



TENANT POLICIES & PROCEDURES

- ❖ **Move-In/Duration of Tenancy:** Tenants must have all utilities in their name by date of commencement and submit proof of responsibility via tenant portal, under the “request” tab. Utilities must remain on through the duration of your lease agreement or until the move-out inspection has been completed and permission to end has been granted.

- **Inventory & Condition Form:** Tenant must fill out and return within 5 days of commencement. Once completed, you may email to propertymanagement@ramendu.com or upload via tenant portal under the “request” tab (preferred).
- **Rent:** Due on the 1st. The grace period ends on the 3rd at 11:59pm. All money received is applied to late fees (as per your lease agreement) and/or other funds due such as security deposits, utilities, manual payment fee, etc., meaning RENT is still due (grounds for eviction) and additional late fees will accrue daily.
- **Security Deposit:** Deposit is held throughout tenancy and may not be used to cover last month's rent. *Please note that upon vacancy owner has 30-days to return any security deposit refund available. *
- **Pet Deposit:** Is “non-refundable” and will be due on or before the commencement date of your Lease Agreement.
- **Mailbox keys:** Can be obtained from your local post office by providing a copy of your residential lease agreement and a government issued ID/Driver’s license.
- **Key Retrieval:** Information will be provided to you via email on the date of lease commencement.
- **Key Replacement:** If door key replacement is needed, the tenant will be charged \$50 and will need to pick up the replacement at: 1640 Highland Falls Dr. Suite 301, Leander, Texas 78641.
- **Key Fob Replacement (If Applicable):** If the tenant is provided a key fob for access to the amenity center/pool, and it is not returned during the “Move-Out” inspection, a \$150 replacement fee will be applied and deducted from the security deposit.
- **Garage Remote Replacement:** If the tenant fails to turn in the correct number of remotes provided at the time of commencement, a \$50 replacement fee per remote will be applied and deducted from the security deposit.
- **Homeowners Association/City Ordinance:** Tenant must follow any homeowner's association rules and regulations and city ordinances affecting the Property. A tenant is responsible for obtaining a copy of these rules/laws for their use. If there are any fines associated with violations of rules, regulations or ordinances assessed against the Landlord, Tenant will be charged and reimburse Landlord immediately for any fines and/or fees/charges assessed.
- **Periodic Inspections:** Tenant must comply with Landlord/Property Management/Landlords representative to schedule a full thorough inspection of the property inside/outside to ensure the condition of the property is satisfactory.
- **Renters Insurance:** Tenants must purchase renters' insurance effective from the date of commencement. Insurance must be valid throughout the duration of tenancy. The policy must be uploaded to your tenant portal. **ASK US ABOUT OUR RESIDENT’S BENEFIT PACKAGE BELOW:**



We are pleased to announce our partnership with a Residential Benefits Package (RBP) program designed to enhance your living experience and provide valuable benefits to you as a resident. The RBP program offers a comprehensive suite of advantages, including:

Convenience: Enjoy effortless tasks and a streamlined living experience with the RBP program.

Savings: Benefit from reduced energy bills, reward program benefits, and potentially lower insurance costs through our RBP program.

Security: Gain peace of mind with identity protection and reliable repair services included in the RBP program.

Financial Wellbeing: Access credit building and home buying assistance to support your financial goals.

While participation in the RBP program is not mandatory, we highly recommend it for its ease and convenience. The total cost to you is only \$45/month, providing exceptional value for the benefits offered.

It's important to note that while we strive to maintain a secure environment, you are ultimately responsible for your own security. Neither the property owner nor the property manager warrants your security. In the event of any suspicion of criminal activity or concerns for your safety, please do not hesitate to call the police. The emergency number for POLICE/FIRE/EMS is 911.

Thank you for considering our Residential Benefits Package program. Should you have questions or need more information, please contact our property management team.

