

Terms and Conditions of Service - R5 Property Rental

Effective Date: October 30, 2024

These Terms and Conditions ("Agreement") govern the services provided by R5 Property Rental ("We," "Us," or "Our") to property renters and tenants ("You," "Tenant"). By renting a property managed by R5 Property Rental and opting into SMS communications, you agree to the following terms and conditions.

1. Commitment to Quality and Legal Compliance

- **Legal Compliance:** R5 Property Rental abides by all Alabama landlord-tenant laws to ensure fair treatment, habitability, and compliance with all legal obligations.
- **Quality Standards:** We provide well-maintained, clean, and comfortable rental properties that exceed normal expectations, ensuring a positive experience for tenants.

2. Tenant Responsibilities

- **Rent Payment:** Rent must be paid by the due date outlined in the lease agreement. Late payments may incur fees.
- **Property Care:** Tenants must keep the property in good condition, report any necessary repairs, and follow all lease terms regarding maintenance and cleanliness.
- **Utilities and Services:** Tenants are responsible for any utilities not covered in the lease.

3. Maintenance and Repairs

- **Routine Maintenance:** R5 Property Rental ensures that all routine maintenance is completed promptly.
- **Requesting Repairs:** Tenants must submit maintenance requests through the designated portal or contact information provided.
- **Emergency Repairs:** Urgent repairs that impact safety or habitability will be prioritized. Tenants should report emergencies immediately.

4. Communication and Notices

SMS Messaging Subscription & Compliance

By opting into SMS messaging from R5 Property Rental, you agree to receive text messages related to:

- **Informational Messages:** Payment reminders, lease updates, maintenance notices, appointment confirmations, and other service-related notifications.
- **Promotional Messages:** Special offers, renewal incentives, or other promotions related to R5 Property Rental services.

Message Frequency

- Tenants may receive text messages on a weekly or as-needed basis, depending on the nature of communication (e.g., rent reminders, scheduled maintenance notifications).

Cost Notice

- Standard message and data rates may apply depending on your mobile carrier plan. R5 Property Rental is not responsible for any fees incurred from SMS communications.

Subscription Management

- To Unsubscribe: Text STOP at any time to opt out of receiving SMS messages.
- For Assistance: Text HELP for customer support or contact us directly at 866-753-7133.

Privacy Policy

For details on how we collect, use, and protect your personal information, please visit our Privacy Policy:

<https://r5property.godaddysites.com/privacy-policy>

5. Property Inspections

- Regular Inspections: R5 conducts routine inspections to ensure compliance with lease terms and property upkeep. Tenants will receive advance notice.
- Move-In/Move-Out Inspections: These inspections document property conditions before and after a lease term.

6. Liability and Insurance

- Renter's Insurance: Tenants are encouraged to obtain renter's insurance to cover personal belongings and liability.
- Personal Belongings: R5 Property Rental is not responsible for loss or damage to tenant belongings.

7. Lease Termination and Renewal

- Notice to Vacate: Tenants must provide [number of days] notice before moving out.
- Early Termination: Policies for early lease termination and associated fees are outlined in the lease agreement.
- Renewal Options: Renewal offers will be provided before the lease term ends.

8. Privacy and Data Use

- Data Privacy: Personal information is protected and used only for rental management purposes.
- Access and Corrections: Tenants may request access to or correction of their personal data.
- Privacy Policy: Full details on data handling can be found in our Privacy Policy at: <https://r5property.godaddysites.com/privacy-policy>

9. Dispute Resolution

Any disputes arising under this Agreement will be resolved through arbitration, mediation, or court jurisdiction in compliance with Alabama state law.

10. Updates to Terms and Conditions

R5 Property Rental reserves the right to modify these Terms and Conditions with a 30-day notice to tenants.

Contact Information

R5 Property Rental

866-753-7133

info@r5property.com

PO Box 2078, Auburn, AL 36831

Acknowledgment of Terms

By renting a property managed by R5 Property Rental and/or opting into SMS communications, you acknowledge that you have read, understood, and agree to these Terms and Conditions.