



# PROPERTY MANAGEMENT TENANT MANUAL

1724 E Broad St, Ste 128, Mansfield TX 76063

[www.daveygoosmannPM.com](http://www.daveygoosmannPM.com)

# DG Property Management Welcomes You

DG Property Management welcomes you as a new resident. DGPM is an abbreviation used in lieu of the full company name and is used throughout this Handbook.

To achieve a successful tenant/landlord relationship, we prepared the DGPM Tenant Handbook to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

The owner of the property you have rented has retained DGPM as their Property Management Company and representative to manage the property. Therefore, you need to contact DGPM when you need assistance. See instructions for how to contact the DGPM office on page 5.

If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. DGPM is here to help you.

# TENANT COMMUNICATION

General office information is provided below. Communication is important in any area of life. Be sure to let DGPM know what you need. Use the telephone, email, the DGPM website or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember DGPM is here to help you.

## **TELEPHONE CALLS DURING OFFICE HOURS**

During Office hours, 9am to 5pm Monday-Friday staff is usually available to answer your call. Please state the reason for your call so that we can direct your call to the right person. If you get our voice mail system, leave a detailed message with your name, phone number, and the property address. A staff member will return your call.

## **AFTER HOURS CALLS**

The voice mail system will take all messages after hours (please refer to office hours on page 5). Messages will be returned the following business day.

## **EMERGENCY CALLS (FIRE, FLOOD OR POLICE ACTION)**

During normal office hours, immediately state if you have an emergency (fire, flood, or police action). If you reach the voice mail system during normal office hours or after the office is closed, leave a detailed message with your name, phone number, address of the property and the emergency and a member of our staff will return your call as soon as possible.

## **MAINTENANCE REQUESTS**

Please remember that all maintenance requests must be in writing unless it is an emergency (fire, flood, or police action). This is in your lease. The easiest way to log a maintenance request is to use the online maintenance request form through the Buildium website. To log in go to [www.daveygoosmannPM.com](http://www.daveygoosmannPM.com) Enter your email address and password. If you need your password reset, please see page for instructions. Once in Buildium, click on the "Messages" tab and click the green "Contact Us" button. Title the message as "Service Request" followed by your address. In the body of the email please specify the issue and any steps you have already taken to remedy the issue (if any). A list of repairs that should be completed by the tenant are on page 11.

## **CHANGE OF INFORMATION**

It is important that you notify DGPM of any changes in your telephone, fax, cell phone numbers or email address. Contact your DGPM Manager via email or Buildium.

## **EMAIL**

Email is a great way to communicate. Please contact us at [deedaveyrentals@gmail.com](mailto:deedaveyrentals@gmail.com)

Please note that although communication by email is encouraged, DGPM does not accept notices to vacate by email. DGPM requires the Notice to Vacate in writing with original signatures of all parties to the lease and a forwarding address.

## **WEBSITE**

The DGPM Buildium website contains important information for tenants. You may download a copy of this Tenant Handbook as well as other forms that will be helpful to you. You may also send emails to DGPM directly from the Buildium website on the Messages tab.

# GENERAL OFFICE INFORMATION

## DG Property Management Services

### ADDRESS INFORMATION

1724 E Broad St, Ste 128

Mansfield, TX 76063

### COMMUNICATION

Phone: (817)539-9434

FAX: (817)539-9346

Email: Dee Davey [Rentals@gmail.com](mailto:Rentals@gmail.com)

Website: [www.DaveygoosmannPM.com](http://www.DaveygoosmannPM.com)

### OFFICE HOURS

Monday-Friday

9:00AM-5:00PM

### EMERGENCIES

Call: (817)539-9434

# MOVING IN

## MOVE-IN CHECKLIST

We have a helpful checklist to use when you are moving. Remember: all security deposits, pet fees, and rents must be paid in full and utilities transferred into your name before you are given a key.

