



RESIDENT HANDBOOK
OF
POLICIES, PROCEDURES, RULES AND REGULATIONS



Table of Contents

Fair Housing Statement.....	5
Wilder Realty LLC.....	6
WR Mission Statement.....	6
WR Goal.....	6
WR General Policy.....	6
Code of Ethics.....	6
WR Principal.....	6
WR Personnel.....	6
Resident Communication.....	7
Telephone Calls During Office Hours.....	7
Voicemail.....	7
Email.....	7
Website.....	7
After Hours Calls.....	7
Emergency Calls.....	7
Change of Information.....	8
WR Office Information.....	9
Office Information.....	9
Address information.....	9
Telephone & Text.....	9
Email.....	9
Buildium Tenant Portal.....	9
WR Website.....	9
Office Hours.....	9
General Information: Moving In.....	10
Homeowners' Associations (HOA's).....	10
Property Inspections.....	10
Pet Policy.....	11
Protect Your Rental and Credit History.....	12
Rental Application and Background Check.....	12
Rental / Lease Agreement.....	12
Utility / Cable Companies.....	12
Rent / Lease Payments.....	12



Fees / Charges.....	13
Moving Out Packet & Checklist.....	13
Maintenance Reimbursement.....	14
Credit Reporting.....	14
Evictions.....	14
WR Buildium Resident Account.....	15
WR Buildium Resident Sign-In.....	15
Rent / Lease Payments.....	16
Maintenance Requests.....	19
Getting to Know Your Residence.....	20
Renters Insurance.....	20
Safety Tips.....	21
Emergencies / Disasters.....	22
Drug Free Housing.....	22
Maintenance.....	23
Resident Renovations/Alterations.....	23
Items that are the Responsibility of the Resident:.....	24
Procedures for Requesting Maintenance.....	25
Maintenance Emergency Definition and Details.....	25
In Case of a True Emergency.....	26
What is NOT an Emergency?.....	26
Reporting Non-Emergencies:.....	27
Preventative Cleaning Tips.....	27
Additional Cleaning Tips.....	28
Energy Saving Tips.....	29
General Information: Moving Out.....	32
At the End of Your Lease.....	32
Giving Notice.....	33
Once Notice Has Been Sent.....	33
Marketing During Notice Period.....	34
Move Out.....	35
Preparing the Property for Move-Out.....	36
Cleaning.....	36
Carpet Cleaning.....	36



Windows, Draperies & Window Coverings.....	36
Replacements.....	37
Pest Control.....	37
Landscape Clean Up.....	37
Trash.....	37
Painting.....	37
Your Security Deposit Refund.....	38
Administrative Charges.....	38
Frequently Asked Questions.....	39
WR Additional Tenant Forms.....	41
1.Property Utility Information.....	41
2.Move Checklist.....	41
3.New Resident Move-In Instructions.....	41
4.Resident Preventative Maintenance Schedule.....	41
5.Resident Change of Information.....	41
6.TAR Notice of Tenant Intent to Vacate.....	41
Binding Addendum to the Lease.....	42
Additional Services.....	43
Referrals.....	43
Real Estate Services.....	43
Conclusion.....	43

Wilder Realty LLC is pleased that you have chosen to lease from us and welcomes you as a new resident to your new home. This Handbook of rules, policies and procedures is designed to orient you with your home and your new management company. We recommend that you keep it in a convenient location so that you can refer to it easily. Following our directions using this Resident Handbook will help ensure that your stay with us is an enjoyable one.

Please note: Throughout this Handbook, we will refer to **Wilder Realty LLC** as “WR”.

We believe that if you are familiar with some of our obligations, responsibilities, and policies, most misunderstandings will be avoided, and a better relationship will be established between us. We work for the owners of the property and are bound by legal contracts with them in most actions we take. We believe we can best serve the interests of our owners by offering complete, courteous, and prompt service to you, their resident. However, both parties to any lease transaction have certain obligations and responsibilities. Your lease agreement is a legal document and is binding on all parties who have signed it. We, as the property manager and owner’s agent, have no authority to deviate from this contract.



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

We have also included forms for you to use when necessary. WR wants you to be prepared throughout your tenancy. Therefore, we want to provide important information and documents that you may need in the future.

Please don't hesitate to contact us. We will be happy to answer any questions about your lease agreement or your property that you might have.

Fair Housing Statement

WR does business in accordance with the federal, state, and local guidelines and does not knowingly discriminate against any person because of race, color, national origin, religion, familial status, mental or physical disability, status as a student, marital status, sexual orientation, or age.

**We wish you a successful and enjoyable stay
in your new home!**





Wilder Realty LLC

Wilder Realty LLC is a limited liability corporation operating in the Austin MLS Coverage Area, specializing in full-service property management and residential sales. The company has been operating since 2021 and is actively involved in the community.

WR Mission Statement

To build long term relationships with clients by listening to their needs & learning their financial goals. To develop ***an individualized plan*** of action and analyze the market to find the best real estate opportunities available.

WR Goal

To offer a wide variety of real estate services and ***excellent customer care***.

WR General Policy

WR adheres to the following policies:

- WR is an Equal Opportunity Employer.
- WR supports the laws and guidelines of Fair Housing.
- WR has a drug-free policy for all WR personnel, vendors, and tenants.
- WR follows the rules and regulations of the Texas Real Estate Commission (TREC)
- WR does not knowingly contract with undocumented immigrants.
- WR strictly forbids any sexual harassment of or by personnel, vendors, tenants, or applicants.

Code of Ethics

WR follows the strict Code of Ethics outlined by TREC, NARPM®, NAR®, TAR and ABOR. WR considers this a top priority in conducting business, and it is required of all WR personnel.

WR Principal

The owner/principal of WR is Blake Wilder. He is the real estate broker of WR and has over 8 years of experience in the real estate industry. Blake provides the guidance and direction. She personally oversees all contracts, policies, and procedures, and works to educate personnel to provide excellent service to clients.

WR Personnel

When you work with WR, you will be working with the WR team. Please refer to the Office Information chart on page .



Resident Communication

Communication is a key to the success in any relationship and the WR resident relationship is certainly no exception. We work constantly to improve communications with all our clients or prospective clients. This includes everyone – owners, tenants, vendors, buyers, sellers, prospective clients, and the public.

On these pages we provide you with general office information. Communication makes a difference in any area of life, and it can only enhance your time with us by letting WR management know what you need.

Use the telephone, email, the www.WilderRealtyTX.ManageBuilding.com website contact access, or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember WR is here to help you.

Telephone Calls During Office Hours

During our office hours, listed on page , there is normally a live person to answer your call, to assist you or direct your call to the right party. Your property manager may not be available or in the office when you call, however, one of the office team members may be able to help you with your request.

Voicemail

If you happen to reach our voice mail system, leave a message with your full name and the telephone number where we can reach you during the day and evening. Someone will return your call within 1 business day. The benefit of a voice mail system is the ability to leave a message twenty-four hour a day, seven days a week for any of our staff.

