



Summary of Policies and Procedures

MAINTENANCE REQUESTS-All maintenance requests must be in writing, someone must also be present while technician is in home. You may submit your work order request in writing via:

Email - office.1strealty@yahoo.com

Fax - 817-887-0973

US Mail - PO Box 7554, Fort Worth, TX 76111

EMERGENCY MAINTENANCE- The following would be considered an emergency and would need immediate attention.

1. No working plumbing in home.
2. No running water.
3. Excessive leak, causing extreme damage to property. In this event, please turn off main water valve located in yard.
4. Inoperable locks where home cannot be secured.
5. Broken windows where home would be compromised.
6. Non-operational air-conditioning unit, if the outside temperature is over 80 degrees.

If you should experience any other type of emergency, please dial 911 for police, fire or medical attention.

SMOKE DETECTOR-It is the tenants' responsibility to test all smoke detectors regularly and to make sure they are maintained with working batteries at all times, as well as replacing batteries when they stop working properly. In the event any smoke detector fails for any reason other than expired batteries, please contact 1st Realty Resources for repair.

INSURANCE-Insurance maintained by the owner of the property does not cover any loss of residents' personal belongings. Residents are advised to obtain a renters insurance policy in order to protect personal property from loss by fire, theft, water damage etc.

ALARMS-If applicable, monitoring and permit fees are to be paid by resident. Such systems are not a guarantee of your personal safety or security, nor a guarantee against criminal activity. Owner assumes no duties of security, except to proceed with diligence to repair such systems after written notice from resident.

PEST CONTROL-Residents are responsible for interior and exterior treatments, except for wood destroying insects, after first 30 days of occupancy.

PLUMBING-The owner is responsible for only those stoppages caused by tree roots, issues with main lines or lines deteriorating from age. Foreign objects such as paper towels, diapers, sanitary napkins, tampons and other items of this nature are not to be placed in the toilets.

APPLIANCES-

HVAC-

- It is the tenants' responsibility to change air filters once a month. Any repairs resulting from the filter not being changed regularly-tenants will be held liable for cost.

Refrigerators/Washer & Dryer

- Resident is responsible for maintenance and upkeep of appliances, in the event one is provided by owner. Owner assumes no responsibility in the event of malfunction.

Disposal

- If disposal stops working, please try reset button located on bottom of disposal underneath sink. Any repairs resulting from resident negligence will be charged to tenants. **DO NOT USE DRANO TYPE PRODUCTS IN DISPOSAL.**
- Use only automatic dishwasher detergents. Automatic soap dispensers will not be repaired in event of malfunction.

Garage Door Openers

- If the property is already equipped with a garage door opener, 1st Realty Resources will provide one garage door remote upon move in. If the remote is not turned in upon move out it will result to a \$100 deduction being taken from deposit. Owner is not responsible for repairing or replacing transmitters. In the event an additional transmitter is needed, please contact Management Company for purchasing.

ATTICS-Resident is not to access attic for any reason without written authorization from owner or agent. Resident will assume all liability when entering attic space.

ELECTRICAL-if the plugs in baths, kitchen or outside do not work; locate the GFI breaker to check if breaker switch needs to be flipped back into the ON position. Service calls resulting from tripped GFI breakers will be responsibility of resident.

ANTENNAS, TV CABLE, OHONE LINES AND JACKS-such items are not guaranteed by owner and will not be replaced or repaired. Advance authorization is given to install a cable outlet within the property.

PETS-A pet deposit is required on all pets. Residents must submit a written request and receive written authorization from owner agent prior to obtaining a pet. Residents violating pet regulations may be asked to vacate or removal of pet.

YARDS-Maintenance of yard is the tenant's responsibility. Tenants are to comply with all city regulations and restrictions. Manicuring of the yard and maintenance of the sprinkler system is outlined in your lease.

INVENTORY AND CONDITION FORMS-Please return form within 10 days of move in. If form is not returned, all items will be deemed clean and in good working condition.

CARPET CLEANING-Carpets will be professionally cleaned at time of move out with cost deducted from the deposit.

MOVE OUT-Upon move out tenant is responsible for returning property to its original condition upon move in, by removing all personal items and trash from property, cleaning etc. If tenant fails to comply, the cost to do so will be deducted from deposit. Any damage beyond normal wear and tear will also be deducted. Tenant may request a move out walk thru with Management Company on move out date.

As evidenced by the signature(s) below, we have read and agree to abide by all policies and procedures written for the property located at:

Property Address: _____

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date

Resident Signature

Date