



Resident Handbook

(Please read prior to settling in)



Dear Resident,

Thank you for reading our Resident Handbook. We hope that you find it useful and that it answers many questions you may have while living at this property.

Please let us know if you have any questions or suggestions for our handbook.

Thank you,
Legacy Management Services
(915) 231-9994



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Move In Procedures



Rent Payments

Rent payments are due on the 1st of each month; however, a grace period is given until the close of business on the 3rd of the month. Payments received on the 4th of the month will be assessed a \$25 initial late fee and \$10 for each additional day late.

Example:

Rent is \$1,000 and the payment is made on the 6th of the month.

A \$25 initial late fee will charge on the 4th, \$10 on the 5th day and \$10 for the 6th day. Total due is \$1,045

Rent payments may be paid by check, money order, cashier's check or online payment. **NO CASH, PLEASE!** Payments are to be made payable to Legacy Management Services.

Mailed or Walk-In Payments:

Payments that are mailed or walked into our office must be received in our office by the close of business on the 3rd day of the month. We do not consider the post mark date on the envelope. Please be aware that if the 3rd falls during a weekend or holiday as you will need to adjust for extra mail time. We also have a mail slot on our office door for payments that are received after hours. Payments may be mailed or dropped off at:

Legacy Management Services
5915 Silver Springs, Bldg. 5
El Paso, TX 79912

Online Payments:

You will receive an activation email. Click **Join Online Portal** to create a password and sign into the portal for the first time. Once you have logged in, you will land on the **Home** tab where you can view your current balance and details of current charges and future charges.

Click **Pay Now** to make a one time payment, or click **Setup Auto Pay** to create an automatically recurring payment. Select the **E-Check** or **Credit** or **Debit Card** option and continue. Please note that the credit/debit card option carries an online portal convenience fee that is added to the total of your payment. See the **FAQ** section for more information.

If you are making a **one-time payment**, continue through the steps to submit payment directly to your property management company. You will receive a confirmation email once the payment is successfully submitted.

If you set up a recurring **auto payment**, continue through the steps and select a date for the recurring payment to begin. You will receive a confirmation email once the payment is successfully scheduled.

Tip: With the auto pay option, you specify the account, date, and amount to pay. This is a simple, easy, and secure way to make regular monthly payments.

Note: You should **cancel** your monthly payment after you have paid your final full month's rent. If you have a mid-month move out you can make a specific one time payment for the pro-rated rent amount for the partial month.

Any returned payments will be assessed a \$38 returned check fee and late fees will be charged accordingly.



Payments Portal

Here is a link with a video for setting up your Tenant Portal: <https://www.appfolio.com/help/online-portal-overview>. Here you will be able to access and see the following information:

How to Access Portal / Sign In

- **Activate Your Account Online**
- **Download the Mobile App**
- **Sign In to Your Online Portal**

Payments

- **Make a One-Time Payment**
- **Set Up an Auto Payment**
- **Edit or Delete an Auto Payment**
- **I made a payment online by mistake. How do I stop the payment?**
- **View Payment History**
- **Can I delete my saved bank account or credit card?**
- **Is there a fee to make payments online?**
- **How is my payment information protected?**
- **In my portal it says I can't make online payments. Why not?**
- **Can my property manager see any of my payment information?**
- **What type of credit or debit card can I use?**
- **What type of bank account can I use to pay by eCheck?**
- **What is the maximum amount I can pay with eCheck?**
- **What is the maximum amount I can pay with a credit or debit card?**
- **What will an online payment look like on my bank statement?**
- **Can I get a printed receipt for my payment?**
- **I do not have a bank account or credit card, is there another option**

How to Edit Your Account Details

- **Update Your Contact Information**
- **I no longer rent with this property manager. How do I delete my account?**
- **Can I change the language of my Online Portal?**
- **How do I update my electronic signature for signing documents?**

Submit / Check On a Maintenance Request

- **Submit a Maintenance Request**
- **How to Check on a Maintenance Request**

View or Download Documents

- **View or Download Shared Documents**
- **View or Download Your Lease**
- **View Your Renter's Insurance**
- **View Liability to Landlord Insurance Coverage**

View Another Unit

- **I have two (or more) Online Portals but I'd like to have them combined into one. How do I do this?**
- **View Another Unit**



Rent Payments FAQ's

- **What is the cost to make payments online?**

E-check payment fees are instantly-rebated, however a credit or debit card payment carries an online portal convenience fee that is non-refundable and is in place to comply with current card network regulations.