Email

Email is a great way to communicate, and we request that you send your email address to Blake@WilderRealtyTX.com. We will put your email address in our database and create an individualized tenant account. This also enables us to contact you quickly and efficiently, and when needed, send you important information.

Website

The WR website, www.WilderRealtyTX.ManageBuilding.com, contains important information for residents. Visit our website regularly to use the resident services that are available. You can easily download a work order request and pay your rent on-line. You can also send emails directly from the website under the “contact us” page.

After Hours Calls

Of course, the voice mail system will take all messages after hours (please refer to the hours on the page 9).



Emergency Calls

During normal office hours, immediately state if you have an emergency. If you reach the voice mail system during office hours, or after the office is closed, leave a message and then hang up and send a text message stating your name and your emergency. Someone will call you back as soon as possible.

Change of Information

It is important that you notify WR in writing of any changes in your telephone, or cell phone numbers, email addresses, pet information, and whether you have had a change in resident status such as marriage, adding a roommate, or a roommate moves out. We have provided special forms for you to use in each of these situations.



WR Office Information

Below you will find all general office information such as addresses, telephone numbers, email addresses, website, and office hours.

WR personnel communicate with residents by:

- Telephone & Text
- Email, if appropriate
- Buildium Tenant Portal

Office Information

Address information		
Mailing Address	204 Antigua Way	
	Austin, TX 78738	
Telephone & Text		Email
Business Office	512-593-0013	Blake@WilderRealtyTX.com
Buildium Tenant Portal		www.WilderRealtyTX.ManageBuilding.com
WR Website		www.WilderRealtyTX.ManageBuilding.com
Office Hours		
Monday – Friday	8am – 5pm	
Saturday & Sunday	By Appointment & Emergencies Only	
Holidays	By Appointment & Emergencies Only	



General Information: Moving In

While living in your home, the following are a list of several items with which you should become familiar with.

Homeowners' Associations (HOA's)

If you live in an area that has a Homeowners' Association (HOA), you were given a set of the HOA's By-Laws and Declaration, Covenants and Restrictions when you signed your lease, or you were given a website address/link to access the documents online. Read them carefully and be familiar with the impact they will have on you and the care of the property.

HOAs were created to provide common area amenities and to assure design and upkeep standards are met for the neighborhood. Compliance with the restrictions set out in these documents is required during your stay and are not optional. The management company for the HOA (not us) has a representative that monitors the HOA on a regular basis. If your home is found to be out of compliance, you will receive a formal letter from the HOA and in some cases, a possible fine.

Residents are responsible for HOA registration fees and all fines that are assessed against the property due to tenant negligence or failure to abide by the HOA by-laws, covenants or restrictions for the full duration of your lease.

Property Inspections

There will be two photo reports of the condition of your home: once within a week of move-in and one shortly after you move out. These reports are for your protection and are to be held in addition to any review of the property done by you or by us. At move-in, this report will help identify any issues with the property that should be documented and corrected. At move-out, this report will verify that everything is in good repair and good working order, so you get the maximum refund.

Be aware that we make occasional inspections of your property. We may also conduct an annual interior and exterior inspection of the property prior to lease renewal. We hope you understand our concern for maintaining your home. Please cooperate by keeping the yard and interior looking their best. Our inspections enable us to monitor the condition of the property and perform any maintenance that might be needed. Since we will need access to your home, we will notify you before we come. Inspections are not optional and must be performed.



Pet Policy

Even if a pet is allowed in your property, there are still certain types of dogs that may be forbidden due to property insurance restrictions. Examples of restricted breeds include, but may not be limited to: Pit Bulls, Rottweilers, Dobermans, German Shepherds, Huskies, Chows and mixed breeds with any of the above. Additionally: (a) the landlord's reserves the right to deny any dog/animal, so please check with the leasing agent prior to making application, (b) all pets are subject to an individual pet deposit and (c) you are required to sign a pet agreement and include it as part of your lease.

Bringing in a pet without approval at any time during your residence is grounds for eviction and incurs steep financial penalties as stated in the lease, no exceptions.



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 since you will probably 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. Give WR the pleasure of being able to provide a good reference for you when you vacate the property.

Rental Application and Background Check

All persons 18 years or older of age that will be living on the property are required to have a criminal background check completed. Therefore, adult will be required to apply and pay the application fee.

All persons who will be co-signers of the lease will also be required to have a credit verification done, along with a verification of employment, income and past residency.

Rental / Lease Agreement

You received a copy of your rental/lease agreement, including maintenance instructions, move-out checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call us.

Utility / Cable Companies

To better show our properties for leasing, WR has had the utilities turned on. When you rented the property, we canceled the utilities as of the 1st day of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. The Property Utility Information form contains websites and telephone numbers of your utility services.

Rent / Lease Payments

Rent is due on the first of each month and is late if not received by 11:59pm on the day it is due. In most cases, late fees will start being assessed if the payment has not been received by 11:59pm the third (3rd) day of the month. Please refer to your lease for the exact terms. Weekends and holidays are included and are no excuse for not paying your rent on time. If you know that you will have a delay or problem paying by the due date, contact us **immediately**. Lack of communication will affect your payment record and may possibly lead to eviction.

WR provides an on-line payment processing service for our residents. This feature is to assist by streamlining your lease payment process and eliminate the nuisance of remembering to "mail" your check. By using our on-line payment process you can: setup monthly payment email reminders, make a one-time lease payment and/or setup reoccurring automatic deduction from your bank account every month. Each resident will be given his/her own portal which will be accessible using your email address and a user defined password.



WR ONLY receives rental payments by:

- Electronic Funds Transfer using the Buildium Tenant Portal at www.WilderRealtyTX.ManageBuilding.com.
- Mail to: WR, 204 Antigua Way, Austin, TX 78738

If we receive a payment from you that is reversed for whatever reason, you may be required to pay NSF (non-sufficient fund) fees **in addition** to late fees. Please be aware that your bank may also charge you separate NSF fees.

WR does **NOT** accept rental payments in:

- Cash
- Rolled Coin
- Credit Cards
- Debit Cards
- Post-dated Checks

Fees / Charges

RENT LATE FEES: If you fail to pay rent on time and in full, you could incur the following charges:

- Late fee –Refer to your lease agreement for the exact terms of your lease.
- Service fee – the WR service fee is \$ **85**, if a notice to pay or quit is served because your rent is not received in a timely manner.

MAINTENANCE CHARGES: If you have made an appointment with a vendor but failed to meet them at the scheduled time you could be charged for the trip. If WR receives a service call billing, you are responsible for reimbursement.

UNAUTHORIZED PET FEES: If an animal or pet is brought onto the property without the proper Pet Addendum, “unauthorized pet” fees may be charged if the pet resides on the property. Refer to your lease agreement for the exact terms of your lease.

HOA OR YARD MAINTENANCE VIOLATION FEES: If you fail to maintain your property per the yard maintenance criteria or your HOA requirements, you may be charged an additional **\$250/month** and WR will take over the yard maintenance for you. This charge goes into effect after 2 or more violations and once notice of violation is sent to the resident.

