



DAVEY GOOSMANN REALTY & PROPERTY MANAGEMENT

OWNER'S MANUAL

2026 Edition

A practical guide to our management procedures, owner responsibilities, leasing practices, maintenance, accounting, and tenant transitions.

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Welcome

Thank you for choosing Davey Goosmann Realty & Property Management ("DGPM") to manage your investment property. This manual is designed to explain our general procedures and help create a clear, successful working relationship between owner and property manager.

Property management practices, forms, laws, technology, vendors, and company procedures change over time. DGPM may update this manual as needed.

IMPORTANT - MANAGEMENT AGREEMENT CONTROLS

This manual is a general operational guide. It is not a contract and is not legal, tax, insurance, or accounting advice. If this manual conflicts with the signed Residential Leasing and Property Management Agreement, the lease, applicable law, or a written instruction accepted by DGPM, the controlling agreement or law will govern.

Purpose of This Manual

- Explain how DGPM prepares, markets, leases, and manages residential rental property.
- Set expectations for owner communication, maintenance, accounting, and decision-making.
- Describe common tenant processes, including screening, move-in, rent collection, renewals, move-out, and security deposits.
- Identify services that may require owner approval or additional fees under the management agreement.

Company Contact Information

Office	600 Strada Circle, Ste 212, Mansfield, TX 76063
Phone	817-539-9434
Email	DGrentals@gmail.com
Website	www.DGpropertymanagement.com
Portal	Owner and tenant portal access is provided through DGPM's property-management software.

1. Getting Started

Initial Property Review

Before DGPM accepts a property for management or provides final leasing recommendations, a property manager may need interior access to evaluate condition, marketability, safety concerns, and expected rent.

Property Condition Review

Before marketing begins, DGPM may review the property for visible or readily testable conditions, including:

- Electrical fixtures and accessible circuits
- Lighting and installed bulbs
- Included appliances
- Heating and air-conditioning operation
- Plumbing fixtures and visible leaks
- Operable windows and exterior doors
- Visible structural or safety concerns
- General cleanliness and showing condition
- Items that should be repaired before tenant occupancy

This review is not a code inspection, engineering inspection, environmental inspection, or warranty of condition. Specialized inspections may be recommended when appropriate.

Owner Documents and Information

DGPM needs complete and accurate owner information before and during management. Owners should promptly provide or update, as applicable:

- Signed management agreement and requested intake documents
- W-9 and current tax information
- Banking information for electronic owner distributions
- Insurance information required by the management agreement
- HOA rules, contacts, access information, and leasing restrictions
- Keys, remotes, mailbox information, gate credentials, and electronic access credentials
- Known property defects, warranties, service plans, or special operating instructions
- Current mailing address, email address, phone number, and ownership/entity information

Repairs Before Marketing

If repairs or cleaning are needed, DGPM may provide recommendations, estimates, or vendor options. Owners may be permitted to use their own vendors when practical, but work must be completed to DGPM's reasonable rent-ready standard before a tenant takes possession.

2. Communication and Owner Responsibilities

Communication

Clear communication is essential. Email and the owner portal are the preferred methods for routine business because they create a written record. When contacting DGPM, owners should include the property address and a brief description of the issue.

Owner Responsibilities

- Maintain the property in a condition that is safe, habitable, marketable, and compliant with applicable law.
- Maintain required insurance and provide evidence of coverage as required by the management agreement.
- Provide accurate ownership, tax, banking, HOA, access, and property information.
- Keep sufficient funds available for approved repairs, owner obligations, and required reserves.
- Review owner statements and report questions or discrepancies promptly.
- Notify DGPM before any sale, refinance, ownership transfer, major insurance change, extended utility interruption, or other event that may affect management.
- Support fair housing requirements and DGPM's consistent application of written rental criteria and leasing procedures.
- Avoid direct instructions to tenants that conflict with the lease or DGPM's management responsibilities.

Fair Housing and Consistent Procedures

DGPM intends to administer leasing and management practices consistently and in accordance with applicable federal, state, and local fair housing requirements. Owners should not direct DGPM to apply unlawful or inconsistent criteria to applicants or tenants.

OWNER DECISIONS

DGPM may request owner decisions on rent, repairs, renewal terms, pets, settlement decisions, insurance claims, or other matters. Some decisions may have legal or fair-housing implications. DGPM may decline an instruction that conflicts with law, the lease, the management agreement, or company policy.

