



TENANT HANDBOOK

TRANSPARENT
RESPECT

UNDERSTANDING
SATISFACTION
TEAMWORK

Rosales Investment Properties LLC

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Introduction

The purpose of this manual is to communicate the policies, procedures and practices that dictate how we intend to manage your leasable premises. To achieve a successful tenant/management relationship, we have prepared this handbook to assist you with your tenancy. Properly used, this document will enhance communication between us and make our ongoing relationship stronger and more transparent. The Tenant's Handbook will be updated annually as we work to keep up with changes in the laws and economics that affect our business practices.

This handbook acts as a supplement to your Lease Agreement and does not replace any other written agreements between Tenant and Rosales Investment Properties LLC.

Welcome Tenant

Thank you for choosing Rosales Investment Properties LLC to provide your rental property. We appreciate your vote of confidence and will work hard to prove you made the right decision. This handbook is just one of the ways we've developed over the years to set your expectations for our relationship and communicate to our tenants how we manage our properties. We look forward to assisting you in every way possible and a long relationship in serving your needs.

Who Are We?

Rosales Investment Properties LLC is a full service Real Estate Management Company focusing on Commercial as well as Residential Property Management, New Home Builds, Leasing and Sales. We have been licensed and conducting business in the greater San Antonio area since 2015.

- **Mission Statement – Investing in Properties, Investing in Our Future**

Our mission is to handle our properties in the most professional manner possible in all aspects, to serve our Clients by meeting their expectations and providing Resident with a pleasant rental experience; and ensuring our Staff are constantly reaching their highest professional potential by acquiring and maintaining any required training.

- **Core Values**

Our Core Values are statements of what is important to our business and how we govern and conduct it. We hold these values to ourselves and to our clients to make sure we measure everything we say and print about ourselves.

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1. We commit that our marketing material and the information we distribute will be transparent and accurately represent who we are, what we've accomplished and what we do; no exaggerations.
2. We will hire only the best staff, consistently train them and work at moving them to the best possible position of service our clients and customers.
3. We will always treat clients, customers, vendors and each other with courtesy, respect and professionalism.

4. We are committed to change – to keep up with the changing marketplace and changing technology without sacrificing our most important priority - delivering great customer service.
5. We are committed to providing our commercial tenants with a clean and safe place to perform their business practices, likewise, we are committed to providing our residential tenants with a clean and safe place to live; regardless of the rent, and put their safety at the top of our list of priorities.
6. We will not tolerate unethical behavior by our staff, tenants, or their visitors.
7. We will follow the laws (and codes of ethics) that regulate our industry.
8. We will believe in our staff and create a safe work environment that fosters respect and opportunity for personal and professional growth.
9. We will constantly strive to protect our company from the liabilities of owning rental properties by ensuring that our tenants secure and required liability insurance policies.
10. We will strive to be a leader in the property development and property management industry in San Antonio and in the state of Texas.

- **Company Footprint**

Rosales Investment Properties LLC manages commercial and residential property in the greater San Antonio Area, Bexar County and surrounding areas. Our office location is in West Central Downtown San Antonio – nearly in the center of the area we service.

- **Customer Satisfaction**

There are many choices available for prospective business owners seeking commercial property, likewise there are many choices available for prospective home renters to choose from in the greater San Antonio area. However, we continue to be the choice for many, this is due to the proven history of satisfaction our tenants enjoy.

1. Single Owner Point of Contact – With our Portfolio Management design, we have intentionally formulated a system that will give the tenant the best service possible by knowing who is in charge of handling the management of their lease. One Email, One Phone Number, One Person.
2. Tenant Fees – Rosales Investment Properties LLC has a genuine understanding of the struggles of starting up and operating a business of unique experience in maintaining a rental home. Because of this we have the unique ability to offer the best services possible to each individual tenant. Because we are a single-owner property, we can offer select services to tenants at our own discretion. For more information regarding this, speak with the Office/Business Manager who can discuss any opportunities available.
3. In-House Maintenance Service with 24/7 Capabilities – Our in-house Maintenance Coordination Team was formed to service a single purpose, maintaining the portfolio of properties owned and managed by Rosales Investment Properties. This saves the owner money, time and headaches equaling savings for our tenants and keeping them satisfied.