The portal convenience fees is a fixed, flat amount based approximately on your monthly rent amount. The fee amount will stay the same for the entirety of your occupancy, no matter the amount of your payment.

- **What type of credit or debit card can I use?**

Credit or debit card payments can be made from a Visa, Mastercard, JCB, or Discover branded card from any country. American Express, gift cards, or pre-paid cards are not accepted.

- **What type of bank account can I use if paying by E-Check?**

You are free to use a checking or savings account. Accounts can be personal or business. Make sure you enter the routing and account number exactly as they appear on your checks and confirm the account has sufficient funds.

- **Is there a maximum amount I can pay with a credit or debit card?**

For fraud protection purposes, the maximum amount allowed for one credit/ debit card payment is twice your monthly rent amount. You can make an many payments as necessary to satisfy your balance.

- **What will my payment look like on my bank statement?**

E-Check payments are shown as a line item under the name of your property management company. Credit/ debit card payments typically list the property management company name for the base payment, and AppFolio under the online portal fee line item.

- **How is my information protected?**

We take privacy and security seriously and invest in state of the art systems to protect payment information. All sensitive data is encrypted and our redundant infrastructure ensures the highest levels of service availability. It is bank-grade security. Learn more about our systems [here](#).

- **How do I view my balance and past payments?**

You can see your balance due and any outstanding charges in the Home or Payments tabs. You can also see all past payments under the Payments tab. Each payment will have a unique confirmation number for reference.

- **How do I edit or modify my scheduled auto payment?**

Your auto payment information will be listed on the Home tab or Payments tabs. Click the Edit link to change the payment name, payment amount, or account information. If you wish to change the scheduled payment date, click Edit, then click Delete, and return to the Home tab to create a new auto payment.

- **I don't have a bank account or credit card, is there another option?**

Contact your property manager to learn about your payment options. In most locations, you are able to pay your rent in cash at a local 7Eleven or Ace Cash Express. Your property manager can provide you with a unique and reusable pay slip with a barcode to use when making cash payments at participating locations. The cost to make electronic cash payments is \$3.99 for up to \$1,500.00 in cash.



Utilities

Utilities will be removed from the property management's name on the lease start date. It is the resident's responsibility to have the utilities turned on in their name(s). Please be sure that you have called the utility companies (water, gas, and electric) to have services started in your name on the START DATE of your lease. If they are closed on this date, please start services for the business day prior to move in so there will be no interruption in service.

Please refer to the Important Telephone Numbers list on the next page of all area utility companies and other helpful phone number and websites.

You may also call our FREE concierge utility service, Citizen Home Solutions at (877) 528-3824 to help you setup your utilities, cable and internet according to your area. You can also visit <https://www.citizenhomesolutions.com/> for more information.

Keys

Please be sure to pay any rent/deposits due before coming to pick up your keys.

Come to the office during business hours (Monday-Friday 9am to 5pm) to pick up keys or talk to the property specialist at (915) 231-9994 to discuss options if you are unavailable at these hours.

Within 7 days of moving into the property you will be contacted by a locksmith to change the locks on the property as per Texas Property Code. The locksmith will provide you with new keys for the property.

If you are ever locked out of the property, please contact Service Locksmith at (915) 566-2902. Please note you will be responsible for all charges associated with locksmith.

