



Move-in

SURVIVAL GUIDE

Please keep this handbook in a safe place for future reference.



Welcome!

We are pleased that you have chosen to make your home with us.

Equity Real Estate & Company
Property Management
110 Navarro Suite 200
College Station, Texas 77845

(979) 696-4464

www.equitybcs.com

Welcome! We are excited to have you as a resident and look forward to getting to know you. Our **MISSION** is to provide an unsurpassed living experience through our dedication to customer service.

We have prepared this **Tenant Handbook** to help guide you & assist you in answering basic questions that may arise. This handbook is provided as part of your lease agreement and outlines your responsibilities to us and the property you have decided to lease. Please read each section carefully and contact us with any questions. **OUR GOAL IS TO BE READILY AVAILABLE** to you at all times! Along with exceptional customer service, we also provide you with tools to make your life easier. This includes **24-HOUR ACCESS** to our website to process rental payments & submit maintenance requests.

We hope that your living experience with us will be a pleasant, comfortable & a memorable one! Please feel free to contact us with any questions or concerns at **ANY** time!

To help make your experience a pleasant one, please read through the **Resident Move-in Survival Guide** to familiarize yourself with us, important rules to remember, emergency guides, and important contact information. Please **DON'T HESITATE** to stop by our office if you need any help or just to introduce yourself; we want to get to know each one of our residents!

We look forward to working with you. Enjoy your new home and thanks again.

Sincerely,

The Equity Real Estate Property Management Team



110 Navarro Suite 200 (Corner of Wellborn and Navarro) ■ College Station ■ Texas ■ 77845 ■ 979-696-4464

www.equitybcs.com

OFFICE INFORMATION

110 Navarro Suite 200
College Station, TX 77845
(979) 696-4464

Office Hours are **Monday through Friday 9am to 5pm**, Saturday and Sunday by appointment.

MOVE-IN CONDITION

When you rent a home from **EQRE Property Management**, we make every effort to see that all items are in good working order. Please report any maintenance issues within the first **24-48 HOURS** of possession. Please make sure you go through the home thoroughly and test all mechanical items to assure they are functioning properly. An **assessment** of the home is done prior to you moving in. Should you find anything in the home that you feel could be counted against your security deposit, you must provide a list and photo of each item **NO MORE THAN 24-48 HOURS AFTER YOUR LEASE BEGINS**. No move-in maintenance will be issued until the form is completed, **EXCEPT FOR** emergencies.

WHEN YOU FIRST MOVE IN

Get to Know Your Home. When you first move in, locate the breaker box and note the location of the GFI breaker and breakers for the stove/oven, water heater, and AC system.

LOCATING THE WATER SHUT OFF VALVE FOR THE HOME

The water shut off valve is usually located in the front yard near the sidewalk or road or sometimes in a flower bed around the perimeter of the home/building. Also, locate the shut off valve for the hot water heater and under all sinks. Locating these items now will prevent or minimize water damage later.

GENERAL RULES & REGULATIONS

Part of Your Rental Agreement

This Resident Handbook is part of your rental agreement and by signing your rental agreement, you agree to abide by these guidelines.

THE HOME

Although this home is a rental, you are expected to care for it as if it were your own. During the term of your rental agreement, you are responsible for the home and the land unless otherwise noted in the agreement. Your obligations are similar to those of the homeowner, and you will be expected to care and maintain the property accordingly.

RENTAL PAYMENTS

****WE ONLY ACCEPT ONE CHECK****

****PER UNIT****



ALL RENTS ARE DUE AND PAYABLE ON THE FIRST DAY OF EVERY MONTH.

Payments can be made online. All paper forms of payment (check, money order, etc..) will be accepted. Rents remaining unpaid by the **5th** of the month will incur a \$40 late fee **plus \$10** per day after that and tenant will also be responsible for the charges/fees incurred to deliver a **Three-Day Notice**.