## MOVE –IN INSPECTION

A move-in inspection form is included with your Lease. A copy of the move-in inspection form is also available for download on the DGPM Website. The purpose of the move-in inspection form is for you to document any damage to the property for which you do not wish to be held financially responsible at move-out. According to your Lease, you have 5 days from the date of move-in to return this form to DGPM. If you do not return the filled-out and signed form to DGPM within 5 days, then the existing form in the Lease (i.e., the blank one, showing no damages) shall become binding.

## UTILITIES

It is your responsibility to have utilities turned on in your name prior to receiving keys to the property. DGPM cancels the utilities on the first day of your Lease. To avoid discontinuation of service, contact the utility companies prior to move-in. Refer to your Lease to see which utilities you are responsible for and which are paid by the Landlord. A list of area utility providers is included below. There is also a link on the DGPM website that will help you identify service providers for the home you are leasing.

### ELECTRIC

RELIANT ENERGY- Tiffany	(469)964-8948
TXU	855-549-9361
Power 2 Switch	Power2switch.com

### GAS

Atmos Energy	Atmosenergy.com
Ambit Energy	Ambitenergy.com

### CABLE

Direct TV	800-490-4388
Dish Network	(682)325-3314

Time Warner Cable	800-892-4357
Charter Communications	888-438-2427

WATER & SEWER COMPANIES

Mansfield Water	(817)276-4214
Arlington Water	(817)459-6777

TELEPHONE COMPANIES

Vonage	855-292-7017
AT&T	800-288-2020
Verizon	888-781-5510

# PROTECT YOUR RENTAL AND CREDIT HISTORY

Some day you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental references and a good credit report. Avoid late rent payments, care for the property, and move out properly. This will give DGPM the opportunity to provide a good reference for you when you vacate the property.

## RENT IS DUE ON THE FIRST, LATE AFTER THE THIRD

Rent is due on the first day of each month. **Rent is late if received after the third.** If we receive your rent after the third day of the month, you must include late fees. The late fees are as follows, \$50 plus \$10 a day retro dating back to the first of the month. For example, if you bring your rent in on the fifth of the month, you will owe \$100 as it is \$50+\$10(day 1) +\$10(day 2) +\$10(day 3) +\$10(day 4) +\$10 (day5) =\$100. Please note that it does not matter what date the check was mailed; rent is considered paid when we receive it, not when you mail it. We suggest mailing your check several business days in advance to ensure that we receive it on time.

## PAYMENT BY U.S. POSTAL MAIL

If you pay rent by U.S. Postal Mail, you must use our address listed below. Make your rent check payable to DG Property Management. Write the address of your property clearly on the memo line of the check or money order.

DG Property Management

1724 E Broad St, Ste 128

Mansfield, TX 76063

## PAYMENT BY WEB

You may pay your rent via Buildium by going to [www.daveygoosmannPM.com](http://www.daveygoosmannPM.com). This service is available 24 hours a day, 7 days a week for your convenience. Log in by entering your email and password. Click on the "Payments" tab and the "Make a Payment". On the "Make a Payment" Screen, you will be asked for your checking or savings account information and the frequency of payment. You are able to make a onetime payment, or set your account to auto-draft your rent each month. If you need assistance with the payment system, please call (817)539-9434. Please note that if insufficient funds are in the account to cover the rent, you will be assessed a \$35 returned payment fee, lose access to online pay and will be required to pay for late fees.



## **WHAT WILL HAPPEN IF YOU DO NOT PAY RENT?**

At DGPM, we take our responsibilities seriously and expect our tenants to do the same. DGPM's job is to ensure that our tenants get what they pay for, namely a well-maintained property. The tenant's job is to live in the property peacefully, care for it properly, and pay the rent when it is due.