Moving Out Packet & Checklist

When you signed your lease agreement you received a copy of the lease and corresponding lease attachments. This included a Move Out Instructions and Cleaning Check List, examples of Normal Wear and Tear vs. Damages, and a list of estimated costs of possible deductions. This documentation and information is designed to assist you when you vacate the property. You will also find on your website portal the “Notice to Vacate” form to be sent to us when you give your notice that you’re going to move out.



Maintenance Reimbursement

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

- Pay the bill and send the receipt to Wilder Realty LLC. WR will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

Credit Reporting

Wilder Realty LLC is a member of a credit-reporting agency. If you have a balance due after you leave, we will report the amount due (plus collection costs) to this agency.

This information may be made available to future landlords, mortgage companies and other creditors who may request your credit rating or rental verification.

Evictions

You will be evicted from the property if you do not make your lease payment or are in default of the lease agreement. A Notice to Vacate is sent out by certified mail promptly or posted in your home.

Once a Notice to Vacate has been posted or served to you, the only way to stop the legal proceedings is to provide the management company with certified funds for total amount of rent, all late fees, trip charges, court costs and any other fees associated with your account.

However, it is up to the property manager or landlord as to whether these funds will be accepted or not. Evictions are legal proceedings that are processed in the local Justice of the Peace's court. The verdict rendered by the court is then filed and will stay on your record. This information will then be available to future landlords and property management companies, nationwide.



Buildium On-Line Tenant Portal

WR Buildium Resident Account

Once you have a valid Lease Agreement, you will be assigned your own Buildium Resident account using your email address. From this account you can contact us, enter Work Order requests, and pay your rent.

WR Buildium Resident Sign-In

Located at the Buildium tenant portal website www.WilderRealtyTX.ManageBuilding.com is the Resident Sign-In window:

Resident Sign In

Email

Email

Password

Password

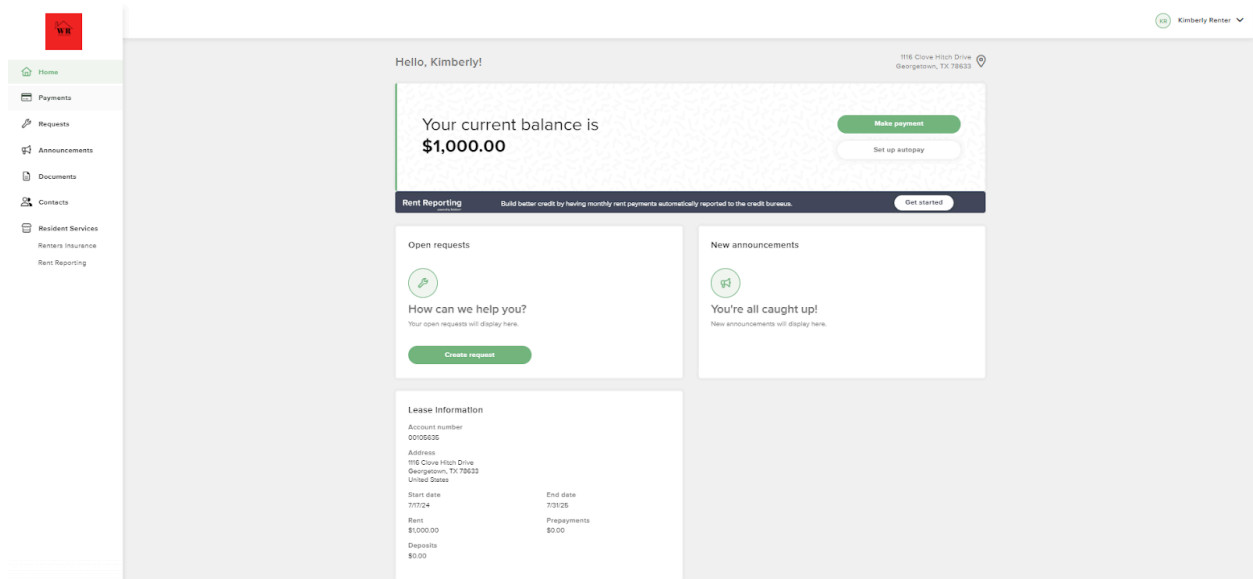
☐ Remember me

Forgot your password?
[Request a new one](#)

SIGN IN



Once you sign in, you will see a window that looks something like this:



Rent / Lease Payments

To take advantage of your on-line payment feature; you will be emailed a tenant account activation invitation, after your lease signing. Once you complete all the necessary information, you will then be eligible to process your on-line payment(s).

ON-LINE PAYMENT BENEFITS TO YOU:

- **Saves time, reduces gas & mailing costs** - Eliminate the cost of postage and handling of lease checks or the cost of driving in traffic across town.
- **Adds convenience** – Payments can be made from anywhere in the world if you have internet access.
- **Allows for better money management** - Flexibility of choosing the day of payment.
- **Courtesy reminders** - Automated emails can be sent to you, prior to the first of the month to remind you the rent is due to be paid.
- **Peace of mind** – Eliminate the worry of lease payments getting lost in the mail with secure on-line guarantee of payment and receipt.
- **Constant knowledge** - Access your account 24 hours a day, from anywhere. All transactions are tracked in real time, and a running balance is constantly maintained.



Use the **Payments** tab for viewing your account and paying your rent:

The screenshot shows the 'Payments' dashboard for Wilder Realty. On the left is a sidebar menu with options: Home, Payments (selected), Requests, Announcements, Documents, Contacts, Resident Services, Renters Insurance, and Rent Reporting. The main content area is titled 'Payments' and includes a sub-header: 'Build better credit by having monthly rent payments automatically reported to the credit bureaus. Sign up now'. Below this is a 'History' table with columns for DATE, ITEM, AMOUNT, and BALANCE. The table shows a single entry for 8/1/24, 'Charge', with an amount of \$1,000.00 and a balance of \$1,000.00. To the right of the table is a 'Current balance' section showing '\$1,000.00' with a green 'Make payment' button and a 'Set up autopay' button. Further right is a 'Lease Information' section with details: Account number 00106436, Address 118 Cove Hitch Drive, Georgetown, TX 78633, United States, Start date 7/17/24, End date 7/31/26, Rent \$1,000.00, Prepayments \$0.00, and Deposits \$0.00. Below this is a 'Late fee policy' section stating 'Payment is due on the 1st of the month.' and a 'Prefer to pay by mail?' section with the address: Wilder Realty LLC, 204 Antigua Way, Lakeview, TX 78758.

DATE	ITEM	AMOUNT	BALANCE
8/1/24	Charge	\$1,000.00	\$1,000.00

Current balance
\$1,000.00
Make payment
Set up autopay

Lease Information
Account number: 00106436
Address: 118 Cove Hitch Drive, Georgetown, TX 78633, United States
Start date: 7/17/24, End date: 7/31/26
Rent: \$1,000.00, Prepayments: \$0.00
Deposits: \$0.00

Late fee policy
Payment is due on the 1st of the month.

