

New Tenant Handbook



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

Metroplex Property Management, is a residential property management group, with a Licensed Texas Broker to oversee all rental contracts. We are a somewhat new 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 try their best to make your rental experience a positive one. We ask that you try your best to make it that way, as well.

Pre Move-In:

You will be scheduled for a pre-move in day walk through (usually one day before move-in) to ensure the property is ready for you to move in. At this appointment you should have:

- All monies outlined on your Move-In Summary Sheet paid in full.
- Renter's Insurance Proof emailed to management@metroplexmanaged.com
- Utilities turned on in your name
- Have a copy of your signed lease agreement

You will receive your keys/remotes at the pre-move in day walk-through in most cases.

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 7 days of move-in)
- If there are repairs needed, make a list and submit the list into your portal.
- Feel free to reach out with questions, we want you to feel comfortable from the start

During Your Lease:

- Report any issues or repairs needed to the property
- 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

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 30 days prior to the expiration of your lease.
- You need to schedule the move-out walk through a week 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 carpet cleaner at the move-out walk-through.

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.
- 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

Security Deposits and Charges:

- When you give 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 your best friend! Talk to us.
- 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 in 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 can and will be deducted from your security deposit.