



TENANT MANUAL

Davey Goosmann Realty & Property Management

A practical guide to caring for your rental home, requesting maintenance, paying rent, and preparing for move-out.

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Welcome to DG Property Management

Welcome to your new home. DG Property Management ("DGPM") manages the property on behalf of the property owner. This manual is designed to make your tenancy easier by explaining routine responsibilities, maintenance procedures, safety expectations, and move-out requirements.

IMPORTANT - YOUR LEASE CONTROLS

This manual is a practical guide and is intended to work with your signed lease and other addenda. If this manual conflicts with your lease or applicable law, the lease and applicable law control. Fees, deadlines, notice requirements, and specific obligations are governed by your signed documents.

The most important habits for a successful tenancy are simple:

- Pay rent and other amounts when due under your lease.
- Keep the property reasonably clean and use fixtures, appliances, plumbing, and systems properly.
- Change HVAC filters on schedule and take routine preventative steps described in this manual.
- Report leaks, water intrusion, electrical issues, non-working smoke alarms, and other needed repairs promptly.
- Do not make alterations, install equipment, or authorize repairs without written approval.
- If damage or a service call is caused by misuse, negligence, failure to perform a tenant responsibility, or an unauthorized act, the tenant may be financially responsible as allowed by the lease and applicable law.

Quick Reference

Office Hours	Monday-Friday, 9:00 AM-5:00 PM
Phone	(817) 539-9434
Email	deedaveyrentals@gmail.com
Website / Resident Portal	www.daveygoosmannPM.com
Emergency	Call 911 for immediate danger; then notify DGPM as soon as practical.



Communication & Maintenance Requests

Good communication prevents small issues from becoming expensive problems. Keep DGPM informed of changes to your phone number, email address, or other contact information.

Routine Maintenance

Submit non-emergency maintenance requests in writing through the resident portal/Buildium whenever possible. Include the property address, a clear description of the problem, when it began, photos if useful, and any basic troubleshooting already attempted.

REPORT PROBLEMS PROMPTLY

A tenant can be responsible for additional damage caused by failing to report a known problem promptly. Examples include continuing to use a leaking fixture, ignoring active water intrusion, or failing to report a malfunctioning sprinkler system that is causing damage.

Emergencies

For immediate threats to life or safety - including fire, suspected gas leak, or dangerous electrical conditions - call 911 or the appropriate utility emergency line first. Then notify DGPM as soon as practical. For active flooding or uncontrolled water, shut off the nearest fixture valve or main water supply if you can do so safely and contact DGPM immediately.

Not Every Urgent Problem Is a 911 Emergency

Loss of air conditioning, heating problems, appliance failures, and similar issues can be important and may receive priority service, but the proper response depends on the circumstances. Submit the request promptly and provide complete information so DGPM can coordinate service.



Moving In

Before Keys Are Released

- Required move-in funds must be paid.
- Utilities required by the lease must be placed in the tenant's name.
- Required insurance documentation must be provided if your lease requires renter's insurance.
- Any other lease-required move-in conditions must be completed.

Move-In Condition Documentation

Use the move-in condition form provided with your lease to document existing damage or defects. Return it within the deadline stated in your lease or move-in documents. Be specific and include photographs when appropriate. This documentation helps distinguish pre-existing conditions from damage that occurs during the tenancy.

Learn Your Home

Soon after move-in, locate the items below. If you cannot find them, contact DGPM.

- Main electrical breaker panel
- Main water shutoff and fixture shutoff valves
- Gas shutoff (if applicable)
- GFCI outlets and reset buttons
- HVAC filter location and filter size
- Sprinkler/irrigation controller (if applicable)
- Smoke alarms and carbon monoxide alarms, if present
- Garage door controls, gate remotes, keys, and other access devices



Rent, Payments & Account Charges

Rent is due as stated in your lease. Late fees, returned-payment charges, and other account charges are assessed only as provided in the lease, other signed agreements, and applicable law. Because lease terms can differ, this manual does not replace the payment terms in your signed lease.

Online Payments

The resident portal is the preferred method for convenient payments when available. Keep your bank and contact information current and verify that scheduled payments are successfully processed.

If Rent Is Not Paid

DGPM may send notices, assess authorized charges, and pursue remedies available under the lease and Texas law. Exact timing, notice requirements, court costs, attorney fees, and other charges can change and are therefore not stated as fixed amounts in this manual.

DO NOT WITHHOLD OR DEDUCT ON YOUR OWN

Do not deduct repair costs or other amounts from rent unless DGPM has authorized the deduction in writing and the deduction is permitted by your lease and applicable law. Unauthorized deductions can leave your account unpaid.