Prefer to pay by mail?
Send payment to:
Wilder Realty LLC
204 Antigua Way
Lakeview, TX 78758


Once you hit the **Make payment** button, you will be taken to the following screen where you can enter your bank account information to make a one-time payment:

Or you can hit the **SET UP AUTOPAY** button, you will be taken to the following screen where you can enter your bank account information or credit card information to make a recurring monthly payment.

Be advised, there are different fees associated with your “Pay with” selection in the drop-down menu.

When setting up autopay, you will be able to select Current Balance or Other Amount.



 < Make payment

Home

Payments

Requests

Announcements

Documents

Contacts

Resident Services

Renters Insurance

Rent Reporting

Powered by Buildium

Select an amount

☒ Current balance (as of Aug 12, 2024) \$1,000.00

☐ Other amount \$0.00

Select a payment method

Credit card (2.99% service fee)

Name on card

Card number

Expiration date

Security code

Billing address

Country

United States

Address line 1

Address line 2

City

State

Postal code

☐ Save my credit card for next time

Select a date

Payment start date

8/12/2024

You may cancel this payment at any time.

Next Cancel

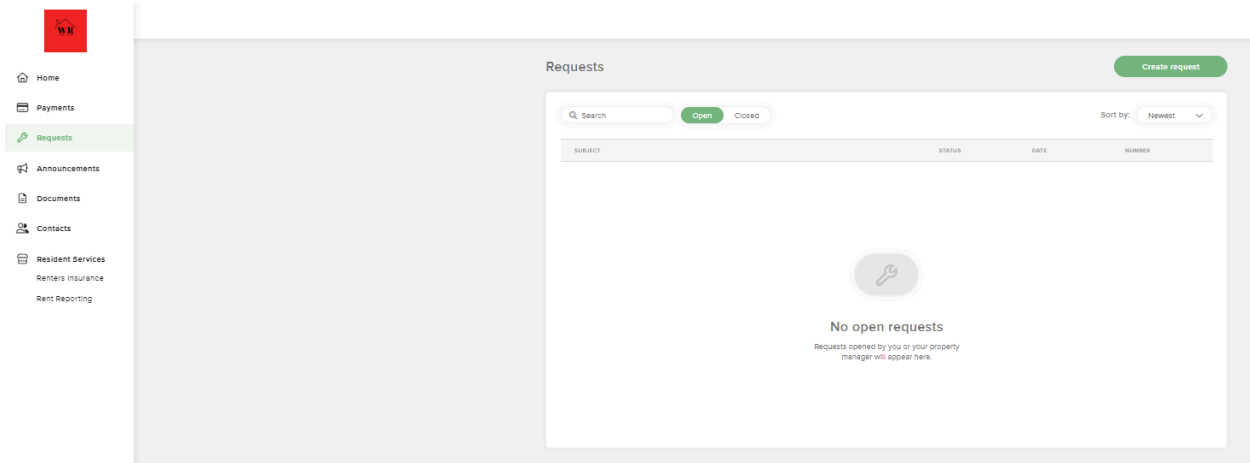
Enter your information and hit **Next**. Follow the instructions to review your information and make the payment.



Maintenance Requests

As specified in your lease agreement, please remember that all Work Orders must be in writing and will not be taken over the phone unless it is an emergency. You can access a work order online at the WR Buildium tenant portal website www.WilderRealtyTX.ManageBuilding.com by accessing the **Requests** tab.

Use the **Requests** tab to Enter Maintenance Requests:



Once the work order has been assigned, you will be given the vendor's contact information. You must contact the vendor within 24 hours to schedule the appointment. When the vendor or their representative contacts you, you must reply to them in the same fashion (call, email or text). **If you fail to reply back to the vendor, your work order will be canceled due to lack of communication from the tenant to the vendor.** Please be advised that most vendors will schedule an appointment with a 4-hour (or longer in some cases) window. Most vendors will also give you 30 minutes to 1-hour notice before showing up on site for your scheduled appointment. If any rescheduling needs to be done due to an emergency, please let WR know so that it can be handled appropriately.



Care of Yourself & Your Residence

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 the event power goes out
- Gas shut off valve – turn off during emergencies/disasters for safety
- GFI plug(s) – 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
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Water shutoff valves to irrigation system and RPZ valves
- Method of cleaning for the oven, countertop surfaces, stone floors/tub surrounds, and all glass doors so you use the right products
- HVAC drain lines in case it gets clogged and causes leaks

If you are uncertain about any of the above items, contact your WR management team for help.

Renters Insurance

Property owners generally carry a standard fire and liability policy and have additional coverage with “landlord/rental” insurance, but they do not cover the contents or possessions of the resident.

The reason that insurance companies do not provide this type of coverage is because they are “non-owner” occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents.

All WR property owners **require tenants to carry renter’s insurance.**

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” these items. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renter’s 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 renter’s insurance today.**



Safety Tips

The safety of you and your family is important to Wilder Realty LLC 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.
- 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 a light fixture, report the leak immediately to the WR Office.
- NEVER 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 when you are not using outlets
- Do not overload extension cords with too many appliances.
- Avoid running extension cords over walkways, under rugs, or other place that cause tripping.
- If you suspect an electrical problem, report it to WR immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the WR office
- Keep a working fire extinguisher in the kitchen and garage.
- If you use a grill or BBQ, use common sense and 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 residence or fence.
- 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.

Emergencies / Disasters

Emergencies and disasters can happen anywhere at any time. The best solution is to be prepared.



There are different emergencies

MAINTENANCE EMERGENCIES:

- Wilder Realty LLC has outlined in this Handbook what to do for emergencies such as flooding, electrical, gas, etc.
- Please follow the maintenance instructions and call our office when appropriate.
- We kindly request that you treat our staff courteously while under stress of the situation – we will do everything we can to help you as soon as possible.

AREA EMERGENCIES OR DISASTERS:

- When major emergencies or disasters such as a tornado, floods, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Please remember this and be considerate of others.
- WR requests that you first call emergency services in a disaster, then notify our office as soon as possible.
- WR Management will assign priorities and will work to assist you as much as possible as quick as possible during an emergency/disaster.
- When calling our office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug Free Housing

- Wilder Realty LLC has a drug-free policy for residents. It is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.
- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.
- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or abandoned object to the authorities. Do not attempt to examine it yourself.
- If you see constant pedestrian or vehicle traffic in your neighborhood always and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.



- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify the WR Office of your suspicions as soon as possible.
- Be aware and be alert – a drug house or drug activities are a danger anywhere and to everyone.

Maintenance

This property may not be brand new, may not be in perfect condition, and could have minor defects. Unless special requests were made in your rental application, the property is being offered to you, “as is”. Only those items that would affect your health and safety will be repaired once you move in.

Maintenance requests will not be performed (unless they are an emergency) if you are delinquent in your lease payments, utility payments or have any other fees owed to the management company.

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order. WR has more tips in this handbook.

Resident Renovations/Alterations

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

- Submit your request in writing via the online portal or with an email to Blake@WilderRealtyTX.com before making any changes
- Do not proceed with any work until you are notified by WR
- WR may need to 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 an WR agreement regarding the alteration/repair

Making changes to the property without approval will negatively impact your security deposit.