Equipment Installation

Please call our office to get the homeowners approval for any piece of equipment installation such as TV mount, ceiling fans, etc. Please be aware that these fixtures cannot be removed from the property once installed.



WORK ORDERS Repair Requests

All repair requests must be submitted to Legacy Management Services in writing:

Online: www.elpasospropertymanagement.com

- From the **Home** login as Tenant, *click Request Maintenance.*

- *Enter* a detailed **description** of the issue, *select* whether the property manager has permission to enter with their key, and *click Submit Request.*

-Check the progress of your request in the Maintenance tab. The status will update from received, to waiting, to scheduled, to completed.

Fax: (915) 613-1701

Mail: 5915 Silver Springs, Bldg. 5, El Paso, TX 79912

Once received, Legacy Management Services will dispatch one of our repair companies to contact you to schedule an appointment to make the repair. If you have not been contacted within 24 hours by the contractor, please call the office to let us know. If you are unable to be present for the appointment for the repair and need to cancel or reschedule, please contact the repairman or Legacy Management Services. Any resident that does not keep their repair appointment will be charged the trip charge equal to the amount found in your lease.

****Please do not contact a repairman on your own unless you are told to do so by Legacy Management Services as you will not be reimbursed for the repair.****





Mail and Mail Boxes

If your mailbox is not located outside your door or near your drive way, you have a community mail box located on your street. For privacy and security reasons, the United States Postal Service has asked us not to give the mail box keys from the previous resident to the new resident. To receive a key for your mailbox you will need to take a signed copy of your lease to your nearest post office. The post office will have the box re-keyed and they will provide you with the key. Payment for any fees that the post office may charge for the key service is the resident's responsibility. Locations are listed below. Contact 1-800-ASK-USPS for hours of operation.



Post Office Locations

Main El Paso Location

8401 Boeing Dr., El Paso, TX 79901

Anthony

1190 Anthony Dr., Anthony, NM 88021

Canutillo

7050 Doniphan Dr., Canutillo, TX 79835

Clint

13001 Alameda Ave., Clint, TX 79836

Coronado

7383 Remcon Cir., El Paso, TX 79912

Downtown

219 E. Mills Ave, El Paso, TX 79901

Fabens

605 W. Main St., Fabens, TX 79838

Five Points

3011 E. Yandell Dr., El Paso, TX 79903

Mesa Hills

5981 N. Mesa St, El Paso, TX 79902



Post Office Locations - continued

Northgate

5249 Sanders Ave., El Paso, TX 79924

Pebble Hills

3100 N. Yarbrough Dr., El Paso, TX 79925

Ranchland

7314 Gateway Blvd. East, El Paso, TX 79915

San Elizario

1416 San Antonio Rd, San Elizario, TX 79849

Sandy Creek

2100 George Dieter Dr., El Paso, TX 79936

Santa Teresa

1300 Country Club Rd., Ste. A, Santa Teresa, NM 88008

Socorro

10550 N. Loop Dr., Socorro, TX 79927

Summit Heights

4116 Dyer St., El Paso, TX 79930

Sunrise

4100 Hercules Ave., El Paso, TX 79904

Washington Park

4400 E. Paisano Dr, El Paso, TX 79905

Ysleta

880 N. Zaragoza Rd., El Paso, TX 79907

Remember to update you address information so that you do not experience an interruption with the delivery of your mail, please complete a Change of Address Notice with the Post Office or online at www.usps.com



Emergencies

*****For any emergency needing an ambulance, fire department, police or sheriff departments please call 911.*****

After hours emergency plumbing repairs (broken pipe, water heater, etc.)

1. Turn off the water at the meter.
2. Isolate the leak. If the leak is from a water supply line to a toilet or a faucet, you can turn off (turn to the right) the water to that supply line. If the leak is from a water supply line, then it is not considered an emergency repair, so go to step 3.
3. Contact Legacy Management Services call center at 855-441-9632 to place a service call **AND** go online to www.elpasospropertymanagement.com to place a service request. Please give detailed description of the cause of the leak and the extent of the damage so that the call center can determine what their course of action will be.