RETURNED CHECKS

The amount of any NSF check is **\$40.00**, plus late fees. Payment must be made in either certified funds or money order within 24 hours of notification, or legal action may be taken without further notice. If the **RETURNED CHECK** makes your rent payment late, additional fees will also be due. All amounts due must be paid in full at the time of notification. If a personal check has been returned for any reason, **all future payments must be made by certified funds**.

Contact Phone Numbers & Email Addresses

MAINTENANCE INFORMATION

- Emergency repairs should be phoned in immediately.
- You can fill out a work order for maintenance repairs on our website (www.equitybcs.com). This is for non-emergency work orders only! If you haven't received notice that maintenance has been in your dwelling within 24 hours please call the office, we may not have received your work order.
- **Please note:** That the only types of maintenance that will be handled after hours or on weekends will be emergency maintenance. This includes flooding of an apartment, loss of utilities, and loss of refrigeration. **Air conditioner/heater problems are not an emergency.**
- If maintenance is caused by the negligence of the tenant, the cost will be charged and the management expects prompt reimbursement (ex. clogged plumbing, clogged garbage disposal, tripped breakers, broken glass, etc.)
- **Running toilets** need to be reported immediately to prevent a high-water bill.
- The goal is to have all **non-emergency requests** completed within 48 business hours.
- Any resident-caused damage to the home will be charged to your account after the work is completed.

EMERGENCY MAINTENANCE REPORTED WILL BE ADDRESSED AFTER-HOURS.

Issues may arise after hours that require immediate maintenance attention. These are situations that present a danger to people or property and **include fire, leaking pipes, flooding, toilet issues** in units that have only one bathroom, no heat or AC if temperature is below 50 or above 95, or no water/power to the unit. If you are in need of emergency Maintenance assistance, please call our **AFTER-HOURS NUMBER AT (979) 696-4464**

MAINTENANCE TIPS:

- Keeping a **plunger** on hand to take care of minor clogs. To keep the toilet from getting clogged, do not flush rags, paper towels, diapers, feminine products, etc. down the toilet.



- Know where the toilet's water shut-off valve is (**look behind the toilet**). If the toilet begins to overflow, turn the water supply off immediately. This can prevent possible damage to your home. Once the water supply has been shut off, contact your management team or submit a maintenance request for the service.
- A toilet that runs constantly **wastes** water. If your toilet is running non-stop, contact the office immediately.
- Never put Kitchen grease, coffee grounds, vegetable skins, fruit pits, or other items down the sink. **COLLECT** in a container and throw away in the trash.
- Clean up **SPILLS** (even water) on flooring and carpet immediately before they soak in or cause damages.
- After **BATHING**: (1) wipe moisture off of shower walls, shower doors, the bathtub and bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; (3) hang up your towels and bathmats so they dry completely and (4) leave any bathroom fan on for at least thirty minutes after completion of activity.
- Run the **Washer/Dryer and Dishwasher** only when it is full to save water.
- Clean **LINT TRAP** after each use and keep surrounding area clean and free of debris.

SMOKE DETECTORS

Check to be sure the smoke detectors are operational upon move-in. Notify EQRE Property Management if you are not able to operate them. Please check the battery regularly and replace the battery as soon as it begins to lose charge. Disabling a smoke detector is a violation of your lease and the law. **DO NOT DISABLE THE SMOKE DETECTOR AT ANY TIME.**

PEST CONTROL

Please report a pest problem within your first 3 days of possession. If not reported in writing, it is agreed that the premises **have no infestation** of any kind. Any future infestation of any kind, less termites, is considered resident responsibility. Resident is responsible for reporting any suspected or known insect infestation. **EQRE Property Management** assumes no responsibility for the control of roaches, mice, rats, ants, fleas, or other pests. Residents will be charged for any damage caused by uncontrolled pests.

PAINTING, DECORATING, ETC.