When rent is not paid, here are the steps DGPM will take:

1. On the sixth day of the month DGPM sends a letter to all tenants whose rent has not been received. This letter notifies the tenant that rent has not been received and that a \$50 late fee plus \$10 per day is due with the rent for that month.
2. On the tenth day of the month, DGPM sends a Notice to Vacate letter to all tenants whose rent has not been received. The letter requests the tenant to either pay the money owed or move out. The letter also states that DGPM will file for eviction at the county courthouse if rent is not received, at the tenant's expense. Court filing costs for one tenant in Tarrant County as of July 19, 2015, is \$116 and \$191 for two tenants. In Dallas County, as of July 19, 2015, it is \$216 for two tenants. There is an additional fee of \$250 per hour for time spent by DGPM for filing this notice. This is technically called a "demand letter" and is the first step in the eviction process.
3. If the rent has not been received by the tenth of the month, DGPM will file for eviction at the county courthouse. At this point in accordance with the terms of the Lease, a court filing fee is added to the rent, which covers our expense for filing eviction at the courthouse. A few days after we file, the county Sheriff will visit the property and serve the dispossessory warrant. If the tenant is not at home, the Sheriff will serve the warrant by "tack and mail" (the warrant will be attached to the door of the property and a copy will be placed in first class mail.)
4. After the a dispossessory has been filed, the tenant may bring their account current by paying the past due rent, late fees, \$75 eviction fee and court filing fees and DGPM will simply have the dispossessory dismissed. However, if DGPM does not receive these funds prior to the court date, the eviction process will proceed.

DGPM takes no pleasure in evicting any tenant. It is a fundamental truth, however, that you really do have to "pay to stay".

Please note that once an eviction warrant has been filed, DGPM cannot stop the county Sheriff from serving it. For example, if DGPM files a dispossessory warrant on the tenth day of the month and we receive your rent, late fees and court costs on the eleventh day of the month, we will cancel the dispossessory warrant, but the Sheriff will still serve it. If you have brought your account current you may disregard the Sheriff's warrant, but DGPM cannot prevent the Sheriff from serving it.

## **MAINTENANCE REIMBURSEMENT**

Generally, DGPM assigns a vendor to perform work you request in your residence. However, if you have contacted DGPM and requested to perform the maintenance yourself and DGPM has agreed in writing to reimburse you:

- Pay the bill and send the receipt to DGPM. DGPM will reimburse the amount due to you.
- Do NOT deduct the amount from your rent unless instructed to do so by your manager.

**DGPM will not reimburse any tenant repairs that are not authorized in advance in writing.**

# CARE OF THE PROPERTY

## GETTING TO KNOW YOUR RESIDENCE

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in case the power goes out
- Gas shut off valve-turn off during emergencies for safety
- GFCI outlets-so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- Water shutoff valve in case of major flooding
- Method of cleaning for the oven so you use the correct products
- Time bake knobs on the oven-in the even the oven will not work, these may be on
- Sprinkler System control panel
- Air Conditioning filter
- Cluster mailboxes and information for re-keying your box

If you are uncertain about any of the above items, contact the DGPM office for help.

## MAINTENANCE

When you rented the property, your Lease contained detailed maintenance instructions. Please review them before requesting a maintenance request. DGPM has more tips in this handbook.

## TENANT ALTERATIONS

It is the DGPM policy that tenants do not make repairs or alterations. You agreed to this in the DGPM Lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing **BEFORE** making any changes.
- Do not proceed with any work until you are notified by DGPM.
- DGPM will consult the owners to see if the request is acceptable to them.
- If the request is acceptable to the owner, tenants must do one of the following prior to vacating the property:
  - Leave the alterations if this is part of the owner's condition to accept the alteration/repair.

- Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.
- Sign a DGPM agreement regarding the alteration/repair.

## **TENANT MAINTENANCE RESPONSIBILITIES**

The property owner has a duty to maintain your residence in compliance with the Uniform Housing Code. DGPM has provided you with an easy-to-use maintenance request feature on the Buildium website. We want you to report maintenance items.