Tenant Communication

Communication and transparency make a difference in any area of life, and it can only enhance your tenancy by letting Rosales Investment Properties LLC know what you need. Us the telephone, email or provide written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember WE are here to help you!

Telephone Calls – Business Hours

During normal office hours, Monday-Friday 8:00am to 5:00pm (CST), there is normally a live person available to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available in the office, however, one of the office team members will always be available to help you with your request.

Voicemail

If you reach our voicemail system during normal business hours, please leave a message. Ensure to leave your name, property address and the telephone number so we can return your call. The benefit of a voicemail system is the ability to leave a message twenty-four hours a day, seven days a week.

Emergency Calls

During normal office hours, immediately state if you have an emergency. An emergency is defined as a FIRE, FLOOD, SEWER BACKUP or A/C & HEATING during extreme temperatures. If you have an emergency after the office is closed, please call the office phone and it will allow to continually ring...it will automatically transfer your call to the staff member on-call.

Maintenance Requests

Please remember that all maintenance requests must be in writing and submitted to the Office Manager, unless it is an emergency. This is in your rental agreement. You will find a copy of the maintenance request form (attachments) at the end of this handbook.

Change of Information

It is important that you immediately notify Rosales Investment Properties LLC of any changes in telephone, fax, cell numbers, or email in a timely manner.

Email

Email is a great way to communicate and is Rosales Investment Properties LLC's preferred method of communication. This enables our management team to contact you quickly and efficiently and send you important information.

Moving In

Lease Agreement

You have received a copy of your Lease Agreement, tenant handbook, move in paperwork and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a lease agreement is a legal, binding agreement. If you have any questions regarding your lease, please call the Rosales Investment Properties LLC management team.

Utility Companies

From the commencement of your lease, i.e. day one, it is your responsibility to have all utilities transferred into your name. Verify electric, water, sewer, phone, and trash pick-up with the local utility company. To avoid discontinuation of service, contact the utility companies immediately. Contact information for local utility providers may be obtained from the Office Manager.

Some day you will eventually move out of the property. It is important that during your tenancy, you care for your rental history and credit. Most likely, you will either rent again or purchase a property. In either case, you

will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. Give Rosales Investment Properties LLC the pleasure of being able to provide a good reference for you when you vacate the property.

Prior to Move in Notices

All responsible parties for your lease must sign prior to move in. No verbal agreements or promises have been made for improvement to the property. All Deposits and first month's rent must be paid with a separate cashier's check or money prior to moving in. Personal checks will not be accepted at move in, **under any circumstances**. Below (attachments) is a checklist which shall be completed by Tenant and Management Team Representative when moving in/out of the property.

Prior to move in, the property Move In/Out Checklist will be performed. The form shall be completed the day of "move in." In the event, the form is not received within 24 hours of "move in" the Tenant will assume damages or discrepancies did not exist at the time of "move in." All Rosales Investment Properties are analyzed, photographed and reported on a regular basis (quarterly), failure by the tenant to allow access during quarterly inspection may result in a trip charge of \$50.

Pet Agreements

Unless specifically authorized (written form) by Rosales Investment Properties LLC owner, **no pets are allowed on property** at any time. In the event, special authorization is provided, a deposit must be paid on or before move in. Likewise, the tenant shall be required to sign a pet agreement and ensure that the pet is always caged and kept in a secure enclosure at all times while on the property.

Security Alarms

If you have any questions or need help with your alarm, please contact a local security company of your choice. Rosales Investment Properties LLC does not guarantee, replace or repair security alarms. Tenant is required to provide Company with access code (individualized or grouped) to any security alarm panels.

Appliances

Refrigerators, stoves, microwave ovens, and washer/dryer are items that may not be repaired or replaced, at tenant's discretion. **This applies whether or not the item was marketed in Marketing Lease Statement (MLS)**. Tenants must notify management if these items are no longer working. You are **NOT** allowed to remove items from the property without **WRITTEN** consent from management.

