

Reich Real Estate LLC

434 E Loop 281 Ste 101A
Longview, Tx 75605

Policies And Procedures

I have read and fully understand the policy and
procedure manual.

Signature of Tenant: _____

Policies and Procedures

Welcome to your new home. We want to let you know we're glad you are here and hope your move goes smoothly. If there is anything we have overlooked in making your new home ready for you, please bring it to our attention. Thank you for leasing it from us.

The following information was prepared to answer common questions that you may have. Please get familiar with it: most of the information is included in your lease, but it is being mentioned again to avoid any misunderstandings. In some cases, the lease deals with these matters in greater detail.

Office Location and Hours:

Applications & Leasing

P & J Rentals
115 Community Blvd
Longview, TX 75605
(903) 234-0110 or (903) 236-8801
Monday - Thursday 8:00 a.m. - 5:00 p.m.
Friday 8:00am - 3:00pm

Rent Collections

Reich Real Estate LLC
434 E Loop 281 Ste 101A
Longview, Tx 75605
297-7500 or (903) 758-6550
Monday - Thursday 8:00am-4:30pm
Friday 8:00am - 4:00pm

Lease (Resident) Responsibility:

All occupants listed on the lease contract are your responsibility as a resident. You will be held responsible for the cost of repair/replacement of any damages as a result of activities of occupants/guests of your home. It is difficult to control trash, noise, etc. without the cooperation of all residents. All occupants under the age of 12 are to be always supervised by you or an adult. This policy is for the health and safety of all residents.

You are responsible for your guests' actions and activities. While they are visiting, they are subject to the same policy and procedures that apply to all residents. Guests who in the reasonable judgment of the management have been disturbing the peace, disturbing other residents, or violating policies may be asked to leave the property.

Rent Payment:

The rent is due on the 1st day of each month. An initial late fee is \$50.00 applies to any rent paid after the 5th of the month, plus a late charge of \$10.00 per day for each day the rent is not paid. These late fees will be enforced without exception. Any payment mailed must be **postmarked before the 5th** of the month or late charges will be enforced. **If rent is not received by the 5th of the month, a notice to vacate will be given. If rent and late fees are not paid by the 10th of the month, Reich Real Estate LLC will file the eviction and you will also be responsible for all costs incurred during the eviction process.**

In addition, late fees will be charged up to the time acceptable payment has been received by Reich Real Estate LLC but shall not exceed the maximum amount as set forth in the lease contract.

Types of Payment Accepted:

We accept various forms of payment: cash, check, and money orders. If a tenant is paying by check and the check is returned due to insufficient funds a surcharge of \$35 will be charged and checks will no longer be accepted by this tenant. You also could possibly incur late fees upon return of a rent check.

Fair Housing:

It is the intent of the owner to fully comply with all fair housing laws. If any policies conflict with those laws, the fair-housing law shall apply.

Move-In Inspection Sheet:

The move-in inspection sheet must be turned in within 24 hours after moving into the residents. If you have any questions or need help filling out this form, please contact our office.

Contact Information:

Please notify the office of your home and work phone number (especially if your numbers change). We also communicate by email, so please make sure this information is on file also. We need to have updated numbers in order to contact you regarding service or repair calls.

Cable TV and Internet:

No satellite dishes or antennas allowed.

Insurance:

Insurance coverage maintained by Reich Real Estate LLC does **NOT** protect residents from loss of **personal property** by fire, theft, water damage, etc. Residents are advised to obtain a policy to protect your household contents/personal property.

Trash Service:

Please help keep the premises clean by disposing of all garbage and trash in city bags/cans. Typically, city ordinance requires that trash is set out the morning of trash pick-up service. You have can service, please make sure you pick up the can and place it at your residents the same day of pick up. You will also need to move the cans out of sight at the end of day on trash day.

Porches:

Please keep your porches and yard neat, clean, and free of debris. Porches and yards are not to be used as a storage area for bicycles, mops, brooms, drying towels, trash, automobile parts, articles of clothing etc. A few plants are acceptable. Because of the high risk of fire barbeque grills, smokers, etc. must be placed at a safe distance from the dwelling unit and must be supervised until extinguished.

Lawns:

The lawns are for your enjoyment, but they need to be free of litter. Please do NOT leave bicycles, boats, mopeds, motorcycles, four wheelers, etc. on the sidewalks or grassy areas. Please keep both the front and the back neat. Buckets and old tires can hold water and attract mosquitoes. Please do not store either of these items in the yard.