Care of the Property & Financial Responsibility

The property owner is responsible for owner obligations under the lease and applicable law. Tenants are responsible for the routine care, cleanliness, proper use, and tenant obligations described in the lease and this manual.

WHEN A REPAIR BECOMES A TENANT CHARGE

If a repair, service call, cleaning, replacement, or resulting damage is caused by tenant misuse, negligence, abuse, an unauthorized alteration, failure to perform a tenant responsibility, or the acts of occupants, guests, invitees, or animals, the tenant may be charged the reasonable cost as allowed by the lease and applicable law.

Common Tenant Responsibilities

- Replace HVAC filters at least every 30 days unless your lease or equipment instructions require a different schedule.
- Replace ordinary light bulbs and accessible batteries, including smoke-alarm batteries, when appropriate. Report any alarm that still does not work after a fresh battery is installed.
- Keep the property sanitary and free of excessive grease, food debris, trash, and pet waste.
- Use plumbing fixtures, garbage disposals, appliances, fireplaces, irrigation systems, and other equipment properly.
- Perform basic insect and rodent control after the initial move-in period if assigned to the tenant by the lease.
- Maintain the yard and landscaping when those duties are assigned to the tenant by the lease.
- Report needed repairs, leaks, broken sprinkler heads, drainage problems, or unsafe conditions promptly.
- Pay for items broken or damaged beyond ordinary wear when caused by tenant, occupant, guest, invitee, or animal misuse or negligence.



HVAC Filters, Heating & Cooling

Air Filters

Use the correct filter size and replace the filter at least every 30 days unless otherwise directed. A heavily clogged filter can restrict airflow, increase utility use, freeze coils, contribute to water damage, and damage HVAC equipment.

FINANCIAL RESPONSIBILITY

If failure to replace the HVAC filter or other tenant misuse causes a service call, equipment damage, or resulting property damage, the tenant may be responsible for those costs under the lease.

Reasonable Operation

- Keep supply vents and return-air grilles reasonably clear.
- Keep exterior doors and windows closed while heating or air conditioning is operating.
- Do not turn heat completely off during freezing weather or when pipes could freeze.
- Report unusual noises, leaking water, frozen lines, burning smells, or repeated breaker trips promptly.
- Do not attempt to open, dismantle, recharge, rewire, or repair HVAC equipment.



Plumbing, Drains & Toilets

Improper items in drains are one of the most preventable causes of tenant-paid repair bills.

Toilets

Only human waste and normal toilet paper should be flushed. Do not flush wipes - even products labeled "flushable" - paper towels, feminine products, diapers, condoms, cotton swabs, dental floss, pet waste/litter, food, grease, toys, or other foreign objects.

Kitchen & Other Drains

Do not pour grease, cooking oil, fats, paint, chemicals, coffee grounds, food scraps, or other clogging materials into sinks, tubs, showers, or floor drains. Wipe grease from cookware into the trash before washing.

BLOCKAGES CAUSED BY TENANT USE

If a plumber determines that a blockage or damage was caused by grease, foreign objects, improper materials, misuse, or another tenant-caused condition, the tenant may be charged for the service call and resulting repairs as allowed by the lease.

Leaks & Water Damage

- Report active leaks immediately.
- If safe, shut off the fixture or main water valve to limit damage.
- Do not continue using a leaking toilet, sink, appliance, or other fixture if doing so will worsen damage.
- Report water stains, wet flooring, ceiling discoloration, or signs of moisture even if the source is not obvious.



Garbage Disposals & Kitchen Care

Garbage disposals are designed for limited food residue, not bulk food waste. Never place grease, bones, shells, fruit pits, fibrous peels, corn husks, celery, onion skins, large quantities of rice or pasta, coffee grounds, glass, metal, utensils, bottle caps, rubber bands, string, sponges, cloth, or other non-food items into the disposal.

- Run cold water before and during disposal use.
- Feed small amounts gradually instead of forcing a large quantity into the unit.
- Never place hands or tools into the disposal.
- If the unit hums, jams, leaks, or repeatedly trips a breaker, stop using it and submit a maintenance request.

TENANT-CAUSED DISPOSAL DAMAGE

If a vendor finds that a jam, blockage, or damage was caused by prohibited material or misuse, the tenant may be charged for diagnosis, clearing, repair, or replacement as allowed by the lease.



Service Calls, Vendor Access & Repairs

DGPM generally coordinates vendors for repairs. Tenants should not hire contractors, make permanent repairs, or alter building systems without written authorization.