Renter's Insurance

Management requires tenants to obtain prior to and maintain throughout the life of the lease, renter's insurance. Rosales Investment Properties LLC maintains a standard fire and liability policy and has additional coverage with "landlord/rental" insurance, but normally does not cover the contents or possessions of the tenant. The reason that insurance companies do not provide this type of coverage is because they are "non-owner" occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. **To avoid a loss, acquire insurance before moving in.**

Lockout

Your lease premises may be equipped with keyless bolting devices. This security device is mounted halfway into the door from inside and is only operable by the knob or level from the door's interior. There is no exterior keyhole for this lock. The purpose of the keyless deadbolt is to protect you while you are inside the leased

premises; it is not intended to protect your possessions while you are away. If you are locked out of your leased premises for any reason, you are responsible for all costs necessary to gain entry.

Disclosure Notice

Rosales Investment Properties LLC often recommends or utilizes companies providing services: mortgage, home inspectors, building inspectors, warranties, repairs, and improvements as well as other unrelated vendors. Rosales Investment Properties LLC and its agents often provide services for some of the aforementioned settlement and service providers including selling, monitoring, and advertising/marketing their respective settlement services. Rosales Investment Properties LLC hereby advises you that it may receive compensation in connection with our property transaction from some of these settlement and service providers for services rendered in accordance with applicable State and Federal law. By your signature below, you acknowledge receipt of this disclosure form.

Smoking

Smoking is NOT permitted inside any of our properties. Any tenant or tenant visitor found smoking inside a structure at any of our properties will be in breach of their Lease Agreement and subject to penalties including fines and/or including termination of Lease Agreement.

HOA

If tenant is leasing a residential property, tenant accepts and will abide by the home owners association rules and regulations where applicable.

Breached Lease

There will a re-letting fee of 85% of one month's rent due at the time notice is given and continue paying the rent until the property is leased or current lease expires; plus pay any and all expenses incurred by Rosales Investment Properties LLC to include re-key, lawn service and utilities.

Disputes

All account discrepancies must be brought to management's attention in writing within 30 days of the date of the account statement. If the management team has not been notified of any such discrepancies, all account charges will remain valid and the tenant's responsibility to pay in full within 30 days.

Security Deposit Disputes

Security Deposit disputes MUST be in WRITING and resolved within 30 days of receipt of the Security Deposit Itemization.

Payment and Fees

Rental Payments

Rent is due on the first of each month and is considered late if not received by the third day of each month. If you know that you will have a delay or problem paying by the due date, contact the management team immediately. Lack of communication can affect your payment record. Any monies received after 10th of the month must be in certified funds (cashier's check or money order). Tenant is required to pay with certified funds if two (2) checks are returned Non-Sufficient Funds (NSF).

Rosales Investment Properties LLC receives rental payments by:

- US mail (PO BOX 23331, San Antonio TX 78223)
- In the Rosales Investment Properties LLC office

- Debit/Credit Cards (in office only, not over the phone)

Rosales Investment Properties LLC does NOT accept rental payments in:

- Cash
- Post-dated checks

Fees/Charges

If you fail to pay rent on time and in full, you could incur the following charges:

- Late Fee – if Tenant fails to pay rent in full by the 3rd day of the month, Tenant will pay management a late charge of equal to 5% of the monthly rent plus an additional \$10.00 for each day the rent is not paid in full.
- Service Fee – the management service fee is \$25.00, if a notice to pay or quit is served because rent is not received in a timely manner.
- Non-Sufficient Funds (NSF) fee – management bank fee is \$35.00 for your bank’s rejection of payment OR if an incorrect account/routing number is provided. Tenant will pay a Late Fee until monthly rent is paid in full.
- Maintenance Charge – management will bill you if you have made an appointment with a vendor but failed to meet the vendor/service provider at the scheduled time. If management receives a service call billing, you are responsible for reimbursement. There may also be a 10% charge to all invoices for service.
- Showing Fee – refusal to allow the property to be shown after you have given 30-day written notice to vacate can result in a charge of \$50 per denial.
- Trip Charge – (3 Month Property Condition Inspection) All properties are inspected, photographed and reported on a regular basis. Failure by the tenant to allow access result in a charge of \$50 per occurrence.
- Rental Check Processing Fee – Payment through the Debit/Credit portal is available. If tenant chooses to pay rent by Debit/Credit, a 1% processing fee will be charged on the Debit/Credit card.

Maintenance Reimbursement

Generally, Rosales Investment Properties LLC assigns a vendor to perform work you request for your leased property. However, if you have contact management and requested to perform a maintenance item that is covered under warranty then you may not be eligible to perform any work on warrantied items. Management may invoice for any maintenance items are due to tenant or tenant visitor’s negligence.