In the event that your personal property is damaged due to a fire, or water damage please contact the provider of your renter's insurance policy.



Important Telephone Numbers

(Unless indicated, all numbers are area 915)

Name	Website	Phone Number
Animal Control		842-1001
AT&T/SBC Telephone Service	http://www.att.com	800-464-7928
Canutillo School District	http://www.canutillo-isd.org	877-7400
Central Appraisal District	http://www.elpasocad.org	780-2000
City Tax Office	http://www.elpasotexas.gov/tax_office/	541-4054
City Zoning Department		541-4567
Clint School District	http://www.clintweb.net	926-4000
Driver's License (TX Dept. of Public Safety)	http://www.txdps.state.tx.us/driverlicense	849-4100
El Paso Central Appraisal District	http://www.elpasocad.org	780-2131
El Paso Disposal	http://elpasodisposal.com	772-7495
El Paso Electric	http://www.epelectric.com	543-5970
El Paso Fire Department	http://www.elpasotexas.gov/fire	832-4432
El Paso Irrigation District		859-4186
El Paso Police Department (Non-Emergency)	http://www.elpasotexas.gov/police	564-7000
El Paso School District	http://www.episd.org	779-3781
El Paso Times Newspaper	http://www.elpasotimes.com	546-6100
El Paso Water Utilities	http://www.epwu.org	594-5566
Emergency		911
Garbage Collection		621-6700
Horizon Water Utilities		852-3917
Jeff's Westside Plumbing (Plumbing Emergencies Only)		833-3545
Lower Valley Water Utilities		791-4480
Motor Vehicle Registration		546-2140
Poison Control Center	http://www.poisoncenter.org	800-222-1222
PODS (Portable On Demand Storage)	http://www.pods.com/ElPaso	
Pool Service – Chris Matthews		<u>588-8667</u>
Pool Service – True Blue Pool Service		<u>269-7463</u>
Roto-Rooter (Plumbing Emergencies Only)		532-8447
Service Locksmith		566-2902
Socorro School District	http://www.sisd.net	937-0000
Texas Gas Service	http://www.texasgasservice.com	800-700-2443
Time & Weather		533-7744
Time Warner Cable	http://www.timewarnercable.com	<u>772-4422</u>
U-Haul	http://www.uhaul.com	
Ysleta School District	http://www.yisd.net	434-0000



Move Out Procedures





Tenant Move Out Procedures

SURRENDERING THE PROPERTY

Legacy Management Services must be notified in writing of your intent to vacate the property at least 30 days prior to your expected move date. Move out notice may be given through email, fax, or paper form.

You have not officially moved out until you have surrendered the property to Legacy Management Services. Surrendering the property requires that all keys and garage openers are returned to Legacy Management Services with the completed and signed Tenant's Surrender of Property Form.

Fill out and return the OPTIONAL: Move Out with Lockbox Access Form to let us know how you want to surrender the property. This form is located on the last page of the handbook.

- ❖ Please note that the tenant will be charged rent until keys are turned in. If tenant fails to turn in keys, tenant will be charged to change all locks on the property and rent up until the day locks are changed.

Once tenant has provided the date to vacate the property, Legacy Management Services will notify the owner and if they choose to put the home back on the market for rent, a sign may be placed in the yard as "coming soon." If the owner decides to market the house for sale, you will get a call from the listing agent to work out a plan for showing the property.

Please be aware that once you have surrendered the property, you will no longer have access to collect personal items or go back to clean or make repairs. Please do not lock keyless deadbolts upon vacating the property since we will need access to the home in order to complete our walk through.

Tenant is responsible for rent up to the 30th day of their 30 day notice to vacate or until their lease expires, whichever is longer.