3. Scope of Property Management

Typical Management Services

Subject to the management agreement, DGPM's services may include:

- Preparing the property for market and recommending rental pricing
- Advertising and coordinating showings
- Processing applications under written rental criteria
- Preparing and administering leases and related forms
- Collecting rent and other tenant charges
- Coordinating routine maintenance and emergency response
- Communicating with owners and tenants
- Issuing lease notices and documenting lease violations
- Coordinating renewals and move-outs
- Accounting for owner funds and security deposits as required

Services Generally Outside the Basic Management Fee

Some services are outside ordinary monthly management and may involve additional fees, vendor charges, or separate professional services. Examples may include:

- Major renovation or construction oversight
- Insurance-claim administration beyond routine coordination
- Court filing costs, attorney services, process service, constable fees, and eviction-related vendor charges
- HOA hearing attendance or extensive HOA dispute work
- Sale or transaction coordination
- Extraordinary inspections, project management, or repeated site visits
- Tax, legal, engineering, environmental, accounting, or other professional advice

Any additional compensation due to DGPM is governed by the management agreement or another written agreement.

Compliance and Forms

DGPM uses current forms and procedures appropriate to the transaction and updates practices as laws and industry forms change. Owners should rely on the executed documents for transaction-specific rights, duties, notice periods, fees, and deadlines.

4. Owner Funds, Fees, and Accounting

Management and Leasing Fees

DGPM's standard leasing fee is 75% of one month's rent and the standard monthly management fee is 10% of rent collected, unless the signed management agreement states different compensation. The management agreement controls all fees.

Owner Distributions

DGPM generally processes owner distributions after collected funds have cleared and after known charges, reserves, refunds, chargebacks, or other obligations have been accounted for. DGPM's normal distribution schedule may be affected by weekends, holidays, bank processing, returned payments, tenant payment timing, repairs, disputes, or other account activity.

Monthly Statements

Owners receive account information through the owner portal and/or electronic statements. Statements may show income, management fees, repair charges, owner contributions, reserves, security-deposit activity when applicable, and owner distributions.

Reserves and Owner Contributions

DGPM may maintain an owner reserve or request owner contributions as authorized by the management agreement. Owners should fund requested amounts promptly so approved repairs, utilities, HOA obligations, or other property expenses are not delayed.

Year-End Tax Reporting

DGPM will provide tax reporting required of the property manager based on funds handled through DGPM. Owners are responsible for providing accurate taxpayer information and should consult their tax professional regarding reporting and deductions.

PAYMENT TIMING

Owner distributions are not guaranteed to occur on a particular calendar day when funds have not cleared or when the account must retain money for known or reasonably anticipated obligations.

5. Preparing and Marketing the Property

Rent-Ready Standard

DGPM markets homes that are reasonably ready for tenant occupancy. Before move-in, the property should generally meet the following standards:

- Major systems are functioning, including electrical, plumbing, HVAC, and gas systems where applicable.
- Included appliances are installed and functioning.
- The property is clean and free of owner or prior-tenant debris.
- Interior surfaces are in appropriate showing condition.
- Landscaping is reasonably maintained and accessible.
- Known safety concerns and required repairs have been addressed.
- Utilities needed for final preparation, showings, inspection, or vendor work are available.
- Required smoke alarms, locks, security devices, and other legally required items are addressed.

A property that is clean, functional, and ready at move-in helps reduce disputes and creates a reliable baseline for documenting tenant-caused damage later.

Marketing

DGPM may market available properties through the MLS, DGPM's website, syndication websites, yard signage where permitted, and other appropriate channels. Marketing methods may change as technology and market conditions change.

Showings

DGPM coordinates showing access through methods appropriate to the property and current company procedures. Owners should not independently promise possession, lease terms, concessions, or approval to a prospective tenant without coordinating with DGPM.

6. Applications, Screening, Pets, and Assistance Animals

Applications and Written Rental Criteria

Applicants are evaluated under DGPM's current written rental criteria and applicable law. Screening may include, as permitted and appropriate:

- Identity verification
- Credit-related information
- Income and employment verification
- Rental history
- Eviction-related records
- Background information permitted by law
- Occupancy and other lease-qualification requirements

DGPM applies screening criteria consistently. An owner's preference cannot override fair housing requirements or DGPM's obligation to use lawful, consistently applied criteria.