However, there are some items that are the tenant's responsibility and we have listed them here. Please refer to maintenance discussions on your Lease for more details on the list below.

- Replacing smoke detector batteries
- Replacing light bulbs with the correct style, watt and size
- Reporting non-functioning smoke detectors immediately if fresh batteries do not solve the problem.
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of the carpets while residing in the property
- Basic insect control after 30 days
- Basic rodent control, such as mice after 30 days
- Landscape cleanup if service is not provided (this does not include trimming trees)
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of the home owner's association
- Broken sprinkler heads
- Broken toilet seats
- Broken shower heads
- Any item in the home that is broken due to tenant negligence or misuse
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not own a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals from the fireplace until they have cooled outside for at least 1 week.
- Check to see if the damper is open before operating the fireplace
- Dispose of toxic waste or hazardous materials properly and in accordance with local, county and state laws.
- Replacing Air Conditioning filters every thirty (30) days. Non-replacement may cause damage to the unit that will be the financial responsibility of the tenant to repair/replace.

## PLUMBING PROBLEMS

The only items safe to put down the toilet drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, condoms, paint, toys and litter from pet waste. While Landlord is responsible to repair the plumbing systems when they wear out or break in the course of normal use, **Tenant is responsible for repairs caused by Tenant's negligence.** If tenant puts any item down the toilet drain other than human waste and toilet paper and it causes blockage the resulting plumbing bill shall be paid by the Tenant as additional fees due with rent upon notice by Landlord.

## GARBAGE DISPOSALS

Please be careful with your garbage disposal, if you have one. You will be charged the vendor fee for unblocking/repairing/replacing a garbage disposal if any of the following are found to have caused the issue: Bones, banana peels, melon rinds, corn husks, pasta, cornmeal, stringy vegetables, twist-ties, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, carrot peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. If you can't chew it, don't put it in the garbage disposal.

## PROCEDURE FOR REQUESTING MAINTENANCE

BEFORE contacting DGPM

1. Determine if there is a true emergency (fire, flood or police action) or a non-emergency.
2. Check to see if you can determine the cause of the problem unless you have an emergency.

WHAT IS AN EMERGENCY?

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood and/or uncontrollable water, live electrical wires, gas leak, etc.

- Emergencies causing immediate danger such as a fire, call 911 and then your property manager
- Emergencies involving natural gas, call your gas service provider and if necessary 911 and then your property manager
- Emergencies involving IMMEDIATE electrical danger (exposed live wires) call your chosen power provider and if necessary 911 then your property manager
- An emergency is NOT a malfunctioning furnace, but DGPM recognizes this is an important issue and will make it a priority with vendors to have the heat working as soon as possible
- An emergency is NOT a non-working air conditioner, sprinkler system, dishwasher, etc.
- For emergencies such as overflowing plumbing, flooding, major storm damage, etc. call the DGPM office number, (817)539-9434. If you get the voicemail service, please leave your name, phone number, address and the nature of the emergency and we will call you as soon as possible.

## NON-EMERGENCY REPAIRS

- All maintenance requests must be made in writing. The easiest way to do this is via the Maintenance Request feature available on the Buildium website [www.daveygoosmannPM.com](http://www.daveygoosmannPM.com). You may also submit maintenance requests by mail or FAX.
- When submitting a request to DGPM, we ask that you specify if you want the vendor to contact you to set up an appointment, or if you want DGPM to provide a key for the vendor to enter your unit.
- Remember, this is a NON-EMERGENCY request and in most cases, the vendor will not be able to visit the property immediately
- If you choose to meet the vendor, it is your responsibility to accommodate the vendor's schedule. **If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee of \$100.** Therefore, be certain to call the vendor with whom you made the appointment with as much notice as possible if you are unable to keep an appointment. At least 1 hour must be given or trip charges apply. If a vendor is denied access for any reason, or the tenant refuses to allow the vendor to take necessary steps to diagnose issues, the tenant will be charged the tip fee.
- If you do not hear from a vendor or repair person within 5-7 business days, call the DGPM office and inform us the vendor has not contacted you.
- A DGPM staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.