Resident Maintenance Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety & security based on national and Texas property codes. Therefore, if something fails to work or you suspect a problem you have an obligation to report it. Do not ignore leaky faucets, toilets that run or any signs of water or dampness under a sink. If items left unaddressed escalate into larger, costlier, repairs you may bear some of the financial liability when they are repaired.

Refer to the WR Resident Preventative Maintenance Schedule for a list of items that should be checked on a regular basis:

Items that are the Responsibility of the Resident:

SMOKE ALARMS

- Immediately check your smoke alarms when you occupy your home.
- Regularly check and replace smoke alarm batteries. At no time should you disconnect or remove them from their location.
- Report non-functioning smoke alarms immediately if batteries do not solve the problem.

BATTERIES AND LIGHT BULBS

- Garage door opener and remote-control batteries are YOUR responsibility.
- Replace all light bulbs with the correct size and wattage.

HVAC SYSTEM

- Check HVAC System and condensation drain lines per the maintenance schedule. Treat drain lines a minimum of once every other month with diluted bleach water or vinegar water to keep drain lines clear of debris and algae growth.
- Replace air conditioning / heater filters every month. If a service call is made due to a dirty filter, you will be invoiced.

PEST CONTROL AND PROPER WASTE DISPOSAL

- Exterminating services and ant / pest control in your home and in the yard around your home are your responsibility.
- Dispose of all garbage in the proper receptacles and use the weekly pick-up service.
- Properly dispose of any animal droppings on the property even if you do not have a pet.
- Properly dispose of toxic waste properly in accordance with local and county laws.

LANDSCAPING

- Maintain landscape properly, and cleanup yard and weed beds (if a service is not provided).



- Report lack of landscape cleanup if a service IS provided in your rental agreement.
- Report malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association.
- Run your dishwasher and disposal once a week if you're not using them.
- Properly water all grass and shrubs at least twice per week in accordance with your lease agreement and local water guidelines. We expect the lawn, shrubs and trees to be properly watered.
- Report malfunctioning irrigation systems; never turn a system off unless it is for winterization. If you do not know how to operate a system, we can have someone show you how to use it. Broken irrigation heads and damage from frozen pipes will be your responsibility.

PLUMBING

- All plumbing clogs are your responsibility. Plunging a drain or toilet before you submit a work order can often save you the cost of a plumber.
- The cost to repair a jammed disposal will be your responsibility; use them cautiously. Only place a small amount of soft food in the disposal and run the water while in use.
- The cost of repairing any broken water line(s) when caused by freezing weather. Outdoor faucets should be properly protected when a freeze in the area is imminent.
- Flush water heaters according to the maintenance schedule.
- Report all plumbing leaks ***immediately***. A plumbing leak left unchecked can cause extensive and costly damage and may even create a serious safety hazard to you and your family.

FIREPLACE CARE

- Check to see if damper is open and flue is clear before starting a fire in the fireplace.
- If the residence has a fireplace, use caution when operating and disposing of ashes or coals.

GENERAL MAINTENANCE

- Report all necessary repairs
- Professional steam clean and spot clean of carpets while residing in the property.
- Windows and screens that are broken, damaged or "misplaced" due to tenant negligence are the responsibility of the tenant.



- If you lock yourself out because keyless deadbolts are engaged, you will be invoiced for the service call. Keyless deadbolts are for use “only” when you are home!
- Always install steel braided washing machine hoses instead of rubber. This prevents broken hoses that flood homes. If your home floods due to a rubber hose failure, you could be liable for cleanup costs.
- Telephone lines and wall jacks are NOT warranted by or maintained by the owner, this is your responsibility. Contact the phone company for a line warranty program
- Lighting gas appliances and the gas heater pilot lights are your responsibility.

Procedures for Requesting Maintenance

BEFORE CALLING WR

1. Determine if there is a true emergency or a non-emergency.
2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency.
3. If this is a life-threatening emergency, call 911 before you notify us.

Maintenance Emergency Definition and Details

We define an EMERGENCY as a situation which presents a health and safety danger to people or property and is NOT a condition that merely causes inconvenience or discomfort.

In Case of a True Emergency

There are very few true emergencies. An emergency is a life-threatening situation that affects your safety, health or security, such as a fire, flood and/or uncontrollable water, an electrical problem, the smell of gas, etc.

However, should you have a maintenance emergency you can call our office 24 hours a day. If you call after hours, leave a message, followed by a text and your request will be returned as soon as possible. If you have a valid emergency, someone will contact you to assist you. Please stay by your phone and off the line.

- Emergencies causing immediate life-threatening danger such as **fire, or heavy, sudden and uncontrolled water or sewage flow**, call **911**.
- Emergencies involving **gas, or the odor of natural gas**, call the gas company and, if **necessary, 911**.
- Emergencies involving **IMMEDIATE electrical danger**, call the utility service or **911**.
- After contacting one of the above sources, then call the WR office and report the problem. If you call after hours, leave a message, followed by a text and your request will be returned



as soon as possible. If you have a valid emergency, someone will contact you as soon as possible to assist you. Please stay by your phone and off the line.

- Emergencies such as backed up plumbing or flooding, call the WR **Office Number**, and listen for emergency instructions and if necessary, call 911.
- No Heat - only when outside temperature is below 32 degrees Fahrenheit (as determined by us), call the WR office number.
- No Air Conditioning – only when outside temperature is above 100 degrees Fahrenheit (as determined by us) call the WR office number.

What is NOT an Emergency?

Remember, an EMERGENCY is a situation, which presents a health and safety danger to people or property. Some examples of items that are **not** emergencies are:

- A non-working dishwasher
- A non-working refrigerator or freezer
- A non-working disposal
- No power (unless a medical emergency)
- No hot water
- *Locking yourself out (do not lock keyless deadbolts and go out through the garage)*
- A broken window
- Malfunctioning or non-working air conditioning or heat is NOT an emergency unless the current or projected weather forecast meet the “extreme temperature” conditions defined above. However, WR recognizes these are very important and will make it a priority with vendors to have the AC/heat working as soon as possible.

NOTE: If you use the emergency system after hours and you do not have a valid emergency, your account will be charged an \$85.00 administrative fee, no exceptions.

Reporting Non-Emergencies:

- Fill out a “work order” request form on-line or send an email to Blake@WilderRealtyTX.com.
- A WR representative will assign a vendor to contact you.
- Vendors are required to make appointments with residents.



- WR does not give vendors keys to residences; however, WR does supply a combo key box that can be used by vendors in the event that the resident cannot meet the vendor.
- In most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Call the WR office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 1-2 business days, call the WR office and inform us that a vendor has not contacted you.
- A WR 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.
- If you have trouble after a repair, call WR and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 45 days and pest control work means **within 30 days**.
- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost.