If you want to change the house décor in any way, please put your **proposal in writing** and submit it to EQRE Property Management along with a sample of the paint/wallpaper or drawing of the proposed work (e.g. adding a fence). If approved, you will **RECEIVE WRITTEN CONFIRMATION**. All work tasks must be done by a licensed and insured vendor and the vendor must provide copies of their insurance documents. Residents are not allowed to make alterations such as these on their own. All work must also be inspected and approved by EQRE Property Management after completion. Lastly, these changes or modifications are the resident's responsibility. The costs of returning the property to the original condition, if any, is the **responsibility of the resident**.



UNAUTHORIZED REPAIRS

EQRE Property Management must authorize ALL repairs and/or maintenance that the resident requests. Please do not make any repairs or authorize any maintenance without written permission from EQRE Property Management. Rent cannot be withheld because of needed repairs, nor can the cost of needed repairs be deducted from the rent.

HEATING, VENTILATING, AIR CONDITIONING (HVAC) SYSTEMS

All HVAC filters need to be **changed** monthly. The A/C return vents should be kept clear of obstruction, such as furniture and clothing. Keep the "**condensation drain line**" clean and clear of obstructions. Pour 1 cup of white vinegar down the drain line each month when you change the filter.

- **THE AREA AROUND THE A/C CONDENSER (OUTSIDE UNIT)** should also be kept clear of grass, debris and other obstructions. Do not allow grass and weeds to grow up or around the condenser unit. If the **AC does not** work, check all circuit breakers. Often during hot weather, or if the circuit breaker overloads, the AC breaker will flip causing your unit to be unusable.
- ***NOTE: AN HVAC (AC) system failure does not constitute an emergency.** Every effort will be made to get a service technician scheduled as soon as possible. However, if the problem occurs on the weekend or on a holiday, it may not be possible to have the unit serviced until the next business day. **If you insist on having it done and the** technician is available, you will be responsible for the after- hours fee. If a service technician indicates that the repairs are due to **resident negligence**, you will be financially responsible. The most common causes are not changing the filter and/or not keeping the drain line clear.

LAWN IRRIGATION/SPRINKLER SYSTEMS

Residents agree to operate sprinkler system often enough to keep the lawn and shrubbery healthy, or a minimum of 15 minutes per zone, 3 times weekly. Any problems or repairs needed to the irrigation/sprinkler system must be reported in writing to EQRE Property Management.

PLUMBING/SEPTIC SYSTEMS

Resident is **RESPONSIBLE** for keeping all sink, tub/shower, lavatory, and toilet drain lines open. Do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it is designed. **SANITARY PRODUCTS, DIAPERS, DIAPER WIPES, CONDOMS, COTTON SWABS, COFFEE GROUNDS, COOKING FATS OR OILS** are not to be flushed down any toilet or otherwise deposited into the home sewer.

IF YOUR PROPERTY IS ON A SEPTIC TANK SEWER SYSTEM

In addition to the items listed above, do not flush wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not decompose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Residents must purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product.



LAWNS AND GROUNDS

Residents are expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession of premises. This care **INCLUDES REGULARLY CUTTING THE GRASS**; watering the lawn; trimming shrubs; edging all driveways, walkways, and curbs; treating fire ant mounds; treating for lawn pests; treating for chinch bugs. Keep shrubs and tree growth away from the roof, eaves, and sides of the home. Tenant is required to report any condition which can cause damage, permanent or temporary, to the grounds. Flowering trees must be pruned at the proper time of the year for their species and all flower/shrub beds must be kept free of weeds, grass, etc.

PLUMBING/SEPTIC SYSTEMS

Resident is responsible for keeping all sink, tub/shower, lavatory, and toilet drain lines open. Do not allow anyone to deposit anything into the plumbing system or to use it for any purpose other than for which it is designed. **Sanitary products, diapers, diaper wipes, condoms, cotton swabs**, coffee grounds, cooking fats or oils are not to be flushed down any toilet or otherwise deposited into the home sewer. If your property is on a septic tank sewer system, in addition to the items listed above, **do not flush** wet-strength paper towels, facial tissues, cigarette butts, and other non-decomposable materials into the property sewer. These materials will not de-compose and will fill the septic tank and plug the system. Regular septic tank maintenance is critical to avoid blockage, backing up of waste into the property and responsibility for costly repairs. Residents must purchase an appropriate enzyme product and flush into the functioning toilet, as directed on product. Resident will be responsible for any damage or stoppage unless it was caused by mechanical failure of the plumbing system.