## PREVENTATIVE CLEANING TIPS

Cleaning is easier when you use a preventative approach.

- Always put away food and wipe up food debris
- Clean pet bowls regularly to avoid attracting ants and other insects
- Do not allow grease to build up in kitchens; use a sponge or cloth and soapy water regularly on counter tops, stovetops, microwaves, and range. (Clorox or Lysol wipes are also acceptable cleaning tools)
- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings and mildew. (Toilet tablets are also recommended to aid in cleaning)
- Mop tile, wood and linoleum to avoid "dust bunnies" and the buildup of grime. Make sure to use the proper cleaning supplies and techniques for hardwood and wood laminate so as to not cause damage.
- Do not use wax on linoleum or tile
- Vacuum all flooring regularly, particularly carpets. This will save on carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

## ENERGY SAVING TIPS

Saving water is important for the environment and can mean a lower utility bill for your residence as well. The following steps will help you to conserve water:

- Always report water leaks to DGPM as soon as possible
  - Report water dripping under sinks
  - Running toilets are big water wasters (try lifting the float in the tank, if this doesn't resolve the issue, contact DGPM)
  - Report malfunctioning sprinkler systems and replace any broken sprinkler heads
  - Report standing water
  - Report any malfunctioning water appliances such as the dishwasher that comes with the property.
- Run the dishwasher only when it is fully loaded
- Take shorter showers and/or install water saving showerhead
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up too high.
- Counsel all children on how to prevent wasting water

To lower air conditioning bills:

- During warm or hot months, close the windows and doors to your home early in the day to keep cool air in, particularly when the air conditioner is running
- Energy providers recommend setting the thermostat to 78 degrees Fahrenheit or higher
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically
- Replace the air filter every thirty (30) days with the correct size filter. A clean filter helps the air conditioner to run more effectively
- Leave doors and vents open and air returns free of debris to allow proper air circulation
- When leaving your residence, turn the thermostat up a couple of degrees. A closed house without activity normally stays cooler. This is particularly important when you are on vacation.
- There is no reason to keep the residence in a frigid state while you are gone, but do not turn the air off on very hot days – it will only take longer and more energy to cool the home down.
- Unplug electronics during the day, computers, TV's and game systems generate a lot of heat and can cause your air conditioner to work more than necessary.
- Use ceiling fans and free standing fans to help circulate the air and reduce air conditioning use.

To lower heating bills:

- During cooler months, keep all windows and doors tightly closed
- Report any major drafts to the DGPM office
- Use a reasonable level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce the energy bill.

- Energy providers recommend setting the thermostat at 55 degrees Fahrenheit at night and 68 degrees Fahrenheit in the daytime.
- Turn the heat down during the night and use heavy blankets and comforters.
- When leaving the home, turn down the temperature on the thermostat
- Do not turn the heat completely off. It will take more heat and energy to warm a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems. If pipes burst due to the heater being turned off, the tenant will be responsible for the bills to repair/replace the damage.
- If there is a fireplace, close the damper when not in use.

## RENTERS INSURANCE

Renters insurance is required for all tenants leasing from DGPM. Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the internet, or ask a friend. The internet can also provide both information and comparison shopping. **To avoid a loss, acquire renters insurance now.** If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to replace them. You will be surprised how the list can really add up.

## SAFETY TIPS

The safety of you and your family is important to DGPM and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in the light fixture, report the leak immediately to DGPM.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct size bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to DGPM immediately.



- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit.
- Notify DGPM immediately if any smoke alarm is inoperable even with new batteries. Never remove smoke alarms.
- Replace outside light bulbs so you can utilize lights properly when dark.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense; never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the wall of a residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.

