$15 per day thereafter. WE DO NOT WAIVE LATE FEES.

## Late Fee Policy

If your rent is received 3 or more days late you will be charged the late fee as set forth in the rental agreement. Your rental agreement states that rent, late charges, and other legitimate charges will be posted to the resident account. Payments received are applied to the oldest outstanding charge first. If there is an outstanding charge on your account when your rent is due payments will be applied toward the outstanding charges first and then toward the current rent charge. If the payment is not sufficient to cover past due charges as well as the current rent charge, your current rent will be short. If the rent is short you will incur a late charge. To avoid late charges be sure to pay all rent timely and any



charges posted on your account at the time your current rent is due. You may check your account 24/7 through the tenant portal.

## **Returned Checks**

Your rental agreement states the amount you will be charged for each returned check. Our current fee is \$35.00 for each check returned. You will be charged this fee even if the check clears upon re-submission to the bank. In addition, if the returned check is for payment of rent, you will be charged late fees through the date the check clears the bank on re-submission or until you provide certified funds to pay for the returned check. Depending upon the date the check is returned, you also may receive a three-day notice of non-compliance with your rental agreement. After your second return check, all subsequent rent payments must be made by cashier's check, online payment, or by ACH transfer.

## **Deposits**

When you signed your rental agreement, you gave us a security deposit to cover any potential damage to the property, cost of cleaning at the end of your residency, or unpaid rent. YOUR DEPOSIT MAY NOT BE USED AS YOUR LAST MONTHS RENT. Approximately two weeks prior to your scheduled move-out date, you should receive a letter or email from our office that outlines your responsibilities regarding the move-out. Generally, we want to receive the property clean, and in substantially the same condition as on your move in excluding normal wear and tear that occurs through normal use. Please contact our office with any questions.

## **Refund Policy**

This Refund Policy covers any conditions not identified in the written lease which governs the rights and responsibilities of the tenant. No other written or verbal commitment exists beyond the lease and this written policy. All refund requests must be made in writing. All refunds are made by check payable to the tenant or if more than one tenant, jointly to all tenants.

## Pets

Pets are accepted on a case by case basis ONLY. If pets are allowed, a pet deposit and pet fee will apply. Only pets noted in the Pet Agreement of the lease are permitted on the property. General guidelines pertain to pets include:

- Fish and aquariums are accepted ONLY on a case by case basis. Aquariums over 10 gallons will NOT be accepted.
- NO breeding or animal husbandry is allowed at any time or for any reason.
- The following dog breeds, but not limited to, are **NOT APPROVED** for any of our properties:
  - Akita
  - American Bulldog
  - American Staffordshire Terrier
  - Chow
  - Doberman
  - German Shepard
  - Pit Bull
  - Rottweiler
  - Wolf Hybrid
  - Or any mixed breed containing elements of the above.

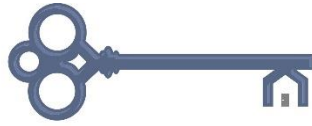
## Pet Deposits and Move In

Pet Deposits are \$350.00 per pet. Deposits are refundable if there is no damage and all lease terms have been complied with. Pet Fees are \$250 per pet and are non-refundable.

Tenant MUST have submitted (BEFORE keys will be released) for each pet.

- A photograph of the pet in a standing position with his face clearly visible.
- Veterinarian certificate or record showing...
  - The veterinarian's name, address and phone number and,
  - Stating the name, breed, age, weight & height, sex, neutered or spayed,
  - The current rabies vaccination certificate with tag number and,
- Tenant's Renters Policy with Personal Liability coverage of NOT LESS than \$300,000.00.

Tenant is FULLY LIABLE for all damages done by the pet to the home, landscaping, air conditioner compressor (pet urine will deteriorate the compressor coils), or fence.