- Warrant service bills can range from \$50-\$125. Tenant will receive an itemized listing of warrantied items at time of move in.
- Tenant will obtain prior written approval before performing or having maintenance performed. Management shall reimburse for pre-approved maintenance performed by Tenant.
- Tenant is NOT PERMITTED to deduce pre-approved maintenance amounts from monthly rent.
- The owner reserves the right to add warranty coverage at any time during the lease. Should this occur, we will notify you of the addition.

Care of the Property

Getting to Know Your Leased Premises

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out.
- Gas shut off valve – turn off during emergencies/disasters for safety.

- GFI plug(s) – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work.
- Electric and/or gas meters to check your utility bills.
- The main water shutoff valve in case of major flooding.
- Water shutoff valves below the sinks and behind toilets in case of water leaks.
- Method of cleaning for the oven so you use the right products.
- Time bake knobs on the oven – in the event the oven will not work, these may on.

If you are uncertain about any of the above items, contact the management team for help.

Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before making a Maintenance Request. Rosales Investment Properties LLC has more tips in this handbook.

Tenant Renovations/Alterations

It is the policy of Rosales Investment Properties LLC that tenants do not do repair or alterations to any Leased properties. You agreed to this in the Lease Agreement. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes.
- Do not proceed with any work until you are notified by management.
- If the request is acceptable to management, tenants must do one of the following prior to vacating the property:
 - Leave the alterations if this is part of management's condition to accept the alteration/repair.
 - Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.

Tenant Maintenance Responsibilities

The following are some suggestions that you may want to take prior to contact Rosales Investment Properties LLC for any repairs or maintenance.

Electrical

- Lights-checked to be sure it is plugged into outlet. Check light bulbs.
- Check outside circuit breaker (located by CPS meter source) to see if it is in the ON position.
- Check inside circuit breaker (located in various location inside the leased premises) to see if it is in the ON position.

Appliances

- Check to be sure appliances are plugged into outlet and functioning.
- Check garbage disposal re-set button located at bottom of disposal. Be sure button is pushed in. If disposal hums, the disposal may be jammed. Turn switch to off position before attempting to make corrections.
- If electrical cook range oven does not work, be sure oven timed control knob is turned to the correct position.

Air-Conditioning and Heating

- Check to be sure unit is securely plugged into outlet.
- Check to be sure A/C unit is set in A/C mode.
- Check to be sure heat unit is set in Heat mode.
- Check to be sure A/C and Heat ceiling vents are open.
- Check to be sure A/V filters are clean. Filters should be cleaned and/or replaced every 30 days. Pour a mixture of ½ cup of bleach or vinegar in a quart of water into the A/C condensation drain line if applicable.

Dishwasher

- Be sure all dishes are evenly placed in the dishwasher.
- Be sure you have rinsed all particles of food from the dishes.
- When dishwasher overflows or does not start, the float is being obstructed, or is not in place. The float is usually located in the lower right corner of the dishwasher. Remove float, check for debris. Float should easily slide back into place.
- Use recommended amount of dishwashing detergent.
- Be sure that knobs on control panel are in proper position.

Smoke Detectors

- Most smoke detectors are battery operated. If your detector chirps erratically, the battery must be changed. Recommended battery is 9-volt.
- To check: Depress the test button. Warning sound should begin in 5 to 10 seconds.

Fireplace

- Be sure damper is open before using.

Garage Door Opener

- Batteries should be changed in the hand operated control box at least once a year.
- The garage door can be opened manually by releasing the inserted pin that connects door to garage door opener track, in the event your automatic control unit does not work.

Plumbing

- Stopped up lavatory, bathtub and shower drains; use commercial drain opener according to directions. In toilets DO NOT use toilet tablets, flushable wipes, or flush feminine products.
- Stopped up commode; use plunger.
- Septic tanks; NEVER allow items such as paint, grease, oil or coffee grounds. Contact management for maintenance information.

Emergency Situations

- Water line break inside the house; isolate (close valve) water lines.
 - Under kitchen sink
 - Under bathroom sink
 - Under tank, behind commode
 - At water heater
 - At some properties, there is a customer cut-off valve near the main water meter or near the property where the main water line enters the structure.
- When you have an electrical short, turn the circuit break off. Call maintenance promptly.