## VACATION CHECKLIST

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify DGPM how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence DGPM will be able to reach you.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people that you are away.
- If leaving a vehicle parked in your driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people that you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightening or power surges.
- Turn your water heater to low or “vacation” setting, but do not turn the water heater off.

- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your pets. Do not leave animals in the residence unless a responsible person is going to care for them daily.

## FREQUENTLY ASKED QUESTIONS

### ***Why did I receive a notice when I paid the rent after the third but before the 10<sup>th</sup>?***

- As outlined in this Handbook before, the rent is due on the first and late either the third or the fifth. Our notices are generally sent out on the sixth day of the month. Occasionally a late tenant payment and our late notice will pass each other in the mail. DGPM serves notices based on Texas landlord/tenant law requirements and our obligations to the owner of the property.

### ***Why may I not clean the carpet myself when I move out?***

- We require professional carpet cleaning to preserve the life of the carpet and the floor beneath it. Home or rental machines do not handle the deep cleaning necessary.

### ***May I install extra telephone lines?***

- You may install extra telephone lines if you pay the expense and disconnect them when you leave. However, you must notify DGPM and obtain written permission to install the lines.

### ***May I have a satellite dish?***

- This varies from property to property. You must submit a request to DGPM and obtain written approval for the dish as well as sign an agreement prior to installation. You must also take responsibility for removing the dish and repairing any damage. Call DGPM for more information.

### ***I did not have a pet when I moved in; may I have a pet now?***

- Notify DGPM of your request for a pet. Do not move a pet into the property without permission. DGPM will contact the owner and submit your request. If the owner does allow the pet, a pet deposit will be required and a pet agreement signed.

### ***What happens if my pet dies or runs away, may I have my pet deposit back?***

- The pet deposit is held until the end of your residency. As soon as you move out of the property, a manager will walk through and assess if there is any damage from the pet. The deposit, less damages, will be returned to you within 30 days of surrendering your keys.

***What happens if I want another pet?***

- Notify DGPM. The Property Manager will contact the home owner and submit your request. If the owner allows the pet, a pet deposit will be required as well as a pet agreement must be signed.

***My roommate wants to move, but I want to stay. What do I do now?***

- Contact DGPM. DGPM will need documentation from you to show that you can support the property by yourself. If you are approved to remain in the property without the financial support of the departing roommate, DGPM will draft an amendment that releases the departing roommate from the lease. DGPM will not partially refund part of the security deposit to your roommate since it is a condition of your Lease. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit.

***How do I add or remove a roommate?***

- The prospective roommate will have to submit an application and application fee. DGPM must approve this person PRIOR to them moving into the property. Have the roommate fill out a complete TAR application which you can obtain from a Property Manager, as well as complete the online application at [www.daveygoosmannPM.com](http://www.daveygoosmannPM.com). If DGPM denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign a DGPM Roommate Add/Change form.

***Why do the owners want to see the property?***

- The owners may want to assess the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. When owners request a site visit, DGPM will contact you directly to schedule a date and time.

# WHEN IT IS TIME TO MOVE

## GIVING NOTICE TO VACATE

Eventually, you will move, and we want you to be prepared when this is necessary. DGPM tenants are required to give a minimum of 30-day written notice as of the last day of a calendar month. According to your Lease the written notice must be made using the Notice to Vacate form that may be downloaded from the DGPM website.

When you give notice, you will either complete the full term of the Lease or you will terminate early. If you complete the full term of the Lease, we consider your notice to vacate a non-renewal of the Lease. If you vacate prior to the full term of the Lease, we consider your notice to vacate an early termination of the Lease.

Before giving your notice:

- Refer to your Lease to determine whether your termination is a non-renewal or an early termination. Check the relevant box on the form for non-renewal vs. early termination.
- **The day DGPM receives the notice is the date the notice begins.**
- Notice must be in writing. Your Notice to Vacate must have your signature on it. You may send it by U.S. postal mail or you may hand deliver to the Property Manager. Do not send notice by email or fax.