EARLY DEPARTURE

If a tenant has fulfilled the full term of their lease, but vacates prior to the 30th day of the notice to vacate, tenant should notify Legacy Management Services. Tenant is still responsible for rent through the 30th day of the notice to vacate. If a new tenant is found and moves in before 30 days is up, any prorated rent will be given with the refund of the security deposit.

LATER DEPARTURE

If tenant wishes to stay longer than specified in the 30 day notice, tenant must first call our office to see if this extension is acceptable. If move out date is approved, tenant must complete a new notice. Tenant will be responsible for all rent through the new date. If tenant requests an extension and it is approved, but vacates earlier than expected, tenant is still responsible for rent up to the date shown on the 30 day notice.

SECURITY DEPOSIT

Please make sure to provide us with a forwarding address as soon as possible so we can send the Itemization of Security Deposit once it has been processed. If you have an automatic payment set up, please remember to cancel it.

Your Itemization of Security Deposit will be returned to you within 30 days of your property surrender. Your deposit will be handled one of three ways:

1. Full refund of deposit
2. Partial refund of deposit
3. No refund of deposit and/or a bill for damages: If your Itemization of Security Deposit shows a balance due, the balance must be paid within 10 days of receiving the notice. Delinquent accounts are subject to legal action or will be turned over to a collection agency.



Tenant Move Out Procedures (*cont.*)

MOVE OUT INSPECTION

A move out inspection will be performed without the tenant being present. We will complete our walkthroughs once you have surrendered the property.

Tenants will **not** be allowed back into the home for any reason after the Notice of Surrender has been received, so please ensure that the home is completely vacated and that you have fully completed all move-out cleaning and maintenance prior to surrendering the home.

HOME READY

CARPET

If there is any carpet in the home, please remember to have them professionally cleaned by one of our vendors listed in your tenant handbook and turn in the receipt when you turn in keys.

We highly recommend using one of our vendors. If the carpet is not cleaned to our standard; we will call them back at no additional cost to you. However, if you prefer to use an outside vendor and the carpet is not cleaned within our standards, we will call our own vendors to have the carpet cleaned again and you will be charged for their work. The following is a list of vendors that we highly recommend:

Southwest Contracting (915) 479-3777
Steam Wizard Carpet Cleaning (915) 591-2901
Copeland's Chem-Dry (915) 581-1387

If a receipt is not provided at or by the time keys are turned in, carpet cleaning will automatically be performed and the tenant will be charged.

CLEANING

The property must be cleaned according to the list provided in the Move-Out package. Please note that if there are any items left dirty, Legacy Management Services will send a cleaning company out to clean and tenant will be charged.

All property (including trash from outside cans) must be removed from the property before you surrender it.

YARD

Please continue to maintain the yard. Lawn should be mowed, all bushes and shrubs should be trimmed, flowerbeds and rock landscaping should be weeded, and mulch should be refreshed.

OTHER IMPORTANT INFORMATION:

- Contact the utility companies to cancel services in your name.
- Contact the post office to forward the delivery of your mail to your new address.
- Return your mailbox key to the post office (if applicable).
- If you have an automated payment set up on www.elpasospropertymanagement.com or with your financial institution, you will need to terminate all future payments.

BEFORE YOU LEAVE

- Turn all circuit breakers to the off position. Check to see if there is more than one panel.
- Empty ice trays and put the automatic dispenser in the off position.
- We have included in this Resident Handbook, the property Maintenance Clause from our standard lease. Everything detailed there should be considered before surrendering the property.



PROPERTY MAINTENANCE CLAUSE

This document is the Property Maintenance clause from your Residential Lease contract. The Maintenance clause focuses on your maintenance responsibilities of the property during your contract period.