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Tenant is responsible for having the property professionally exterminated for fleas, ticks, and parasites by an approved vendor of Lake Conroe Management to include the complete interior (all rooms including closets and bathrooms), garage, front yard, and rear yard. Tenant shall provide a copy of the PAID service ticket for such service to the Property Manager.

- Tenant is responsible for having the property professionally cleaned by an approved vendor of Lake Conroe Management and pet treated to include all carpets in order to remove any pet odor, urine, feces, fleas, ticks, parasites, etc. **and** as may be determined at the sole discretion of the Property Manager the complete replacement of the carpet and/or carpet pad and/or any other damaged flooring. Tenant shall provide a copy of the PAID service ticket for such service to the Property Manager.
- TENANT MUST NOTIFY THE LANDLORD AND/OR PROPERTY MANAGER, EXECUTE A PET AGREEMENT, AND PAY ALL DEPOSITS AND FEES PRIOR TO THE KEEPING OF ANY PET ON THE PREMISES, EVEN TEMPORARILY (even temporarily, applies to pets of family members, friends or guest brought on to the property for even a short period of time).
- **THE KEEPING OF A PET ON THE PREMISES, EVEN TEMPORARILY, WITHOUT AN EXECUTED PET AGREEMENT IS A VIOLATION OF THE LEASE AND TENANT SHALL BE PREDISPOSED (LIABLE) AND SHALL PAY TO THE LANDLORD AND/OR PROPERTY MANAGER A \$250 INITIAL FEE, \$15 PER DAY THEREAFTER, AND THE FORFEITURE OF THE SECURITY DEPOSIT, AS LIQUIDATED DAMAGES, FOR TENANT'S FAILURE TO COMPLY WITH THE PET POLICY.**

## Maintenance

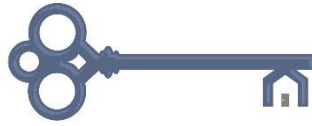
Maintenance and repairs are generally the items of most concern to our residents. Minor maintenance issues should be reported to the property manager in writing. We will strive to make minor repairs in a prompt and efficient manner; however, it may take as long as two weeks to complete some minor repairs. As property managers, we are required to get permission from the property owner prior to undertaking many repairs.

For maintenance emergencies only, please call our emergency repair hotline, 936-777-4970.

Emergencies are situations where there is an imminent danger to the health and welfare of tenants or ongoing damage to the structure.

You will be billed for a service call under tenant caused circumstances. These include:

- You scheduled a service call appointment and failed to be present at the scheduled time.  
This will result in a trip charge.



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- You requested service for a non-existent problem. This includes failure to reset a circuit breaker or Ground Fault Interrupter (GFI) to restore electrical power and re-setting a breaker on a garbage disposal.
- The problem was caused by improper use of the provided facilities by tenant or their guests. The classic case is a clogged sewer line caused by flushing of foreign objects.

## **Specific Maintenance Issues**

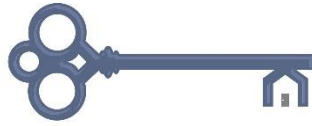
Please pay particular attention to the following maintenance items:

- Washing machine hoses. Should a washing machine hose break on a washing machine provided by you, you will be responsible for the cost of returning the property to good condition. It is recommended that water to the washing machine should be turned off at the wall during prolonged absences from the property.
- Winterization of sprinkler systems. If the home has a sprinkler system, it is your responsibility to turn the system off prior to the arrival of freezing weather. It is also your responsibility to provide protection for any exposed water pipes. Contact our office if you require information regarding the particular system at your property.

## **PROHIBITED ITEMS**

For the general safety of the tenant, the guests and the structure the following items are prohibited:

- Coolers, ice chests, or refrigerators of any type or nature with a locking door or cover,
- Explosives of any nature, kind, or type,
- Fireworks of any nature, kind, or type (storage or igniting),
- Gasoline storage in excess of 5 gallons,
- Illegal or illicit drugs of any nature, kind, or type,
- Swing sets, jungle gyms, and playground equipment that are not previously approved and properly anchored,
- Swimming pools,
- Trampolines of any size,
- Use of any type of barbeque pit within any enclosed space to include the garage or any covered porch area. Barbeque pits are never allowed at the front of the property at any



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time.