Appointments and Access

- Provide reasonable access as required by the lease and applicable law.
- Keep scheduled appointments or give the vendor/DGPM as much notice as possible if you must reschedule.
- Secure animals so the vendor can safely enter and work.
- Clear personal property away from the repair area when practical.
- Do not prevent a vendor from taking reasonable diagnostic steps needed to identify the problem.

If a vendor makes a trip because of a tenant-scheduled appointment and cannot gain access, or if a tenant-created condition causes an unnecessary service call, the tenant may be charged the vendor's actual trip or service charge when authorized by the lease or applicable law.

Tenant Repairs

Do not perform or arrange repairs with the expectation of reimbursement unless DGPM has approved the work and reimbursement in writing in advance. Keep receipts and follow the written instructions provided by DGPM.



Cleaning, Pests, Landscaping & Exterior Care

Preventative Cleaning

- Clean grease and food residue from counters, stovetops, vent hoods, microwaves, and nearby surfaces.
- Vent bathrooms during and after bathing to reduce excess moisture.
- Clean tubs, showers, grout, toilets, and sinks regularly to prevent buildup.
- Vacuum and clean flooring using products appropriate for the flooring material.
- Clean pet food areas and remove pet waste promptly.
- Do not allow trash, debris, or stored items to create unsanitary conditions or attract pests.

Pests

Promptly report infestations that may require professional treatment. Tenant responsibility for pest treatment depends on the lease, the timing and cause of the problem, and applicable law. Conditions caused by tenant housekeeping, food storage, animals, or other tenant-related factors may be chargeable to the tenant.

Yard & Irrigation

When landscaping duties are assigned to the tenant, keep grass, beds, leaves, and debris reasonably maintained. Report broken sprinkler heads, irrigation leaks, standing water, or malfunctioning controllers promptly. Do not make significant landscaping changes without written approval.



Safety & Property Protection

- Never disable or remove smoke alarms. Replace accessible batteries as needed and report a non-working alarm immediately.
- Do not overload outlets or extension cords. Report sparking, burning odors, exposed wiring, or repeated breaker trips.
- Never leave cooking, candles, fireplaces, grills, or other heat-producing devices unattended.
- Do not dispose of hot fireplace ashes or coals until fully cold; keep combustible materials away from fireplaces and grills.
- Know how to shut off water if a fixture or supply line begins leaking.
- Use appliances only for their intended purpose and follow manufacturer instructions.
- Protect the property during freezing weather as required by the lease and weather conditions.
- Report storm damage, broken windows, roof leaks, fence damage, or other conditions that may allow additional damage.

Renter's Insurance

Maintain renter's insurance when required by your lease. The owner's property insurance generally does not protect a tenant's personal belongings or personal liability. Follow the insurance requirements in your lease and provide proof when requested.



Occupants, Animals & Alterations

Occupants / Roommates

Do not allow an unapproved person to become an occupant. Contact DGPM before adding or removing a roommate or making any change to the approved occupants. Required applications, screening, approvals, and signed amendments must be completed before the change takes effect.

Animals

Do not add an animal to the property without contacting DGPM first and completing any documentation required by the lease and applicable law. Requirements for pets and assistance animals are not necessarily the same; DGPM will provide the appropriate process for the request.

Alterations & Installations

Do not paint, mount equipment, install satellite dishes, add locks, change fixtures, alter landscaping, run new wiring, install EV charging equipment, modify irrigation, or make other alterations without prior written approval. Approval may require specific installation standards and restoration at move-out.



When You Travel or Leave the Home Vacant

- Keep rent and other required payments current while you are away.
- Do not turn off heating during freezing conditions or otherwise leave the property unprotected from weather damage.
- Arrange for reasonable care of animals, plants, lawn, and exterior areas as required by your lease.
- Secure doors and windows and remove garage remotes from vehicles left outside.
- Consider shutting off washing-machine supply valves when appropriate.
- If you will be gone for an extended period, notify DGPM when required by the lease and provide a reliable emergency contact.
- Promptly respond if DGPM contacts you about a maintenance or safety issue.



Giving Notice & Moving Out

Follow the notice period, delivery method, and other move-out requirements stated in your lease. Use the DGPM Notice to Vacate form when required. Do not rely on this manual for a specific notice deadline because lease terms can differ.

Before Move-Out

- Pay all amounts due through the date required by the lease.
- Remove all occupants, animals, personal property, trash, and debris.
- Complete required cleaning and any tenant-responsible yard work.
- Return all keys, garage remotes, gate devices, mailbox keys, and other access devices as instructed.
- Provide a forwarding address.
- Follow any showing/access provisions that apply during the notice period.
- Do not make unapproved repairs or paint touch-ups that could create additional damage.