Tenant's Maintenance Responsibilities on the Property

A. Tenant's General Responsibilities: Tenant, at Tenant's expense, must:

- 1) Keep the Property clean and sanitary;
- 2) Promptly dispose of all garbage in appropriate receptacles;
- 3) Supply and change heating and air conditioning filters at least once a month;
- 4) Supply and replace all light bulbs, fluorescent tubes, and batteries for smoke alarms, carbon monoxide detectors, garage door openers, ceiling fan remotes, and other devices (of the same type and quality that are in the Property on the Commencement Date);
- 6) Maintain appropriate levels of necessary chemicals or matter in any water softener;
- 7) Take action to promptly eliminate any dangerous condition on the Property;
- 8) Take all necessary precautions to prevent broken water pipes due to freezing or other causes;
- 9) Replace any lost or misplaced keys;
- 10) Pay any periodic, preventive, or additional extermination costs desired by Tenant, including treatment for bed bugs, unless otherwise required by law;
- 11) Remove any standing water;
- 12) Know the location and operation of the main water cut-off valve and all electric breakers and how to switch the valve or breakers off at appropriate times to mitigate any potential damage;
- 13) Water the foundation of the Property at reasonable and appropriate times; and
- 14) Promptly notify Landlord, in writing, of all needed repairs.

B. Yard Maintenance:

- 1) "Yard" means all lawns, shrubbery, bushes, flowers, gardens, trees, rock or other landscaping, and other foliage on or encroaching on the Property or on any easement appurtenant to the Property, and does not include common areas maintained by an owners' association.
- 2) "Maintain the yard" means to perform activities such as, but not limited to: (a) mowing, fertilizing, and trimming the yard; (b) controlling pests and weeds in the yard; and (c) removing debris from the yard.
- 3) Unless prohibited by ordinance or other law, Tenant will water the yard at reasonable and appropriate times including but not limited to the following times: - Following city watering guidelines - Other than watering, the yard will be maintained as follows:

Tenant, at Tenant's expense, will maintain the yard.

C. Pool/Spa Maintenance:

Any pool or spa on the Property will be maintained according to a Pool/Spa

- D. Prohibitions:** If Tenant installs any fixtures on the Property, authorized or unauthorized, such as additional smoke alarms, additional carbon monoxide detectors, locks, alarm systems, cables, satellite dishes, or other fixtures, such fixtures will become the property of the Landlord. Except as otherwise permitted by law, this lease, or in writing by Landlord, Tenant may not:
- 1) remove any part of the Property or any of Landlord's personal property from the Property;
 - 2) remove, change, add, or rekey any lock;
 - 3) make holes in the woodwork, floors, or walls, except that a reasonable number of small nails may be used to hang pictures in sheetrock and grooves in paneling;
 - 4) permit any water furniture on the Property;
 - 5) install additional phone or video cables, outlets, antennas, satellite receivers, or alarm systems;
 - 6) alter, replace or remove flooring material, paint, or wallpaper;
 - 7) install, change, or remove any: fixture, appliance, or non-real-property item listed in Paragraph 2;
 - 8) keep or permit any hazardous material on the Property such as flammable or explosive materials;
 - 9) keep or permit any material or item which causes any liability or fire and extended insurance coverage to be suspended or canceled or any premiums to be increased;
 - 10) dispose of any environmentally detrimental substance (for example, motor oil or radiator fluid) on the property;
 - 11) cause or allow any lien to be filed against any portion of the Property; or
 - 12) disconnect or intentionally damage any carbon monoxide detector, or otherwise violate any local ordinance requiring a carbon monoxide detector in the Property.
- E. Failure to Maintain:** If Tenant fails to comply with this Paragraph 17 or any Pool/Spa Maintenance Addendum, Landlord may, in addition to exercising Landlord's remedies under Paragraph 27, perform whatever action Tenant is obligated to perform and Tenant must immediately reimburse Landlord the reasonable expenses that Landlord incurs plus any administrative fees assessed by Landlord's agents or any other entity as provided by law.



CLEANING LIST

Entire House

- _ Replace all light bulbs that are burned out with the same type (flood, vanity, regular etc.)

