

**How much grace period must I be given before my rent is considered late and what are the late charges?**

Rent is due on the first of the month. After the 2<sup>nd</sup> at midnight your rent is late. Fees will be assessed according to the lease. 10% of rental amount and \$20 per day. Example: \$1000 monthly rent, 10% late fee is \$100. If 2 days late total is \$1140.00. Rent plus 10% plus 2 days at \$20 per day total rent plus late fees due. (monthlyrent x 10% plus \$20 per day = total due)

**I have always paid my rent on time. Why did I receive a 3-day notice when the rent was only 6 days late?**

The rent is due on the first of the month. If the rent is not posted in our office by the date stated on your lease, we serve a 3-day notice.

**I am an excellent resident and take good care of the home. Can you waive my late charges?**

No. We do not waive late charges. Fair Housing laws require that we treat all our residents equally. We cannot decide if one resident is more deserving than another of paying late charges, therefore we enforce late charges across the board.

**I would like to know exactly when, how much and how often a rental increase can be given. Also, is there a ceiling on the amount of any given increase? If so, what is the highest amount?**

Under the terms of the TAR lease, no rental increases can be given until the initial lease term has expired. After the lease has expired, an increase of any amount can be assessed. (the state of Texas does not have rent control) We feel we are reasonable with our increases, depending on market conditions and the owner's requests.

**How do I request maintenance for a repair?**

According to the TAR lease agreement repair requests are required to be put in writing. The best way to report a problem and request maintenance is through our website. If you do not have internet access, the request can be dropped off or mailed to our office. The Landlord is not obligated to complete a repair on a day other than a business day unless required to do so by the Property Code.

**Do you have an emergency repair line?**

Yes, we do. The emergency number is (210)390-9000. According to TAR lease agreement an emergency is something related to the condition of the Property that materially affects the physical health or safety of an ordinary tenant, ordinarily, a repair to the heating and air conditioning system is not an emergency. Do not use the emergency number to report non-emergency repairs.

**What is considered an emergency?**

The following are examples of maintenance emergencies. The main sewer line is backed up. A pipe broke and water is leaking into the home. There was a break-in and you have an unsecured entrance to the home. After hours call 210-390-9000. If it is after 6:00 p.m. and before 9:00 a.m. and the call is not an emergency, you could be charged for the call.

### **Do I need to get renters insurance?**

It is strongly recommended that you purchase renters' insurance to cover any of your personal property and any personal liability loss in case of accidents.

### **What if I lose my keys or I am locked out of the property?**

In some cases, we have a duplicate set of keys available in the office. We will only release keys during normal business hours to persons listed on the lease and identification is required. If we have to bring a key out to you there will be a \$75 trip charge. If you lock yourself out after hours you will need to contact a locksmith at your expense. The property must remain on our key system.

### **Can I paint the walls another color?**

Requests to paint the walls a different color must be in writing and requires the owner's consent and approval.

Also, you will need to let us know which wall or rooms and we will require an additional deposit which is refundable if the wall or rooms are restored to the original color unless you have approval from the office that you do not need to restore the paint.

### **Can I change the locks?**

No! You cannot change the locks yourself. Re-keying the property without our permission is a serious lease violation and against the law in Texas. Texas Law specifically forbids the tenants from locking out the landlord and the Courts & Judges are not sympathetic to tenants who lock out the landlord.

All notices or requests by Tenant for rekeying, changing, installing, repairing, or replacing security devices must be in writing. Installation of additional security devices or additional rekeying or replacement of security devices desired by Tenant will be paid by the Tenant in advance and must be installed only by contractors authorized by our office.

### **Do I have to give a written notice to vacate even if it is at the end of my lease?**

Yes. The lease agreement stipulates a written notice of intent to vacate which must be in our office 30 days prior to the end of the lease term. You can find the 30-Day Notice to move-out form under the Tenants Documents on [www.rehomingtexas.com](http://www.rehomingtexas.com).

### **When do I get my security deposit back?**

We normally mail the deposit to the forwarding address you leave at our office less any charges incurred within 30 days of the last day you occupied the property. You must leave a forwarding address.

### **What if I do not see the answer to my question here?**

Contact us in writing at [info@rehomingtexas.com](mailto:info@rehomingtexas.com)