Lawn mowing and maintenance of the front lawns, front flower bed, and subdivision common areas will be maintained by Reich Real Estate LLC. The front and back lawns have been sodded and for uniformity have a front flower bed. Please do not alter the lawn by adding flower beds. If you would like to add plants to the existing flower bed you may do so. You may also add planters to your sidewalk or driveway.

The backyard will be the tenant's responsibility.

Parking/Automobiles:

Each home has a 2-car garage. Please be courteous to your neighbors. **Do not** park on the grass. Yard and sprinkler damage will be charged to the residents responsible for the damage. Illegally parked cars may be towed away. Vehicles leaking oil or transmission fluid must be immediately repaired or the owner will be charged a cleanup fee. Any inoperable vehicles or vehicles with expired registration must be removed from the premises. Any such vehicles will be removed at the resident's expense if they are not removed in a timely manner.

No vehicle may park on the street overnight or long term. No vehicles that transport inflammatory or explosive cargo may be parked or stored within the property at any time. No vehicles over 1 ton may be on the premises.

No boats, trailers, RVs, or other recreational vehicles may be parked visible to any of the residents.

Plumbing:

Sanitary napkins, tampons, cotton swabs, paper towels, flushable wipes, and similar items will clog commodes and sink drainpipes. If any of these items are found by the maintenance people to have caused the problem, **the resident will be charged \$50 for the repair fee. If we must send a plumber to your residence, the resident will be responsible for the entire plumber's fee.**

Windows and Screens:

Except for natural disasters (tornado, flood, storm, hurricane, etc.) or damaged by Reich Real Estate LLC or their contractors (lawn service) any broken windows are the responsibility of the resident. Do NOT remove the screens. Damaged or missing screens will be charged to the resident. The cost of repairs will be charged to the resident if the problem is due to theft, negligence, or vandalism. DO NOT place foil, cardboard, etc. over the window.

Smoking:

NO SMOKING IS ALLOWED INSIDE OF THE UNIT. ALL TENANTS AND THEIR GUESTS MUST SMOKE OUTSIDE THE RESIDENCE.

Pest Control:

Tenants are responsible for all pest control. If a tenant causes an infestation for the unit next to him/her, the tenant that is responsible for the infestation will be responsible for the cost of hiring an exterminator of Reich Real Estate LLC choice.

Locks:

Installed on your door you have a keyed deadbolt lock and a keyless deadbolt lock (privacy lock). If you are unsure as to the operation of these locks or believe one or more of your locks are defective, please notify Reich Real Estate LLC immediately. We have changed the key to your locks upon the move out of the last tenant. However, if you have lost a key or for any reason need your locks rekeyed, we will perform this service for \$50.00. You must not re-key or modify your door locks in any way without our written approval.

We are not responsible if you lock yourself out of your home. You will need to call a locksmith. If you have locked your privacy lock and cannot enter your home there will be a \$100 cash service charge paid when someone comes to cut the lock plus the cost of the replacement lock.

Maintenance:

Maintenance is done on a regular and as needed basis. However, the only types of maintenance problems handled after hours or on weekends will be emergency maintenance, such as a fire or flooding of the dwelling. **Air conditioner or heating problems are NOT an emergency and will be handled the next business day.**

****NO MAINTENANCE CALLS WILL BE HANDLED ON THE WEEKEND****

Residents will be financially responsible for the maintenance problems they cause. Residents are NOT allowed to contract for repairs or make repairs themselves and then deduct the cost from the rent.

Air Conditioner Filters:

Reich Real Estate will replace the disposable filters for your air conditioner every 3 months.

Decorating:

Your residence is designed with a neutral color pallet. It can be personalized by you by hanging pictures on the walls, but please use picture hangers with small nails for this purpose. No modifications to the walls, such as painting, drilling holes adding wallpaper, etc. can be made without prior written approval from Reich Real Estate LLC. Plant lovers please use some kind of container under your plants to protect the flooring against water stains and mildew. If damage occurs, you are liable for the damage.

Please do not drill into the roof, soffit, or brick for any reason.

Pets:

All residents having a pet must sign a pet agreement which becomes part of the resident's lease agreement. A non-refundable fee of \$300.00 is required. In addition to the deposit a pet rent will be added to your base rent. Additional \$25 per pet (max 2) per month will be accessed.