- Use of any type of fire pit within any enclosed space to include the garage or covered porch area. Fire pits are never allowed at the front of the property at any time.

## VEHICLES & PARKING

All vehicles must be parked within the guidelines of the property's deed restrictions and of the lease. The number of allowed vehicles allowed in the terms of the lease is generally limited to three (3). Additional vehicles must be approved in writing by the property manager. NON-WORKING vehicles are NOT allowed to be stored anywhere on the premises.

- All vehicles MUST be parked in the driveway or garage. NO on street parking or parking in the yard or neighboring land is allowed.
- ***Vehicles in excess of the number allowed and/or any non-working vehicle not approved by the Landlord and/or Property Manager will be towed at the owner's expense.*** A vehicle is considered NON-WORKING if it is not in drivable condition or does not have a current registration/vehicle inspection sticker and current insurance.
- The Tenant is required to provide to the Landlord and/or Property Manager an ongoing current list of all vehicles being kept on the property.
- NO water craft, campers, RVs, or trailers of any kind are allowed to be stored on the property at any time without the prior written consent of the Property Manager and, if such consent is granted, same MUST be stored in the garage out of public view. NO outside storage is ever allowed at any time anywhere on the premise. ***Any violation will result in the water craft, camper, RV or trailer being towed at the owner's expense.***

## WEAR and TEAR vs. DAMAGES

The Landlord assumes the responsibility for normal "wear and tear." This includes repair and malfunctions caused by deterioration, age, and/or normal use. Damages are the responsibility of the tenant and are conditions not caused by normal wear and tear. They are caused by accident, negligence, abuse, or other acts by the tenant or guest that exceed normal wear and tear. The Property Manager cannot apply the security deposit to normal wear and tear but WILL apply portions or all of the security deposit to fix damages. If the cost to repair damages exceed the security deposit, you will be billed the excess under the terms of your lease.





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**Normal wear and tear** includes faded paint, worn out or defective electrical switches, loose locks sets, normal wear marks on flooring, improperly functioning appliances, leaking plumbing fixtures, improperly functioning HVAC systems, and others. These things happen even if the Tenant cleans regularly and reasonably cares for the premises.

**Damage** often occurs from NOT REPORTING leaks (of any kind), loose locks, loose hinges, broken door stops, non-working HVAC systems or appliances, not changing HVAC filters on a monthly basis, unreasonable use or accidents, or modifying the property in any way. Damage can also include extreme buildup of dirt, mold, stains on carpets, and broken windows. Intentional alterations to the premises are considered damage; for example, the Tenant cannot leave large holes in the walls from TV mounts, shelving or hanging pictures, attach a satellite dish to the house, or repaint the walls to change the color. If a Tenant wants to make changes to the premises that will remain after the Tenant moves out, the Tenant MUST do so only with the Landlord and/or Property Manager's written permission.

## **STAY ON TOP OF LITTLE PROBLEMS**

One way to avoid causing damage is to stay on top of regular maintenance issues as they arise rather than allowing them to cause more problems. For instance, if you have a dripping faucet or pipe, call your Property Manager and have it repaired before it causes the wood under the sink to rot. If you have a leaky roof or window that allows rain in, have it repaired before it damages the sheetrock, woodwork around the window, or the flooring. Keep the lint screens on your dryer clean, your HVAC filters changed and the vents clean, and your property policed and clean. Report problems to your Landlord and/or Property Manager. Reporting problems early can prevent what would have been wear and tear from turning into property damage.



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## WHAT DO YOU CONSIDER DAMAGES?

The following, but not limited to, conditions may be defined as actual damage and the Property Manager can use part or all of the security deposit to perform repairs on the property. Should the security deposit be insufficient to cover the repairs, the difference is billable to the Tenant.

