

NEW TENANT GUIDE 2025



Welcome to Your New Home!

We're thrilled to welcome you to a CL Management property and excited to begin this journey with you. This guide was created with one goal in mind: **to ensure a smooth, informed, and enjoyable experience for you.**

This **New Tenant Guide** serves as your go-to resource for understanding the most common processes, frequently asked questions, and how we work together to create a successful rental experience. Inside, you'll find helpful tips, answers to common issues, and the best ways to connect with our team when you need support.

At CL Management, we're not just managing properties—we're building **win-win relationships**. That means we value clear communication, mutual respect, and proactive service. Your comfort, safety, and satisfaction matter to us. In turn, we ask that tenants follow through on outlined responsibilities, maintain the property with care, and reach out to us promptly when needs arise.

By working together, we can ensure a positive, professional relationship that supports both your peace of mind and the quality of your living or working space.

Welcome again—we're glad you're here.

Sincerely,

The CL Management Team

6136 Frisco Square Blvd. Suite 400

Frisco, TX 75034 (214) 551-2797

Office@classtx.com or <https://texaspropmanagement.com>

Setting You Up for a Smooth Start

To make your move-in experience as seamless and stress-free as possible, we've put together a quick list of important steps to complete before your move-in day. Completing these ahead of time ensures you're fully prepared and ready to enjoy your new home from day one!

✓ 1. Review Your Lease Documents Carefully

Take time to read through your lease agreement in full. It contains important information about your rights, responsibilities, and what to expect during your tenancy. If you have any questions, we're here to help clarify before moving in.

✓ 2. Schedule Your Move-In Appointment

Contact our team to reserve your move-in appointment. This allows us to ensure your new home is move-in ready and that we can welcome you properly.

✓ 3. Connect Utilities in Your Name

Make sure to contact all required utility providers and schedule service to begin **on or before your move-in date**. Having power, water, and other essentials connected in advance will make your first day smooth and comfortable.

✓ 4. Submit Proof of Renter's Insurance

Renter's insurance protects your personal belongings and is a requirement before moving-in. Please email your proof of coverage to **Office@classtx.com** prior to your move-in date.

✓ 5. Confirm Move-In Details a Few Days Before

As your move-in day approaches, reach out to confirm your scheduled time and double-check that all utilities are set to be turned on as planned. A quick confirmation helps prevent any last-minute surprises.





MOVE-IN DAY KEY POINTS

Welcome Home – Let's Get You Settled In!

Move-in day is an exciting milestone, and we want everything to go as smoothly as possible. Below are the key items you'll receive and need to complete as part of your official move-in process.

Keys and Access

At your scheduled move-in appointment, you will receive the keys to your new home. Please inspect them to ensure everything works properly (front door, mailbox, any gates or garages, etc.).

Helpful Tip: It's a good idea to test all locks while it's still daylight and make note of any doors or locks that feel sticky or misaligned.

The agent moving you in will go through some important items with you during this move-in appointment. Feel free to take notes, or ask questions.

Move-In Condition Form

You will also receive a **Move-In Condition Form**. This form is your opportunity to document the current condition of the property upon your arrival. We encourage you to walk through the home carefully and note any existing wear, marks, or maintenance issues.

- Please return the completed form to us **within 3 days** of receiving your keys. (Office@classtx.com)
- Be detailed and feel free to include photos for your records.
- This form is kept on file to ensure clarity at move-out and protect your security deposit.

Our Promise: Submitting the form won't count against you, it's simply a record to ensure fairness and transparency for both parties.

DURING YOUR TENANCY

Frequently Asked Questions & Maintenance Tips

We're committed to making your rental experience with CL Management, as smooth and enjoyable as possible. Below are some common questions and helpful maintenance tips to guide you during your time in your new home.



Frequently Asked Questions

1. How do I request maintenance?

Please submit all non-emergency maintenance requests through our online portal (**BUILDIUM APP**) <https://metroplexmgmt.managebuilding.com>

- *Include a clear description of the issue, the best times for access, photos and details about brand or model numbers.*

2. What qualifies as an emergency repair?

Emergency issues include major plumbing leaks, no heat or AC in extreme temperatures, electrical hazards, gas smells, or anything that poses immediate danger to you or the property. For emergencies, contact our 24/7 emergency line **Wayne Warshawsky the Managing Broker: (214) 718-3096**

3. When is rent due and how do I pay?

Rent is due on the 1st of each month. Payments can be made securely through the *tenant portal*. Late fees may apply after the grace period outlined in your lease, usually the 4th day of the month.

4. Can I paint or make changes to the property or add other occupants?

Any modifications to the property—including painting, installing fixtures, or mounting TVs—must be approved in writing by management prior to making changes. Unauthorized alterations may result in charges at move-out. Any changes to occupancy must be approved by management.



5. Who is responsible for pest control and lawn care?

Responsibility may vary based on your specific lease agreement. Please refer to your lease or contact our office to clarify. Most of the time, these items are a tenant responsibility, and the HOA will be watching... always, so be mindful of any HOA requirements for yard care or flowerbeds.