CARPET CARE ROUTINE

Carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and to keep the pile erect. Heavy traffic areas require more frequent vacuuming. Upon vacating the property, the carpets shall be **PROFESSIONALLY CLEANED**, at the expense of the resident using a carpet-cleaning vendor approved by Management. Receipt of said services must be provided to Management. If carpets are not professionally cleaned, Management will use the security deposit to pay to have carpets cleaned. A receipt is required at the time the keys are returned.

KITCHEN APPLIANCES

Each kitchen appliance must be **CLEANED REGULARLY** including the stove hood vent, the filter in the stove hood vent, the oven, under the burners on the stove and the drip pans. Please do not put aluminum foil on the drip pans. Upon moving out, all drip pans must be replaced. Please clean the top and under the refrigerator and washer/dryer regularly. Not cleaning all these items regularly can cause excessive wear and tear, for which residents will be responsible.

PERIODIC PROPERTY ASSESSMENTS

EQRE Property Management will conduct periodic assessments of the premises to note its condition.

SAFETY:

- Barbeque grills ... use in accordance with the local fire code. Any other grills or hibachis are prohibited in units or on patios or balconies.



- Resident must not tamper with, interfere with, or damage any alarm equipment and/or installations.
- Smoking and or Vaping is prohibited in units, stairwells, building common areas, hallways, or as prohibited by local law. The term "**smoking**" means inhaling, exhaling, breathing or carrying any lighted cigar, cigarette, electronic/vapor cigarette, tobacco product or any other similar lighted product in any manor or in any form.
- Fire warning devices and safety equipment are to be used only in case of emergency.
- Residents **SHOULD NOT MAKE** any loud or disturbing noises which constitute a nuisance to others.
residents. Neither Resident nor Resident's guests may use the Common Areas, parking lots or grounds in such a manner that interferes with the enjoyment of other Residents.
- Obtain renters insurance. Keep an inventory list of personal belongings. Liability coverage is required.
- Let roommate know if you are going to be out of town for an extended period of time.
- Do not overload outlets by using a multi-tap connection. Make sure cords on lamps and household appliances are not split or frayed and the wire inside is not exposed.
- Never leave cooking unattended.
- Report to the office any malfunction to devices, lights, access points, railings, etc.

GOOD NEIGHBOR POLICY

- Please remember your neighbors and help us maintain a quiet, clean community environment.

UTILITIES

- Equity Real Estate PM is only responsible for the utilities that are stated in your lease as paid.
- Any other utilities are your responsibility.
- Equity Real Estate is not responsible for your phone service or the phone jack, your cable or cable wires. **CALL YOUR CABLE OR UTILITY PROVIDER.**

SATELLITE DISHES

If you have questions concerning a satellite dish, please come by the office.

PETS & YOUR LEASE

No animal without consent. **No animal** (including mammals, reptiles, birds, fish, rodents, amphibians, arachnids, and insects) are allowed, even temporarily, anywhere in the dwelling unless we've given written permission. **THE PET POLICY** must be approved in advance: no dogs/cats at any time—not for an hour, overnight, or the weekend **UNLESS PREAPPROVED**. The first sign of a pet will cost you **\$100.00/pet plus \$10.00/day**.

GUESTS

A reasonable number of guests may occupy the premises without prior written consent if stay is limited to **72 hours**. Only those persons listed on the rental application have permission to occupy the premises. You are **responsible for the behavior** of any and all guests. All portions of this agreement also apply to your guests.



INSURANCE

It is strongly urged that you obtain a renter's insurance policy. Residents should understand that the Homeowner's property insurance **does not** cover resident's personal property or protect resident from loss or liability. Resident is **RESPONSIBLE** for obtaining, and is **strongly urged** to obtain, renter's insurance to protect resident's personal property against loss or damage.