- **Yard Maintenance:** Unless specified otherwise, you are responsible for lawn, bushes, garden beds, landscaping, tree trimming maintenance as well as keeping your property free of trash and debris. If the tenant fails to maintain the yard, we will hire someone at the tenant's expense. If the yard continues to be neglected, we will pursue legal action as breach of contract.
 - **Move-out:** At this time tenant must refer to the "Move-Out/Cleaning Checklist" that was provided upon receiving your executed lease agreement.
 - If property is unoccupied prior to the end of the lease term; The tenant must notify our property management team in writing to not be considered abandoned. Tenants must have the property professionally cleaned and all carpets professionally shampooed, all trash removed, yard mowed, and all keys/remotes returned to us the day your move-out inspection takes place.
- ❖ **Eviction/Legal Action:** In the event of legal action/eviction proceedings, Tenant agrees to pay all of the applicable attorney fees, court costs, loss of rent, late fees, eviction processing fee, and any other fees that may apply, to Ramendu Realty.



- **Lease Breakage:** If in event of Lease breakage, all fees apply per your Residential Lease Agreement. Landlord is not obligated to prorate the month in which early termination occurs. Current fees as per clause 28. Early Termination is 2X the monthly rent at the time of breakage and a 60-day "Written Notice of Termination" (equal to 4X the current rent amount).
 - **Late Rent:** Pay or Quit notices will be served on the 10th of each month. If the balance is not satisfied within 72hrs of notice, the eviction process will begin immediately.
 - **Violations of Residential Lease Agreement:** The eviction process will begin immediately, no exceptions.
- ❖ **Repairs/Highlights:** Please note ALL repairs must be submitted through your tenant portal and you can expect a response within 24-48 hours. *Also note, the first \$50 of any service call will be charged to the tenant via their tenant portal. *
- **Maintenance/Repairs Request:** Tenant must follow paragraph 18 as per your "Residential Lease Agreement" and submit a ticket under the "Request" tab via your tenant portal. Please allow 24-48hrs for a response before inquiring about the status.
 - **Emergency Repairs:** In the event of an emergency repair (meaning a threat to you or the property) that needs immediate response, please call in the following order: Director of Operations – Christine Morton (512) 962- 0341.
 - **Plumbing:** Please be advised that plumbing stoppages are a tenant expense and will be charged at the time of professional assessment.
 - **Painting:** Do NOT paint the house without prior written permission.
 - **Smoke Detectors:** Check the batteries at least once a month; They are checked prior to moving in to ensure working order. The tenant is advised to obtain a carbon monoxide detector and check its operation regularly.
 - **HVAC:** Air conditioning filter must be changed out monthly. If the technician states that lack of filter changes has caused any issues with the functionality of the system, then the tenant will be responsible for said charges. Landlord will not pay for repair if the tenants do not properly maintain. If Ramendu Realty has provided a portable AC for temporary use and the tenant does not make arrangements to drop it off at the office, then tenant will be charged \$50/per day until it has been returned.
 - **Lightbulbs:** Replacement is tenant responsibility. *Please Note* Recessed lighting is considered lightbulb replacement and will be tenant responsibility.
 - **Batteries:** For items such as: garage door openers, smoke detectors, carbon monoxide detectors, are tenant responsibility. Detectors are checked prior to move-in to ensure they are in working order.
 - **Trash cans:** Must be brought up immediately after trash pickup and remain out of public sight.
 - **Pipes: If in the event of freezing weather, the tenant is responsible for all precautions to ensure the pipes are protected.** Some precautionary measures to take include wrap and drip outside faucets, open cabinets under sinks, and keep the interior temperature at least 65 degrees or warmer.
 - **Pest Control:** If desired, any pest control/maintenance is tenant responsibility.
 - **Pool Maintenance (If Applicable):** A monthly pool maintenance fee of \$200 will be added in addition to your monthly rent. Landlord will maintain the pool to ensure the pool is maintained properly.