- In case of FIRE-CALL THE FIRE DEPARTMENT. It is a good idea to keep emergency phone numbers next to your phone. Follow Fire Department instructions.

Freezing Water Conditions

- Be sure all outside exposed water pipes and valves are properly wrapped with insulated materials to prevent frozen and broken pipes. This includes any sprinkler systems.
- Leave water running at slow steady stream at all faucets to prevent frozen and broken pipes in the walls or in the ground.
- Swimming pool and spas:
 - Keep water level above strainers.
 - Keep water circulating continuously to prevent the circulating pump and pipes from freezing and breaking.

Swimming Pools

It is important for tenants leasing properties with swimming pools to familiarize themselves with the operation and maintenance of that pool. Regardless of the pool size, the basic operation and maintenance is the same.

Procedures for Requesting Maintenance

Before calling Rosales Investment Properties LLC

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.
3. Repair Requests: Requests shall be made to management. Repairs will be handled in a timely manner. Except for an emergency (broken water pipe flooding property or sewer backup), repair companies work from 8:00am to 5:00pm Monday through Friday. Your request will be called to a repair company and that company will contact you to gain access to the property by appointment. If the repair company determines that the repair was necessary because of abuse or neglect by Tenants (i.e. feminine products in toilet, dirty filter in air condition, etc.), Tenants shall be responsible for paying the maintenance repair bill. Tenants shall be responsible for paying the service charge if it is found that no repair was necessary (i.e. switches or breakers off, improper operation, etc.).

If there is an Emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, floor and/or uncontrollable water, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involved gas, call the gas company and if necessary, call 911
- Emergencies involving IMMEDIATE electrical danger, call the utility service or 911
- After contacting one of the above sources, then call the management office and report the problem.
- Emergency such as backed up plumbing, flooding, call the office at 210-259-3152, and listen for emergency instruction and if necessary, call 911. If it is after hours you call will be redirected to the management team member on-call.
- An emergency is NOT heat and A/C, but management recognizes this is important and will make it a priority in extreme temperatures with vendors to have the unit working as soon as possible.
- An emergency is NOT, non-working dishwasher, sprinklers, disposal, etc.

Non-Emergencies

- Email a Maintenance Request form to management.
- Maintenance Requests may be emailed and/or hand-carried to the management office.
- Management will have either the Maintenance Coordinator or a vendor contact you.
- Management does not give vendors keys to the property. Any vendors or service providers visiting a property will be accompanied by a Rosales Investment Properties LLC representative.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item and, in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment may mean a charge to you. Therefore, be certain to call the management office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 1-2 business days, call the management office and inform a staff person that a vendor has not contacted you.
- A management team member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, call the management office and state you had a recent repair but there is still a problem.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your Lease Agreement.

Giving Your Notice to Vacate

Eventually, you will move, and we want you to be prepared when this is necessary. Rosales Investment Properties LLC tenants are required to give a 30-day notice prior to moving.

Before giving notice:

- Check your Lease Agreement to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact the management team to discuss your options.
Breached Lease: There will be a re-letting fee of one month's rent due at the time notice is given, and continue paying the rent until the property is leased or current lease expires; plus pay any and all expenses incurred by the owner to include re-key, lawn service and utilities.
- Notices must be in writing or emailed. The day management receives the notice is the date the notice begins. For example, do not fill out a Management Request with the current date and mail it five days later, thinking the date you mailed is the notice date.
- Management does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to management to give out rental references.
- After you submit your Notice to Vacate, management will you move out instructions. This will instruct you on what to do during the during the notice period.
- Refusal to allow the property to be shown after you have given 30-day written notice to vacate can result in a charge of \$50 per denial.
- It is the responsibility of the tenant to deliver all keys and openers to management on or before the final move out date.

Failure to deliver keys and openers could incur additional charges. You will not be considered moved out until ALL items are received by the management office. Any delay in returning keys will result in a re-keying charge, as well as a holdover fee set forth in the lease.