## NON-RENEWAL

If you complete the full-term of your Lease, as part of the move-out process you must do all of the following:

1. Give a minimum 30-day notice as of the end of a calendar month.
2. Pay all rent due through the minimum 30-day notice period.
3. Move out and remove all possessions and occupants from the property by the move-out date.
4. Hand keys to a DGPM representative or drop in the night drop.
5. Complete the move-out checklist on page 21 and page 22 of this Manual as well as the Landlord Rules and Regulations.

## **EARLY TERMINATION**

If you choose early termination, in addition to the requirements of non-renewal above, you must also:

1. Forfeit the security deposit
2. Pay the rent amount due between vacancy date and lease termination or property re-rental, whichever comes first.
3. Pay the early termination fee outlined in your Lease agreement.

## **SETTING UP YOUR MOVE-OUT APPOINTMENT**

- Contact the DGPM office to schedule a move-out appointment
- DGPM only performs move-out appointments weekdays, **9 am to 4pm**
- Remember to supply a forwarding address and telephone number for your security deposit

## **SHOWINGS TO PROSPECTIVE TENANTS DURING THE NOTICE PERIOD**

According to the Lease, DGPM may show the property to prospective tenants after either DGPM or the tenant has given notice to vacate. During the notice period DGPM will place a yard sign in the lawn and a lock-box on the door. The property may be shown by DGPM staff or by licensed Texas real estate agents. When either a DGPM staff member or a real estate agent has a prospective tenant who wants to see the property, Centralized Showing Service will give you a courtesy call prior to showing the property. If they do not get a reply to the courtesy call message, the property will be shown at the time notated in the message they left. Please note that interior only locks must not be engaged during showing hours. Each time a real estate agent or DGPM staff member is denied access to the home due to an engaged interior only lock, a \$10 fee will be assessed to the tenant.

## **CLEANING GUIDE FOR TENANT MOVE-OUT**

When you are ready to move, if you have questions on how to prepare your residence, please call the DGPM office, and discuss your concerns with us. We want your move to be a pleasant and successful one.

Below is our Cleaning Guide for Tenant Move-Out. This is also available as a form on the DGPM website. We provide it for your convenience. Please note that DGPM staff will use this same checklist in our move-out inspection of the property together with the move-in inspection form on file to calculate damages, if any, to withhold from your security deposit.

1. All Rooms
  - a. Remove all nails, tacks, anchors and window covering hangers. Fill all holes with spackle putty, sand and touch up the paint if paint is provided.

- b. Clean baseboards and corners being careful to remove all dust, pet hair and cobwebs.
  - c. Clean floors and have carpets professionally shampooed.
  - d. Wash off shelves in closets and remove all hangers and shelf lining paper.
  - e. Clean light fixture coverings, around light switches and door frames.
  - f. Clean out fireplace (if applicable).
2. Kitchen
- a. Clean oven, oven walls and grills, broiler pan, and storage space.
  - b. Clean vent-a-hood.
  - c. Wipe kitchen cabinets and clean inside, outside, and on top. Remove all liners. Handle drawers in the same manner.
  - d. Clean refrigerator including crisper, walls, and containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible. (If applicable)
  - e. Clean sink and countertop.
  - f. Clean floor.
  - g. Clean light fixture coverings.
  - h. Remove all cleaning solution residue.
3. Bathrooms
- a. Clean all light fixtures and coverings.
  - b. Clean medicine cabinet and mirrors (should be free from streaks).
  - c. Sweep, mop, and clean all vinyl and tile flooring.
  - d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
  - e. Clean all wall/floor/tub/shower tile grout and caulk with a mold and soap scum cleaning solution.
  - f. All soap, dishes, handles, racks, faucets, and walls should be free of dirt and stains.
4. Exterior, basements, attics, out-buildings, sheds and yard
- a. Cut, rake, and remove trash and leaves from the yard.
  - b. Sweep off all porches and decks.
  - c. Sweep out basement, car ports, garages, and any outbuildings or sheds. Leave only those items which came with the property.
  - d. Place all trash, garbage and debris where Garbage Company instructs for pickup, or remove from the property. If you leave items which the garbage company will not accept, we will have them hauled off at your expense.