- _ Wipe down front door and all doors in the house

- _ Wipe top of the door ledges (frame) all doors

- _ Clean sliding glass doors and tracks

- _ Clean windows and window ledges, windowsills, and window frames (all windows)

- _ Dust all window blinds/shutters

- _ Wipe walls - from dirt, dust, or greasy areas

- _ Vacuum all areas that have carpet

- _ Sweep and mop all floors

- _ Clean and dust all light fixtures and fans/blades

- _ Dust all niches and ledges

- _ If you have a staircase clean and dust stair rails and floor molding

- _ Clean water heater and furnace closets

- _ Clean washer and dryer and check dryer for lint build up

- _ Clean and dust behind washer and dryer

- _ Clean and dust all air vents in all rooms- clean ceiling in front of the vents from dust build-up
- _ Clean and dust all floor moldings/baseboards

- _ Clean and dust all closets, shelves, and rods

- _ Clean all outlet plates

- _ Clean up the front, back, and side yard from trash

- _ Empty trash bins

Kitchen

- _ Pull all appliances out (fridge and stove) and clean inside out and around them
- _ Clean range/oven, microwave, refrigerator, and dishwasher (inside and out)
- _ Replace drip pans in stovetop that are non-cleanable
- _ Clean the vent top and underneath of the vent of the stove (including filter)
- _ Clean fridge, behind fridge, and top of fridge
- _ Clean microwave inside and out
- _ Clean dishwasher inside and out
- _ Clean sink
- _ Clean all cabinets and drawers on the inside and wipe the outside
- _ Clean and wipe down pantry closet
- _ Clean counter tops and back splash

Bathrooms

- _ Clean and sanitize all toilets including where seat attaches with plastic bolts, tubs, showers and sinks
- _ Tubs must be disinfected. If the tub is a jetted tub, bleach water must be run through the jets
- _ Clean shower and shower glass doors from water calcium- Clean tile in the shower
- _ Clean mirrors
- _ Clean vanity
- _ Clean inside cabinets and drawers along with door fronts and doors
- _ Clean floors

Other

- _ Clean patios and storage. Don't forget closets and foyer (entrance area)



OPTIONAL: Move Out with Lockbox Access

With this optional program, tenants may surrender the use of their home by leaving one key in the Legacy Management Services Lockbox and all additional keys, remotes, and completed property surrender form on top of the kitchen counter and by sending a photo in a text with the address of the property to 915-258-4881 indicating that the home has been vacated and surrendered.

IMPORTANT YOU MUST CHOOSE ONE OR THE OTHER BY CHOOSING THE APPROPRIATE BOX

_____ **YES** – I want to sign up for the **Optional Lockbox Move Out for \$50.00**.

1. I understand that I **MUST** go to my tenant portal and make a payment of \$50 **no later than 3 business days prior to the scheduled move out** for the convenience of having a lock box delivered to the property and that I will be able to place a minimum of one entry door key inside the lock box and that secondary bolting devices on the front door will be left disengaged.
2. I further understand that if Legacy Management Services is unable to access the property utilizing the key left in the lock box, additional charges may apply.
3. I understand that I am required to place all remaining keys, remotes, and the completed property surrender form turned over to me at the beginning of the lease on top of the kitchen counters.
4. I agree to take a picture of the items left behind and text that picture along with the address of the property to 915-258-4881.
5. I agree that by sending a picture of the keys and remotes left in the home to 915-258-4881 that this will indicate that I have vacated the home and am surrendering the property to Legacy Management Services.

_____ **NO** – I do not want to sign up for this optional program and will deliver all keys and remotes to **Legacy Management Services at 5915 Silver Springs Drive, Building 5, El Paso, TX 79912** between the office hours of 10 AM to 4 PM Monday through Friday.

Tenants who leave keys at the office during non-business hours will be charged \$25.

SECURITY DEPOSIT RETURN REMINDER: In accordance with the lease agreement and Texas Property Code, Legacy Management Services has 30 days from lease end to account for the security deposit in writing.

Tenant Name: _____

Tenant Forwarding Address: _____