1. Alterations to the property such as painting, mounting lights or decorations, installation of a satellite dish, attaching cables or wires to the fence or house, drilling holes through any exterior wall, fascia or soffit to run CATV or satellite cables, adding gates, modifying the property in ANY WAY, holes from hanging shelving in the house or garage, holes from hanging a TV mount, pictures, fixtures, curtains, shutters or other decorations,
2. Failure to report leaks (of any kind or nature), electrical issues, stopped up plumbing or dryer vents, broken windows, toilets, tubs or sinks, broken or inoperative appliances smoke detectors or HVAC systems,
3. Not changing the HVAC filters on a monthly basis,
4. Stripped paint, markings, scratches or gouges on the wall, doors, or trim,
5. Excessive holes in the wall or holes in the wall from large anchors, screws or nails requiring drywall or texture repairs,
6. Chipped, scratched, gouged, chewed or discolored doors, trim or cabinets,
7. Burned, cracked, chipped, scratched or discolored counter tops, backsplashes, tubs, sinks, toilets, toilet seats or appliances,
8. Torn or chewed carpets,
9. Stains, excessive soil, burns, and blotches on carpets,
10. Deep scratches or cuts in wood, vinyl, or vinyl plank floors,
11. Stains and odors on the floor, carpet or sub-floor because of pets, which can be quite time consuming and expensive to remove and repair,
12. Broken or damaged fixtures (electrical, lighting, ceiling fans, plumbing),
13. Broken or damaged doors, windows, window frames ,or window screens,
14. Broken, damaged or missing door knobs, door stops, door hinges, window latches, appliances or cabinet hinges, cabinet pulls, or doors.
15. Though some dust is normal in any living space, an excessive amount of dirt, grime, and dust in a dwelling is considered damaging. The Tenant is expected to maintain a clean living environment and keep the floors, window blinds, windows, light fixtures, ceiling fans, heating and air conditioning vents, light switches, and doors clean. Sometimes such dirty surroundings may require expensive professional cleaning.
16. In the kitchen, the range, oven, microwave, refrigerator, and dishwasher are used on a daily basis and one can expect some signs of usage. However, dents, scratches, broken, damaged or missing components or compartments, damaged burners, damaged, broken or missing knobs, handles, and/or controls constitute actual damage.



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17. All the appliances must be kept clean. Excessive grease or filth constitutes damage.
18. Dishes should be rinsed before placing in the dishwasher, your dishwasher has no method of eliminating and removing excessive food and as result will stop up the drain and/or pump, excessive food, grease or filth constitutes damage.
19. If your property has a washer and dryer, one can expect some signs of usage. However, excessive or large scratches, dents, bent or damaged doors, broken, damaged or missing components, damaged, broken or missing knobs, handles and/or controls constitute actual damage.
20. The washer and dryer must be kept clean. Excessive dirt, grim or residue in the washer or dryer constitutes damage. Excessive lint in the dryer, dryer hose, or dryer vent from improper or infrequent cleaning of the lint screen constitutes damage.
21. In the bathroom, the use of improper chemicals in the toilet or toilet tank can damage the seals and fluid master and is considered damage. Infrequent cleaning of the bath fixtures can cause the formation of mildew or soap scum to an extent that it requires professional cleaning is considered damage.
22. The pipes must be clear and working well without any drainage problems that could be the result of improper use. Stopped up toilets, garbage disposals, and/or drains are considered damage.
23. If a Tenant has pets, it is their responsibility to ensure that the animals are policed and kept healthy and free of parasites. Pets can leave behind a flea infestation that requires professional treatment by a licensed pest exterminator. Chewed, scratched, or soiled flooring, sub-flooring, doors, door weather-stripping, door trim, base boards, window trim, window blinds, cabinets, cabinet doors, walls, fence, gates, holes dug in the yard or flower beds, and damaged grass from dog runs are all considered damage.