## **TURNING IN KEYS AND OTHER ENTRY DEVICES**

In order to return possession of the unit to DGPM, you must turn in your keys and garage door openers and gate openers (if applicable) to DGPM. This can be done by physically handing them to a representative or dropping them in the night drop in the office door. A good time to turn over possession is at the move-out inspection.

## **YOUR SECURITY DEPOSIT REFUND**

When you follow the move-out procedures and leave the property in good condition, it simplifies the task of refunding your security deposit. DGPM remits security deposit refunds within 30 days of re-taking possession of the home in accordance with Texas landlord/tenant Act. Remember DGPM wants your move out to be a pleasant and successful process.

#### SECURITY DEPOSIT REFUNDS IN TEXAS LANDLORD-TENANT ACT

DGPM complies with Texas landlord-tenant Act in determining whether to withhold or refund tenant security deposits. Below is a summary of requirements for refunding security deposits under Texas law.

- The Security Deposit shall be returned to Tenant by Landlord within 30 days after the termination of the lease or the surrender of the Premises by Tenant whichever occurs last (hereinafter “Due Date”).
- Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Property caused by the negligence, carelessness, accident, or abuse of Tenant, Tenant’s household or their invitees, licensees, and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if Premises is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid fees and charges
- **Security Deposit Disbursement:** Landlord shall provide tenant with a statement Security Deposit Disbursement Statement listing the exact reasons for the retention of the Security Deposit or for any deductions there from. If the reason for the retention is based upon damage to Premises, such damages shall be specifically listed in the Security Deposit Disbursement. The Security Deposit Disbursement shall be prepared within thirty business days after the termination of occupancy. If Tenant terminates occupancy without notifying the Landlord, Landlord may make a final inspection within a reasonable time after discovering the termination of occupancy. If Tenant disagrees with the Security Deposit Disbursement, Tenant shall specify in writing, the items on the Move-Out Statement with which the Tenant disagrees within 3 (three) business days of receipt. For all purposes herein, a business day shall not include Saturday, Sunday or federal or state holidays.
- Landlord shall deliver the Security Deposit Disbursement, along with balance, if any, of the Security Deposit, before the Due Date. The Security Deposit Disbursement shall either be delivered personally to Tenant or mailed to the last known address of Tenant via first class mail. If the letter containing the payment is returned to Landlord undelivered and if Landlord is unable to locate Tenant after a reasonable effort, the payment shall become the property of Landlord 90 days after the date the payment was mailed.

## DGPM ADDITIONAL TENANT FORMS

We have created the following forms that could be useful to you in the future. All tenant forms may be downloaded from the DGPM website.

- Move-in checklist/utility numbers
- Move-in inspection form
- Cleaning guide for tenant move-out
- Maintenance request form
- Tenant information change form
- Cable/Satellite/TV request
- Notice to Vacate
- Roommate Change

## CONCLUSION

We hope that you have found the DGPM Tenant Handbook useful and informative. It is our goal to prepare you for a successful tenancy and a pleasant move out when this occurs. If you have any questions on the enclosed information, please contact the DGPM office.

**Have a successful residency!**



# SIGNATURE PAGE

I (We), \_\_\_\_\_  
(print name(s)) understand and agree to comply with the policies and procedures outlined in this Tenant Manual.

DATE: \_\_\_\_\_

Tenant Signature: \_\_\_\_\_

Co-Tenant Signature: \_\_\_\_\_

Co-Tenant Signature: \_\_\_\_\_

Co-Tenant Signature: \_\_\_\_\_

Manager Signature: \_\_\_\_\_