Early Termination

If you leave before the end of the lease term, your obligations are governed by the lease and applicable law. Contact DGPM before making plans so you understand the required notice, charges, continuing rent obligations, reletting provisions, and other terms that may apply.



Move-Out Cleaning Guide

All Rooms

- Remove personal property, trash, hangers, and removable shelf liners.
- Dust and clean baseboards, doors, frames, switches, vents, fans, fixtures, blinds, and accessible surfaces.
- Clean floors thoroughly and complete required carpet cleaning if your lease requires professional cleaning.
- Remove cobwebs, pet hair, odors, stains, and excessive dirt.
- Clean fireplaces and hearths if applicable.

Kitchen

- Clean oven, cooktop, range hood, microwave, refrigerator, dishwasher, sink, countertops, cabinets, drawers, and floors.
- Remove grease and food residue from surfaces and appliances.
- Clean behind and beneath movable appliances where reasonably accessible.
- Remove all food and personal items.

Bathrooms

- Clean toilets, tubs, showers, sinks, mirrors, cabinets, fixtures, tile, grout, and floors.
- Remove soap scum, mildew, residue, hair, and personal items.
- Clean exhaust grilles and light fixtures where safely accessible.

Exterior / Garage / Yard

- Sweep garages, patios, porches, sheds, and other tenant-use areas.
- Remove trash, debris, and personal property.
- Complete lawn and yard responsibilities assigned by the lease.
- Do not leave items for bulk pickup unless pickup is confirmed for the proper date.



Security Deposit & Final Accounting

Security-deposit handling, deductions, deadlines, and required notices are governed by your lease and Texas law. DGPM will compare move-out condition with the move-in documentation and may account for unpaid amounts, cleaning, damage beyond ordinary wear, removal of abandoned property, and other lawful charges.

ORDINARY WEAR VS. DAMAGE

Normal aging from ordinary residential use is different from damage caused by misuse, neglect, abuse, unauthorized changes, excessive dirt, stains, broken items, pet or animal damage, or failure to perform tenant responsibilities. Whether a particular item is chargeable depends on the facts, lease terms, and applicable law.

Helpful Move-Out Practices

- Return possession as instructed and return all access devices.
- Provide a forwarding address promptly.
- Keep copies of your move-in condition form, move-out notices, receipts, and relevant photos.
- If you have questions about a final accounting, contact DGPM in writing so the specific item can be reviewed.



Tenant Responsibility Summary

This summary intentionally repeats several important points from the manual and other tenant documents. The goal is to make the most common preventable problems unmistakably clear.

Area	Key Requirement
HVAC filters	Replace on schedule; tenant-caused HVAC damage may be charged.
Grease / drains	Never pour grease or improper items into plumbing; tenant-caused clogs may be charged.
Toilets	Flush only human waste and normal toilet paper.
Garbage disposal	Use only as intended; jams caused by prohibited items may be charged.
Leaks / water	Report immediately and take safe steps to limit further damage.
Smoke alarms	Replace accessible batteries as needed; report non-working alarms immediately.
Vendor appointments	Provide access and keep appointments; tenant-caused trip charges may be billed when authorized.
Unauthorized work	Do not repair, alter, paint, install, or modify without written approval.
Cleanliness / pests	Keep the home sanitary; tenant-caused pest or cleaning issues may be charged.
Guests / occupants / animals	Follow lease approval and documentation requirements.
Damage	Tenant, occupant, guest, invitee, or animal-caused damage may be charged as allowed by the lease.
Move-out	Follow lease notice terms, clean thoroughly, remove all property, and return all access devices.



Tenant Acknowledgment

I/We acknowledge receipt of the DG Property Management Tenant Manual. I/We understand that this manual is intended to supplement the lease and other signed documents, not replace them. I/We agree to follow the applicable policies and procedures described in the manual and understand that tenant-caused damage, misuse, negligence, unauthorized actions, failure to perform tenant responsibilities, or failure to report problems promptly may result in charges as allowed by the lease and applicable law.

Property Address: _____

Tenant Name (print): _____

Tenant Signature / Date: _____

Co-Tenant Name (print): _____

Co-Tenant Signature / Date: _____

Co-Tenant Name (print): _____

Co-Tenant Signature / Date: _____

DGPM Representative / Date: _____

KEEP THIS MANUAL

Please keep a copy with your lease documents so you can refer to maintenance procedures, tenant responsibilities, and move-out guidance throughout your tenancy.