Preventative Cleaning Tips

Here are some basic tips designed to assist you with keeping up your home:

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 and soapy water regularly on counter tops, stovetops, and hood filters.
- 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. Do not close air conditioning vents into any rooms, especially the bathroom.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid buildup of grime, rings, and mildew.
- Dry mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.
- Always use rubber casters under furniture that is on a wood floor.
- Do not place plants on wood floors.
- If you have wood floors, never wet mop a floor and never apply any coatings (like wax). Use only a wood floor cleaner.
- Do not use “cleaning products” on tile



- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills and reduce odors.
- Regularly pick up pet debris in outside areas.

Additional Cleaning Tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies and they can be better for the environment than commercial products.

DRAINS

- For a great once-a-month drain cleaner, pour 1/2 cup baking soda into the drain, follow with 1/2 cup white vinegar -- it will foam. Cover and let sit 30 minutes and then flush with water.
- For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water

TILE COUNTERTOPS:

- To clean ceramic tile, where mold and mildew accumulate, use a combination of 1/4 cup baking soda, 1/2 cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
- Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with 1/2-cup vinegar and a quart of water.

GLASS CLEANER:

- When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
- Spray glass and wipe with a clean paper towel.

DISHWASHER:

- Empty the dishwasher, pour in a 1/4 cup of vinegar, and run the dishwasher again.
- Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.

REFRIGERATORS

- Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
- A cup of dry unused coffee grinds can also absorb odors when placed on a refrigerator shelf.

WASHING MACHINE:

- A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors

TOILETS:

- Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse.



CARPET STAINS:

- Vacuum the carpet if the stain is dry.
- If the stain is still wet, blot gently to remove excess – blot, do NOT rub.
- Lightly soak the carpet stain with clean water first to remove the stain – blot, do NOT rub.
- If the stain remains, mix a 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
- If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.

CARPET ODOR:

- Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

HARDWOOD FLOORS

- Use fabric glides on all furniture on hardwood floors to protect finish, avoid casters.
- Vacuum regularly, a brush attachment works best. Sweep or use a dust mop daily or as needed, but do not use household dust treatments as these may ruin or dull the finish.
- Wipe up spills promptly with a dry cloth or paper towel, use a slightly moistened cloth for sticky spills then promptly dry the area. When mopping floors, your mop should be almost dry, and immediately follow with a dry towel to pick up any remaining moisture. Too much moisture will cause damage to the floors and you will be liable. Cleaners often leave residue than can dull floors also.
- Keep heels on shoes in good repair, especially high heels. Heels that have their protective cap missing or worn away will dent floor surfaces.

Energy Saving Tips

SAVING WATER

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to WR as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters
 - Report malfunctioning sprinklers
 - Report standing pools of water
 - Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded.
- Check water hoses on washing machines for leaks



- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- 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 to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes 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.
- 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 often and with the right size, at a minimum of every three months, monthly if you smoke. A clean filter helps the air-conditioner to run more efficiently.
- When leaving your residence, turn the air-conditioner up a few degrees, a closed house without activity normally stays cooler. This is particularly important when going 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 down.
- Replace the HVAC filter every month. A clean filter helps the AC to run more efficiently.

To LOWER HEATING BILLS:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the WR office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more energy to heat a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the HVAC filter every month. A clean filter helps the furnace to run more efficiently.



Travel & Holidays

VACATION CHECKLIST

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

- If going out of town for an extended period, please notify WR how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, we can contact 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.
 - If you plan to pay your rent on-line while you are gone, please send yourself a reminder email or notification. It is easy to “forget” your obligations when you are skiing in the mountains or enjoying your beach vacation.
- Notify all necessary parties such as your neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- Please do not inadvertently “notify” people you don’t know that you will be gone, and the residence will be vacant in your absence:
 - Do not leave a message on your answering machine saying you are gone and for how long.
 - Do not post messages on social media, such as Facebook, Instagram, Twitter, etc. saying you are gone, or showing vacation pictures while you are gone:
 - Please avoid postings about how much fun you are having on your Hawaii vacation (unless you have someone staying in your home)!
 - Criminals DO target these sites to learn when people will not be home.
- If leaving a vehicle in the 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 them while you are gone.
- Place valuables and jewelry in a safe deposit box.
- 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, etc.
- Unplug TVs and computers in the event of lightning 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?
 - Be sure to water plants and have someone take care of your animals.
 - NEVER leave pets in the residence unless a reliable person is going to care for them daily.

HOLIDAY TIPS

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Remove lights and decorations immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- To avoid fire danger, never leave holiday lights on when leaving your residence.
- Fireworks are dangerous, illegal, and are not permitted to be used at your home.

General Information: Moving Out

At the End of Your Lease

When the lease is up, there are several options depending on you and your landlord:

- Your landlord may choose to extend your lease under the same terms. You will be notified of this situation a minimum of 45 days before the end of your lease. You may choose to sign the extension or not. Either way you will need to provide notice of your intentions a minimum of 30 days before the end of your lease.
- Your landlord may choose to not extend your lease. This is not personal and is usually dependent on personal situations or market conditions. You will be notified of this situation a minimum of 30 days before the end of your lease.
- Your landlord may choose to increase your rent or change other terms upon expiration of your current lease. Again, this is not personal. You will be notified of the changes a minimum of 30 days before the end of your lease and will usually be given the option to extend your lease under the new terms or terminate the lease.
- You may choose not to extend your lease for your own reasons. WR tenants are required to give a minimum of 30-day notice prior to moving as stated in your lease agreement. We have provided in this information a “Notice to Vacate” form to be used when you anticipate moving.



In any event, eventually you will move, and we want you to be prepared.

Giving Notice

- Check your rental agreement/lease to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, contact your WR management team to discuss your options.
- Notices must be in writing. Review the TAR “NOTICE OF TENANT’S INTENT TO VACATE” form provided.
 - You may mail or deliver the notice form to our office in person.
 - You may also fill out the form, sign it, and then either scan it into your computer or take a digital picture of it. Then send the scanned document or picture to us by email.
- The day WR receives the notice is the date the notice begins.
 - Do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- WR does not provide rental history to other landlords/property management companies **unless** tenants submit a written Notice to Vacate **and** the tenant gives the authority to WR to give out rental references. Generally, this is done by signed “Authorization to Release Information” which would be signed by you and submitted to us by your new property manager or landlord when that information is requested.
- When your lease comes up for renewal, you may choose to sign the renewal form or fill out a notice to vacate. *If we do not receive either your renewal or your notice to vacate by the due date, an administrative fee of \$150.00 will be imposed on your account. A 30-day extension may be a possible option. However, you must send in a written request with the administrative fee before your renewal due date.*

Once Notice Has Been Sent

- After you submit your Notice to Vacate, *we will send you a letter or email of acknowledgement and move out instructions*. This will instruct you on what to do during the notice period.
- Carefully follow the instructions in the *move out instructions*. Following these instructions will have a bearing on how much of your deposit is returned.
- It is your responsibility to deliver all keys, remotes, pool cards, or other items provided to you upon move-in to WR, *either by notifying WR where you left them at the rental unit or by delivery to the WR office*. You have not officially vacated the property until everything has been delivered to our office.
 - Failure to deliver these items will incur additional charges.
- Upon departure, be sure all windows and doors are locked.
- Remember to supply a forwarding address for your security deposit refund. If no address is provided, the security deposit will not be sent.