- Remember to supply a forwarding address and telephone number for your security deposit refund.
- When you follow the move procedures, leave the property in good condition, it simplifies the task of refunding your security deposit. Upon move out, management team representatives will do a walk-through property condition inspection when tenants vacate the property. Your Security Deposit Disposition will be mailed to the forwarding address you provide within 30 days of surrender of the keys. All disputes must be in writing and resolved within 30 days of receipt of security deposit itemization.

Preparing the Property for Move Out

When you are ready to move, if you have questions on how to prepare your residence, please call the management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move. At Move-Out, Tenant must clean property to management standards.

Cleaning

- Have the property cleaned throughout the interior and exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini-blinds and/or other coverings, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is NOT considered normal “wear and tear.”
- Pick up debris on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpet must be professional cleaned. The original receipt is due to the management office at time of move out.
- Tenants incur charges if tenant does not have carpets professionally cleaned.
- Do NOT rent carpet-cleaning machines, use home cleaning machines, or employ chemical cleaning remedies. Only professional steam cleaning from a reputable company is accepted. The vendor (professional steam cleaning company) must be pre-approved by management team. You can call for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you choose to hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of the management team.
- Tenants, please note: Rosales Investment Properties LLC does not reimburse for carpet cleaning performed by companies not previously approved.

Replacements

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs
- Non-working smoke detector batteries
- Missing doorstops
- A/C and/or Heater filters – change the filter just before you vacate the property, and make sure you use the correct size.

Pest Control

- If found to have a pet, you must have the property treated by a professional Pest Control Company. The original receipt is due to the property management office at time of move out.
- If not found to have a pet, then you do not need to have the property treated by a professional Pest Control Company unless you have not been exercising minimum insect control. If a property is found leaded with ants, spiders, cobwebs, roaches, etc., you can incur pest control charges.

Landscape Clean Up

- The outside area is to be neatly mowed, trimmed, pruned and/or watered, etc. for outside area that apply to your Lease Agreement.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in garbage receptacles.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint unless sure the paint will match.
- Charges can occur if unnecessary painting is required due to tenant painting.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Frequently Asked Questions

Rosales Investment Properties LLC has put together a list of the most frequently asked tenant questions that may answer many of your concerns in advance.

Why do I need to pay my first month's rent and Security Deposit with a Cashier's Check or Money Order?

- As outlined in this Handbook before, the first month's rent and security deposit must be paid with a Cashier's Check or Money Order to ensure appropriate funding.

Why can I not clean the carpet myself?

- We require professional carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must also take responsibility for removing the dish and repairing any damage. Call the management office for further details.

I did not have a pet when I moved in, can I have a pet now?

- Notify the management team of your request for a pet. Do not move a pet into the property without permission. The Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, and a pet agreement will need to be signed. If the owner says no, abide by the decision and your Lease Agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants have vacated the property. Until a property is completely vacant, then the property will be thoroughly inspected and made available for another tenant.

What happens if I want another pet?

- Notify the management team what pet you want. The Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed.

I have a residential property and my roommate wants to move out, but I want to stay. What do I do now?

- Your roommate needs to submit a notice to vacate. Management will need documentation from you to show you can support the property by yourself. Management will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

What if I have a residential property and I want a roommate(s) to help me with the bills?

- Any person(s) residing at the property longer than seven (7) consecutive days shall be considered a live-in resident. Any additional residents shall be reported to management and approval for residency must be provided by management.
- An additional \$25 shall be paid for each Background Check (criminal and credit) on any resident tenant is requesting to add to the Lease Agreement. The signing Tenant shall remain the responsible party on the Lease Agreement, as other shall be listed as resident(s).
- When the current Lease Agreement expires, a new Lease Agreement may be developed having all persons living at the residential property to be signature authorities on a shared Lease Agreement.

What if I started one type of business on the property and I want to start a different business on the property?

- Approval has to be provided to management and the tenant needs to obtain permission from management to modify the “business purpose” on the Lease Agreement.
- The tenant is not required to start a new Lease Agreement.

Why does management perform quarterly property inspections?

- Management is showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but we do respect that it is your leased premises. It also nothing to fear. This is why management will contact you first to set a date and time.

Conclusion

We hope you have found this Handbook useful, informative and to set the expectations. It is our goal to prepare you for a successful tenancy and pleasant move out when this occurs. If you have any questions on the enclosed information, please contact your management team.

We wish you a successful tenancy!