Pets

Owners may establish lawful pet preferences, subject to the management agreement, lease, HOA restrictions, insurance requirements, and DGPM policy. Pet deposits, pet fees, pet rent, animal restrictions, or other pet terms must be documented in the applicable lease documents.

Assistance Animals

Assistance animals are not treated as pets when a tenant or applicant is entitled to a reasonable accommodation under applicable fair housing law. Assistance animals may include service animals and other animals that provide disability-related assistance or support.

DGPM will process reasonable-accommodation requests under applicable law and company procedures. Pet fees, pet rent, or pet deposits are not charged for an approved assistance animal. Tenants remain responsible for actual damage caused by an animal to the extent permitted by law.

When a disability or disability-related need is not readily apparent, DGPM may request information that the law permits a housing provider to request. Owners should not independently question applicants or tenants about disability-related matters.

Smoking and Other Property Rules

Owners may establish lawful non-smoking, non-vaping, parking, lawn-care, pool-care, or other property rules when those rules are properly incorporated into the lease or addenda and are consistent with applicable law.

7. Lease Preparation and Tenant Move-In

Lease Documents

DGPM uses current lease documents and addenda appropriate to the property and transaction. All adult tenants required by the lease and company policy must execute the lease before possession.

Initial Rent and Security Deposit

Amounts due before possession are controlled by the lease. DGPM's common procedure is to collect the required security deposit and the first full month's rent before possession, with any approved prorated rent handled as stated in the lease.

Locks, Access, and Move-In Condition

DGPM coordinates required lock and security-device procedures and documents the move-in condition of the property using the methods required by the lease and company procedure.

Tenant Care Expectations

Tenants receive written instructions regarding property care and maintenance responsibilities. These may include HVAC filter replacement, drain and plumbing care, reporting leaks promptly, appliance use, lawn or pool obligations when applicable, pest-related responsibilities, and other property-specific requirements.

TENANT-CAUSED DAMAGE

Normal owner maintenance and tenant-caused damage are different. When a tenant's misuse, neglect, failure to follow written instructions, or other lease violation causes damage or unnecessary service expense, DGPM may charge the tenant when permitted by the lease and law.

8. Rent Collection, Violations, and Evictions

Rent Collection

Rent is due and becomes late as stated in the lease. Late fees and other charges are assessed only as authorized by the lease and applicable law.

Delinquent Rent

DGPM follows the lease and current Texas law when rent is unpaid. Notice requirements can depend on the tenant's payment history, the lease, and the facts of the case. Effective January 1, 2026, Texas law requires a Notice to Pay Rent or Vacate in certain nonpayment cases. DGPM will use the notice and delivery method appropriate to the circumstances.

Lease Violations

DGPM may issue written notices regarding unauthorized occupants, unauthorized animals, property condition, lawn or pool care, improper use, HOA violations, access issues, maintenance responsibilities, or other lease breaches. Minor issues may be handled through a written warning or demand for correction; serious or repeated violations may require formal action.

Evictions

When an eviction is authorized and necessary, DGPM coordinates the process as allowed by the management agreement and applicable law. Court filing fees, attorney fees when used, service fees, constable charges, set-out costs, locksmith charges, storage or removal costs, and other eviction-related expenses may be charged as provided by the management agreement, lease, court order, or law.

Eviction procedures are technical and time-sensitive. DGPM does not promise a particular outcome or completion date, and court or constable procedures are outside DGPM's control.

9. Maintenance and Emergencies

Preventive Maintenance

Preventive maintenance can reduce larger future expenses. DGPM encourages prompt attention to leaks, HVAC problems, drainage, exterior deterioration, appliance issues, safety devices, locks, and other conditions that can worsen if ignored.

Tenant Maintenance Education

DGPM uses the lease, rules, move-in documentation, and tenant-care instructions to establish reasonable expectations for property care. Written documentation is especially important when determining whether a repair is ordinary owner maintenance or arose from tenant misuse or neglect.

Repair Authorization

DGPM may order repairs within the authority granted by the management agreement. Repairs above an owner's approval threshold generally require owner authorization unless the management agreement or applicable law allows or requires DGPM to act without advance approval.

Emergency Response

Emergencies may include active water intrusion, fire, loss of essential services, serious electrical hazards, sewage backup, break-ins, or other conditions requiring immediate action. DGPM may take reasonable steps to protect people and property and will notify the owner as practical.

Vendors

DGPM may use independent vendors and contractors. Vendor pricing can change, and specialized work may require multiple bids, permits, licensed contractors, or professional evaluation. Owners remain responsible for property expenses except where the tenant, vendor, insurer, warranty provider, HOA, or another party is legally responsible.