- Use the WR Moving Checklist so you remember important details.

Marketing During Notice Period

- After you have given notice that you intend to move, a sign and lockbox may be placed at your home (as you agreed in your lease agreement) so that agents can show property to prospective residents.
- We will be requesting that you provide us in advance with a set series of times that we can show the property each day. Although we will notify you of each of these showings, we will not be requesting your permission once these times have been set. Prospective tenants would be able to view the property during any of those times without have to worry about interrupting you and your family.
- For these times,
 - The property must be neat and clean (see “Showing Condition” guidelines below).
 - Pets must be secured or removed from the property.
 - We recommend that you choose to be elsewhere during these times as well. This is optional, but we have found that prospective tenants are more comfortable and more likely to lease sooner if the current tenant is not present during the showing.
- To make this process easier:
 - Please provide WR with set 3-4 hours windows (or longer) each day of the week that we can advertise as showing times. Please include times both during the day and in the evenings. Examples of good showing times are:
 - M,W,Sat 9a-1p
 - T,Th,F,Sun 3p-7p
 - Please adjust days and times to fit your schedule as well as possible while still allowing for adequate showing times.
- Please think about how you want us to contact you to inform you of showings. Please note that even though we are setting up acceptable times, we will still notify you each and every time we have a showing. What phone number should we use and what is the best way to contact you (phone call, text)?
- After we discuss these items, WR will be sending you a TAR "KEYBOX AUTHORIZATION BY TENANT" form through DocuSign for your signature. Please recall that per your lease agreement you have already given us permission to do this.
- Please secure or remove all valuables during the showing period. This includes items like cash, jewelry, prescription drugs, etc. Although we all like to assume everyone who will be viewing your home is honest, it is better to be safe and prepare as if they are not.
- The property must be available and in good condition during the set showing times. Remember, the better you home shows the faster it will lease, and the faster it leases, the less you will be bothered.



- Showing condition:
 - Floors must be vacuumed and clutter free
 - Kitchens and baths are neat and clean
 - Pets are removed or secured.
 - Put valuables away, out of sight
 - Litter boxes are clean and out of the way
 - Yard is mowed and trimmed
 - Beds are made, rooms picked up
 - Leave keyless deadbolts unlocked
- We at WR understand this is inconvenient and disruptive. On the bright side, the sooner we get a new lease signed, the sooner we can take the property off the market and let you get back to your lives.

Move Out

We do not generally perform property walk-throughs with residents at move-out. All the information you need to make your home “move out ready” is provided to you. If you have any questions about the move out process, we are here to help you.

On or before the last day of the lease, Tenant must return all issued keys to the unit's combo lockbox (if one is provided to property) or deliver them to the Property Manager/Landlord's office location described in the lease. Tenant should place all issued items, including garage door/gate remote controls, and other devices such as fan remotes and pool fobs in the kitchen drawer closest to the refrigerator. Tenants will be charged for any issued item not returned on or before the last day of the lease agreement. Tenant should notify Landlord/Property Manager via phone/email where and when the checkout items will be left at the time of move-out.

If you fail to leave these at the house or deliver them to the WR office, you have not properly transferred possession of the home back to us, and are therefore still liable for paying rent, or may be considered in violation of the lease. If the items you picked up at move-in are not there when we walk through, you will be invoiced for missing or inoperable items.

- After you submit your Notice to Vacate, WR will send you instructions on how to properly end your lease.
- WR only performs move out appointments during weekdays, **and upon tenant request.**
- It is the responsibility of the resident to deliver all keys and openers to WR, either leaving them at the house in the combo key box or delivery to the WR office.
- Failure to deliver keys and all issued items could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the WR Moving Checklist so you remember important details.



Preparing the Property for Move-Out

When you are ready to move, if you have questions on how to prepare your residence, please call your WR management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Cleaning

Have the property clean throughout the interior and the exterior.

- In general, remove all personal belongings, trash, oils, grease, hair, dirt, sediment, dust and any buildup of foreign matter from all surfaces of premises, appliances and fixtures.
- Clean floors (inside unit, garage, driveways and patios/decks), windows (inside and out), window sills and door casings, mini-blinds, walls, HVAC grills, shelving, cabinets, sinks, vanities, commodes, bathtubs, showers, shower doors, tracks and ledges, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Clean refrigerator, microwave, vent hood, oven, stove, burner drip pans (replace if beyond cleaning), broiler pan, stove vent filter and fan, backsplash.
- Clean light fixtures, mirrors, doors, fireplace, entries, patios, garage and/or carport, storage areas.
- Replace all air conditioning filter(s) (or clean filter if it is permanent).
- Replace all burned out bulbs or batteries to smoke detectors that are beeping or not functioning.
- Tenant caused dirt is not normal “wear and tear.”
- Pick up debris and animal feces (whether you own a pet or not) on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

Carpet cleaning depends upon terms of lease agreement and time lived in the property, whether you have had pets, and if the carpet cleaning exceeds normal wear and tear. Refer to your lease agreement, and, if in doubt, contact WR.

Windows, Draperies & Window Coverings

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.



- You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe all mini blinds – do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

Replacements

The following must be in working order to avoid charges when moving out:

- Burned out light bulbs
- Non-working smoke detector batteries
- Missing doorstops
- Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Pest Control

- *Handled per the terms of the lease.*
- In most cases, the tenant is responsible for routine pest control.

Landscape Clean Up

- Mow front and back lawns, trim trees/bushes a minimum of 6 inches from sides of house or 3 feet above roofline, thin branches to allow for ample sun to reach lawn and remove weeds from planting beds (if Tenant is responsible for lawn care per the lease agreement).
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly – it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- Place all other trash within the appropriate trash receptacles for normal trash removal.
- Do not overflow trash receptacles.

Painting

- We request that you do not spackle, putty, or touch up paint without discussing with WR first.
- Charges can occur if unnecessary painting is required due to tenant painting.



- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your Security Deposit Refund

When you follow the move out procedures above and leave the property in good condition, it simplifies the task of refunding your security deposit. WR remits security deposit transmittals electronically within 30 days in accordance with the state landlord/tenant law. Remember, WR wants your move out to be a pleasant and successful process.

