



CL MANAGEMENT
office@classtx.com (214) 702-6656
www.texaspropmanagement.com
130 N Preston Rd Suite 522 Prosper TX 75078

New Tenant Handbook

WE ARE EXCITED YOU CHOSE ONE OF OUR PROPERTIES AS HOME!

CL Management, is a residential and commercial property management company, with a Licensed Texas Broker to oversee all rental contracts. We are a company with a win/win relationship mindset. We value our tenants and we want you to feel comfortable in your new home. We come loaded with an experienced staff that will do their best to make your rental experience a positive one.

Move In Walk Through:

- After your lease is signed, you will scheduled your move in time and we will do a walk through to ensure the property is ready for you to move in.
- We will go over important details about the property, provide you with a copy of all the documents and you will receive the keys/remotes to your new home.

Before this appointment you should have:

- All monies outlined on your Move-In Summary Sheet paid in full
- Renter's Insurance Copy emailed to Office@ClassTX.com
- Utilities turned on in your name and confirmation sent to Office@ClassTX.com
- Buildium App downloaded on your phone.

Move In:

- As you move in please take pictures of the property and keep them in a file
- Start to complete your move in condition form (Due within 5 days of move-in)
- If there are repairs needed, make a list and submit the list into your portal as a maintenance request.

During Your Lease:

- Report any issues or repairs needed to the property through your portal, upload pictures if applicable.
- Maintain the property neatly and make sure that you are taking care of the yard.
- Inform us of Contact Changes within 48 hours of the change
- Communicate with the property management team as needed
- Take care of the property and change air filter's monthly.

Giving Notice and Move-Out:

- If you decide not to renew, you need to request from management the form required by the Texas Real Estate Commission for notice. It must be filled out completely and submitted to management at least 60 days prior to the expiration of you lease.
- You need to schedule the move-out walk through two weeks prior to the day that you vacate. You are required to hand in all keys, remotes, or other items for the property.
- You will need to leave utilities on until the move-out walk through is complete.
- You will need to present the property manager with a receipt from a professional cleaning and carpet cleaner at the move-out walk-through.



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Breaking Your Lease Early:

- You signed a legally binding agreement recognized by the Texas Real Estate Commission. Please understand that any breach or early termination can result in all penalties and procedures applicable under the Texas Real Estate Law. Please be sure you read your contract well and or consult an attorney prior to signing.
- We understand that sometimes things happen and life changes. We can most often work with you on getting a new tenant, if you communicate with us early. We really do understand but we work for the owner of the property, so it is at their discretion what happens at early termination.

Walk-Throughs:

- As stated in the lease, the property manager, owner or affiliated vendor has a legal right to access the property. We try our best to schedule with you or at least give you notice that we are coming to the property. Your cooperation is not only expected but legally mandated.

Repairs:

- Repair requests need to be submitted in your portal. Be as detailed as possible, upload pictures if needed. If you have an actual emergency repair that will result in damage to the property or a person, please do not hesitate to call, text or email us. OR call 911, if warranted.
- You are expected to report repair items to management in a timely manner. We will try to accommodate your repair requests, as quickly as possible.
- Please cooperate with service technicians and vendors when needed. If you miss a scheduled appointment with a vendor you will be charged the trip fee of \$75- \$150 depending on the vendor.

Security Deposits and Charges:

When you give your 60-day notice, you will be sent a price sheet that shows the costs associated with repairs we commonly see. If these items flag on your property or other conditions are noted, you will have the charges deducted from your deposit. (Remember when we told you to take pictures at move-in...) these will be your best tool on getting the most back on your security deposit.

Late Fees / Late Rent:

- If you are going to be late on rent, communication is key! Talk to Gia (214)551-2797 or Gia@classtx.com
- Late fees that occur on your account erroneously may happen. Our software has a computer brain and from time to time, it does not understand rent ledgers. Please just report an issue through your portal and we will take care of it.
- If the late fees are legitimate and you did not communicate with us prior to being late on rent, please do not ask for them to be removed.
- Late fees can and will be deducted from your rental payments if they are outstanding when you pay rent.
- Unpaid late fees or other unpaid charges can and will be deducted from your security deposit.

Don't hesitate to reach out if you have any questions!

Monday - Friday | 9:00 am till 5:00 pm

Any messages received outside of these hours will be responded to on the following business day.