Any dog or cat accepted under our pet agreement must be no more than 30 lbs. or no more than 24 inches in height (this is adult weight and shoulder to foot measurement).

For any dog over 30 lbs. a \$500 non-refundable fee will be applied along with \$40 per pet (max 2) per month will be accessed.

Reich Real Estate LLC reserves the right to refuse any breed of dog. We will **NOT** allow any exotic animals. The following breeds of dogs will not be allowed at the units: Rottweiler, Pitt Bulls, Wolf Dogs.

Certified animal aids used by the handicapped are exempted from the above provisions.

Swimming Pools and Trampolines:

NO TRAMPOLINES ALLOWED!

Swimming pools must be approved by Reich Real Estate LLC. Pools may be NO DEEPER than 12 inches and must be emptied daily. **Pools may not be left on the grass.** Front lawns need to be kept free of debris for our lawn service.

Our property insurance does not allow swimming pools or trampolines. If you wish to carry renter's insurance and provide a copy of the insurance to us, we will consider allowing you to have these items provided that the area you will house the item will be in a fenced area.

Holidays/Vacation:

During holiday periods or while on vacation, the residents must ensure that the doors of the dwelling are closed and securely locked before leaving.

Residents also must turn down the heating units. **DO NOT TURN YOUR HEAT OFF.** A thermostat setting of 55 degrees will cost very little and could prevent resident liability for broken water pipes and damage to the property.

Premises:

Commercial business may not be conducted on the premises. No occupants other than the ones listed in the lease are allowed to live on the premises. Subletting is not allowed.

Residents shall not use or keep flammable or combustible fluid or materials (such as kerosene, gasoline, etc.) on the premises.

Residents may not use any method of heating (space heaters) other than what is supplied by the owner.

Each dwelling is limited to a certain number of occupants, each occupant must have his/her name on the lease. No one may live in the unit without Reich Real Estate LLC approval.

Once the lease is signed, the residents are expected to honor all the terms and conditions of the lease and policy and procedures. Each is jointly and severally liable for the lease contract. If the lease agreement is violated, Reich Real Estate LLC may bring suit against one/all residents and/or file against the residents' credit rating.

Garage/Yard Sales:

No garage/yard sales are allowed in the subdivision.

Deposit:

The security deposit for the dwelling is based on a per unit basis. Residents may divide the payment of the deposit between themselves, but legally the deposit is for the dwelling. If one roommate moves out before the other, no prorated refund will be made until the unit is vacant.

Deductions:

Deductions are made from the security deposit only for just cause. Such charges include, but are not limited to, any replacement of damaged or missing fixtures, appliance parts, or other items furnished new residents. Labor charges include installation or services in necessary cleaning, patching, sanding, etc. Cleaning charges also include the cost of cleaners. If you do not clean or repair the damaged or soiled items prior to moving out, charges will be deducted from your security deposit based upon the attached sheet. Items not listed will be charged on a "cost + labor" basis. If garage door openers, house keys, and mailbox keys are damaged or not returned there will be additional deductions for replacements.

Illegal Activities:

Any known or suspected illegal/criminal activities observed at or within your residence will be reported immediately to the proper authorities. We do not tolerate the use/distribution of illegal drugs. We cooperate with local authorities to prohibit illegal activities. We will do everything in our power to assist in the arrest and conviction of those who are guilty of such activities.

Move Out Policy:

Upon receipt of your 30-day written notification to vacate, we will begin advertising your residence and may need to show it to prospective residents. We appreciate your cooperation during this time. Allowing us to show the home is a clause of your lease. We will make every effort to contact you in advance but may show your residence when necessary.

As you prepare to move out, reread your attached move out instructions. This will guide you through the leaving process. You will want to leave your dwelling in acceptable condition, which could result in a larger deposit refund.

After you move out, Reich Real Estate LLC will check your dwelling, and an itemized list of any deductions will be sent to you. The check-out list assesses the condition of your residence when you moved out. Be sure you have a move-in inventory on file in our office.

Deposit refunds/accounting of any deductions will be issued within 30 days of your move-out date. The refund/accounting will be sent to your forwarding address.

Move Out date must be the last day of the month.

**Reich Real Estate LLC does NOT
pro-rate the final month's rent.**