Administrative Charges

Administrative Charges

Unfortunately, as with any business, there are times when action or lack of action can cause you to incur fees or administrative charges. Here is a list of our fees and administrative charges that will be assessed:

- **Late fee** – an initial and daily late fee is charged if rent is not received by the due date stated in your lease. Refer to your lease for specific amounts due. Due to fair housing laws regarding equal treatment of residents, we cannot make exceptions to the late fee provisions within your lease agreement. Late fees will not be waived.
- **Eviction** – *WR charges an administrative fee of \$85.00 if an eviction notice is served because your rent has not been received in a timely manner. Additionally, a \$75.00-\$90.00 (per the terms of your lease) administrative fee is assessed for every trip required by WR to the courthouse to process your eviction.*
- **Maintenance** - *If we invoice you for any repair caused by you, a \$85.00 administrative processing fee will be added to the cost of the invoice.*
- **No Smoking** – If you or any of your guests smoke inside a designated “non-smoking” property, a \$500.00 rent charge plus the cost of smoke removal will be assessed against your deposit. This charge does not authorize smoking.
- **No Show or Trip Charge** – *If you’ve made an appointment with us or a vendor but fail to meet them at the scheduled time, you will be responsible for reimbursement of that charge plus an \$85 administrative fee (depending on the terms of your specific lease). Additionally, this fee also applies if you change any door locks or have a keyless deadbolt engaged when we or a vendor attempts a service call.*
- **Emergency Voice Mail System Access** – *If you use the emergency voice mail system after business hours and you do not have a valid emergency, your account will be charged a \$85.00*



administrative fee. NO EXCEPTIONS. See “Definition of an Emergency” listed in the table of contents.

• **Homeowners’ Association Violations** – If we receive a violation letter from an HOA due to non-compliance of any HOA policies, *you will be charged a \$85.00 administrative fee in addition to any HOA fine assessed. After 2 or more notices for lawn or landscaping violations, you may be charged an additional \$200/month and WR will take over the yard maintenance for you. This charge goes into effect once notice of violation is sent to the resident.*

• **Repair Coordination Fee** – *If there are any repairs or damages that were caused by you during your occupancy, a \$85.00 administrative fee will be deducted from your security deposit in addition to the cost of the repairs.*

• **Failure To Turn On Utilities** – If you fail to have the utilities turned on in your name on your move in date, *a \$85.00 administrative fee will be charged to your account as well as any amount owed for the bill.*

• **Failure To Return Renewal or Notice To Vacate By Due Date** – If you fail to return your renewal form or notice to vacate prior to the due date (30 days before the end of your lease), you will be charged \$150 fee to extend the time to return it by 30 days.

Frequently Asked Questions

WR has put together a list of the most frequently asked resident questions that may answer many of your concerns in advance.

Can I install extra telephone lines or cable lines?

- You can have these installed if you pay the expense. However, you must notify the WR Office in writing and obtain written permission PRIOR to install the lines.

Can I have a satellite dish?

- Yes, residents may install an exterior satellite dish in the yard only and not on any structure without previous written consent from landlord or property manager.
- However, if you live in a neighborhood with an HOA, it must be installed accordance with the HOA’s Declaration and Covenants. This may require you to get permission from the HOA as well.
- ***The dish may not be installed on the roof or any other part of the structure.*** You must submit a request to WR and sign an agreement PRIOR to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call our office for details.

What happens if my pet dies or runs away; can I have my increased security deposit back?



- Unfortunately, no. Security deposits remain in effect until all residents vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

I did not have a pet when I moved in; can I have a pet now?

- The answer is “Maybe”. Notify the WR Office of your request for a pet in writing.
- **DO NOT** move a pet into the property without permission! Per your lease agreements, there will be fines and fees assessed should you move a pet into your residence without permission in writing.
- Your property manager will contact you about your request. If the owner does allow a pet, an increased security deposit will be required, and a pet agreement will need to be signed. If the owner says no, please abide by the decision and your rental agreement.

What happens if I want another pet?

- Notify the WR Office in writing about what pet you want. The Property Manager will contact you about your request. If the owner does allow another pet, an increased security deposit will be required, and another pet agreement signed. If the owner says no, please abide by the decision and your rental agreement

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

- You and your roommate need to submit a partial notice to vacate. WR will need documentation from you to show you can support the property by yourself.
- We will not partially refund the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Contact the WR Office to secure the proper form for this request.

I want to add a roommate, now what do I do?

- The prospective roommate will have to apply, and WR must approve the person PRIOR to them moving into the property. Notify our office of your intention in writing and then have your prospective roommate apply on-line. They will have to pay the application fee and we are required to run a credit and background check on them before approving them.
- If WR denies the applicant, they cannot move into the property.
- If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

- The owners are showing responsibility toward 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. It is also nothing to fear. Therefore, WR will contact you first to set a date and time.

What happens if I need to move before the end of my lease?

- Please refer to your lease agreement for information about your obligations under the lease. Contact your property manager as soon as possible to discuss this situation in detail before you “break your lease”. Breaking your lease will adversely affect your credit.



Can you waive my late fees?

- No. WR follows the late fee provisions within your written lease to the letter. Due to fair housing laws regarding equal treatment of residents, we cannot make exceptions to the late fee provisions within your lease agreement.

Can I set up automatic deductions from my bank account?

- Yes! You can set-up an automatic payment and never again have to worry about slow mail or late payments. You don't even have to think about your payment, Automatic (ACH) payments automatically deduct the current amounts due on the payment due date. The ACH payments will continue until you cancel it. All you need to do is set yourself up through our web site and you're all ready to go.

Does WR allow sub-leasing?

- WR does not allow sub-letting under any circumstances

What is WR policy on pest control?

- WR does a one-time pest control treatment before you move in. Thereafter, it is the resident's obligation (unless it is termites or rodents) for the remainder of the lease term.

WR Additional Tenant Forms

A copy of your lease agreement, along with other important information is available in your personalized, online portal at www.WilderRealtyTX.ManageBuilding.com. Refer to it as needed and keep it with this information for a handy reference.

We have put together the following forms that could be useful to you in the future. If you need more forms, contact the WR office. We have also included a copy of your rental agreements with your handbook.

- 1. Property Utility Information**
- 2. Move Checklist**
- 3. New Resident Move-In Instructions**
- 4. Resident Preventative Maintenance Schedule**
- 5. Resident Change of Information**
- 6. TAR Notice of Tenant Intent to Vacate**
- 7. Dear Residents HVAC Maintenance**





Binding Addendum to the Lease

This *Resident Handbook of Policies, Procedures, Rules and Regulations* is a binding addendum to the attached executed lease agreement. You are obligated to all the conditions and provisions contained. In case any of the provisions in this addendum should, for any reason be held invalid, illegal or unenforceable in any respect, such invalidity, or unenforceability shall not affect any other provision, this addendum shall be construed as if such illegal or unenforceable provision had never been contained herein.

The term of this attachment shall be the same as the term of the lease agreement or future renewal.

By signing this page and the lease agreement, you acknowledge the receipt of, fully accept and agree to adhere to these charges and Policies, Procedures, Rules and Regulations as written.

_____/_____
Tenant Signature Date

_____/_____
Tenant Signature Date

_____/_____
Tenant Signature Date

_____/_____
 Tenant Signature Date



Additional Services

The following are “additional services” offered by WR.

Referrals

Do you know someone who is looking to locate a rental home, or needs property management or real estate services in the Austin MLS coverage area? If so, then please let us know how we can help them. WR values both your business and any business that is referred to us. We strongly believe in rewarding residents for their referrals.

Ask to see our referral rebate program for more information.

Real Estate Services

WR is eager to assist you in buying a permanent home.

Please contact us and let us know what we can do to provide you with the information or services you need.

Conclusion

We hope that you have found the *WR Resident 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 your WR management team.

We wish you a successful & enjoyable residency!