Maintenance Matters — Your Role is Essential

At CL Management, we believe in creating homes that are safe, clean, and well cared for. While it's true that you don't own the property, **your role in day-to-day upkeep and timely maintenance reporting is a major part of what keeps everything running smoothly.**

Sometimes tenants move in with the impression that maintenance isn't their concern—but in reality, **it's a shared responsibility.** When small issues are overlooked or not reported early, they can become much more costly to repair later. These costs can affect **renewal rates, maintenance budgeting, and in some cases, your security deposit.**

Here's Why It Matters:

- **Quick reporting = quicker, cheaper fixes**
A leaky faucet or running toilet might seem minor, but left alone, they can cause water damage or high utility bills.
- **Neglect can lead to deductions**
Damage caused by unreported issues or improper care may be considered beyond normal wear and tear, and result in charges at move-out.
- **Rising repair costs impact rent over time**
The more wear, damage, or emergency maintenance required during a lease term, the more it affects the property's upkeep costs—and those costs can influence renewal decisions and rent adjustments.

Let's Take Care of It Together

Our promise is to take maintenance requests seriously and respond promptly. In return, we ask that you keep an eye on the property and report anything that needs attention—whether it's a minor drip or something that just doesn't seem right.

This teamwork helps us provide well-maintained homes, keeps expenses manageable, and builds a relationship based on respect and accountability.

Your attention to maintenance makes a big difference—and we truly appreciate it.

Maintenance Tips for a Happy, Healthy Home

Replace Air Filters Monthly

This simple habit keeps your HVAC system running efficiently and your air clean. Some leases include filter delivery, ask us if you're unsure.

NOTE: Repairs to HVAC systems due to a tenant not replacing the air filter monthly, can result in the tenant being charged for the repair.

Avoid Drain Clogs

Prevent plumbing issues by keeping grease, hair, and food scraps out of drains. Use drain screens and run hot water after use. Be sure to rinse your dishes prior to loading them in the dishwasher and run your garbage disposal prior to running the cleaning cycle on your dishwasher.

✓ **Report Issues Early**

Small problems can become big ones if ignored. If something doesn't seem right—like a slow drain, a leak, or pest sightings—report it right away so we can help.

✓ **Keep the Property Tidy**

Maintaining cleanliness helps prevent damage and keeps the home comfortable. This includes regular trash disposal, cleaning appliances, and avoiding mold buildup in bathrooms.

✓ **Know Where Shut-Offs Are**

Locate the water and electrical shut-off points early on in case of emergency. It's always better to be prepared.

✓ **Test Smoke Detectors Monthly**

Ensure all smoke detectors and carbon monoxide alarms are functioning by testing them regularly. Never disable or remove batteries. Report any malfunctioning units right away.

✓ **Clean Out Dryer Lint Trap After Every Load**

A clogged lint trap is a fire hazard and can reduce your dryer's efficiency. Make sure to clean it after each use—and notify us if the vent duct needs deeper cleaning.

✓ **Avoid Overloading Electrical Outlets**

Plugging too many devices into a single outlet or power strip can be a safety hazard. Spread out appliances, especially in kitchens and bathrooms.

✓ **Keep HVAC Vents Unblocked**

Ensure furniture, curtains, or boxes are not obstructing air vents. This allows your heating and cooling system to work efficiently and helps maintain even temperatures.

✓ **Inspect for Moisture or Leaks Regularly**

Look under sinks, behind toilets, around windows, and near appliances for signs of leaks or water intrusion. Reporting water issues early prevents mold and structural damage.

✓ **Use Appropriate Cleaning Products**

Avoid abrasive chemicals or tools on surfaces like granite, stainless steel, and tile. Use gentle, non-damaging cleaners to maintain finishes.

✓ **Watch for Signs of Pest Activity**

Keep food sealed, trash covered, and areas clean to avoid attracting pests. If you notice droppings, gnaw marks, or insects, notify us immediately—early treatment is more effective.

✓ **Maintain Yard or Outdoor Spaces (If Applicable)**

If your lease includes responsibility for lawn care or outdoor maintenance, be sure to mow, edge, weed, and water as required. Keeping outdoor areas tidy helps protect the property and keeps pests away.

✓ **Avoid Using Flushable Wipes or Foreign Items in Toilets**

Even products labeled as "flushable" can clog plumbing systems. Only flush toilet paper—everything else should go in the trash.

✓ **Clean Refrigerator Coils (If Accessible)**

Every few months, gently vacuum behind or underneath the fridge (if coils are accessible) to keep the unit running efficiently and extend its lifespan.

Thinking About Ending Your Lease Early?

Let's Talk — We're Here to Help Navigate the Process with Care and Understanding

We understand that life can change unexpectedly—whether it's a job transfer, family matter, or personal circumstance. If you find yourself needing to move out before the end of your lease, please know that **our door is always open for a respectful and solution-focused conversation.**

Open Communication is Key

If you're considering an early move-out, we kindly ask that you **reach out to us as soon as possible.** Early communication gives us more time to explore options, reduce disruption, and potentially minimize financial impact for everyone involved.

You can email us directly at **Office@classtx.com** or call our office to schedule a time to discuss your situation confidentially and thoroughly.

Understanding the Financial Responsibility

Under Texas law and the terms of your lease, breaking your lease early does not automatically release you from your financial obligations. However, our goal is not to penalize you—but to work together on a plan.

This might include:

- Re-letting the unit to a qualified replacement tenant
- Coordinating a formal early termination agreement
- Discussing prorated rent and associated fees (as outlined in your lease)

We will make a **good faith effort to re-rent the property quickly**, and anything we recover from a new tenant will be credited toward your lease balance.

Let's Make It Work, Together

Every situation is unique, and while we must uphold the terms of our lease agreements, we truly believe in treating our tenants with understanding and fairness. By staying in close communication and working together, we can often find solutions that make a tough transition more manageable.

If breaking your lease is something you're considering, please don't wait—let's talk early, plan, and work together toward the best outcome.