10. Renewals, Notices, and Move-Out

Renewal Decisions

Before lease expiration, DGPM may contact the owner regarding renewal strategy, market rent, tenant performance, and property needs. Owners should respond promptly so required notices can be given on time.

Notice Periods and Month-to-Month Tenancy

The lease controls required notice periods, automatic renewal provisions, month-to-month conversion, and rent changes. This manual does not create a universal 15-day, 30-day, or 60-day rule.

Tenant Notice of Intent to Vacate

When a tenant provides notice, DGPM reviews the lease, confirms timing when appropriate, and provides move-out instructions. A tenant remains responsible for lease obligations until the tenancy is legally terminated or otherwise resolved.

Move-Out Documentation

After possession is surrendered, DGPM documents the property condition and identifies cleaning, repairs, missing items, damage, or other charges that may be relevant to the owner's account or security deposit.

Security Deposits

Security deposits are handled in accordance with the lease, management agreement, and Texas law. Texas law generally requires the landlord to refund the security deposit and provide any required written itemization within 30 days after the tenant surrenders the premises, subject to statutory requirements including the tenant's written forwarding address.

Deductions must be supportable under the lease and law. Ordinary wear and tear is not charged as tenant damage. DGPM may use move-in records, move-out records, photographs, invoices, estimates, lease provisions, and other documentation when accounting for the deposit.

11. Additional Services and Ending Management

Additional or Extraordinary Services

Services beyond routine management may be billed separately if authorized by the management agreement or another written agreement. Examples may include annual or special inspections, extensive project oversight, sale coordination, insurance-claim work, court attendance, extraordinary document preparation, or other non-routine services.

Sale of the Property

Owners must notify DGPM before listing or selling a managed property. A sale can affect tenant notices, security-deposit handling, access, showings, closing documents, vendor balances, management termination, and final accounting. Any sale-related DGPM compensation is controlled by the management agreement or a separate written agreement.

Termination of Management

Either party's right to terminate management, required notice, termination fees, continuing management fees, and post-termination services are governed by the signed management agreement.

Offboarding and Security Deposits

When management ends while a tenant remains in possession, DGPM will handle transfer of records, keys, funds, and security deposits in accordance with the management agreement and applicable law. Required tenant notices and final accounting will be handled as provided by the controlling documents.

Final Accounting

DGPM will complete final owner accounting after outstanding receipts, vendor invoices, tenant funds, security deposits, chargebacks, and other obligations that must be processed through DGPM are reasonably determined.

KEEP YOUR MANAGEMENT AGREEMENT

This manual explains general procedures. Your signed management agreement contains the transaction-specific authority, compensation, notice, termination, and liability provisions that apply to your property.

12. Legal and Policy Reference Notes

DGPM's forms and procedures may be revised as laws and industry forms change. The following authorities are among the sources that affect residential property management procedures in Texas:

- Texas Property Code, including Chapter 24 (forcible entry and detainer / eviction procedures) and Chapter 92 (residential tenancies).
- Federal Fair Housing Act and U.S. Department of Housing and Urban Development guidance regarding reasonable accommodations and assistance animals.
- Current Texas REALTORS® residential leasing and property-management forms used by DGPM when applicable.
- The executed Residential Leasing and Property Management Agreement, Residential Lease, addenda, HOA rules, and other property-specific documents.

Because laws and forms change, this manual should not be used to calculate a legal deadline or replace a current form. DGPM will use the controlling documents and current legal requirements for each transaction.

Key 2026 Procedure Updates Reflected in This Manual

- Texas eviction law changes effective January 1, 2026, including use of a Notice to Pay Rent or Vacate in certain nonpayment situations.
- Updated assistance-animal terminology and reasonable-accommodation procedures consistent with federal fair housing guidance.
- Security-deposit timing described by reference to tenant surrender and statutory requirements rather than lease expiration alone.
- Renewal and termination timing tied to the actual lease instead of a universal notice period.
- Termination and offboarding procedures tied to the current management agreement rather than an outdated fixed policy.

Thank You

We appreciate the opportunity to manage your investment property. Our goal is straightforward: protect the property, communicate clearly, document important decisions, apply consistent leasing procedures, and manage the tenancy professionally from move-in through move-out.

Davey Goosmann Realty & Property Management

Mansfield, Texas