



**Rules and Regulations
Addendum to Residential Lease Agreement**

RE-Homing Texas, LLC
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www.ReHomingTexas.com

Welcome!

It is a pleasure to welcome you as our tenant. We believe that a good Landlord-Tenant relationship is important to your enjoyment of the home or apartment you are renting.

The property you are renting is managed by a professional team dedicated to the satisfaction of our residents and owners.

As Property Manager for Owners of rental properties we are bound to certain responsibilities by legal contracts with our Owners and with our Tenants. We can best serve both Tenants and Owners by offering professional services to you.

If you should ever have any need regarding your rental, please do not hesitate to contact us.

We will do our very best to assist you.

As Tenants, you have certain responsibilities. Please take the time to familiarize yourself with the Rules and Regulations.

**THIS ADDENDUM IS PART OF THE RESIDENTIAL LEASE AGREEMENT
BETWEEN OWNER AND TENANT.**

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ACCEPTANCE OF PROPERTY

Tenant accepts the property in its present condition (AS-IS) subject to conditions, which materially affect health or safety of an ordinary tenant. No additional cosmetic touches or repairs will be done after move-in unless otherwise agreed to in writing, by all parties.

AGENCY

In renting to Tenant, we are acting as agent for the owner of the property. This means that we can bind the owner by contract, but it also means that we are bound to act in the owner's best interest at all times. We cannot guarantee that the owner will perform his / her obligation under the lease.

ANTENNAS



The property owner **must** approve installation of any dishes or antennas, drilling through walls, or other penetration of the structure. Please allow sufficient time for us to obtain this approval. NOTHING can be attached to the shingles of the roof. Any Antenna or Dish installation must be accompanied by a \$250 deposit and form of approval. Cable TV, telephone installation, and maintenance expenses are the responsibility of the resident.

APPLICATION FOR RENTAL

It usually takes 2 - 3 business days to finalize the application.

Please call the office for confirmation of approval. If applying for an occupied property, the current tenants have precedence. Although they have given a Notice of Intent to Vacate, the possibility exists that the property will not be available on the listed date.



BASKETBALL EQUIPMENT

Do not install any type of basketball equipment on the roof or any other part of the property. Basketball equipment must be stored in compliance with HOA regulations.

BILLING FOR REPAIRS AND LATE CHARGES

This expense to Tenant is stipulated in the Lease Agreement. **Our policy is to withhold any amount that is owed from the next regular monthly rent payment. If late fees or other charges are not paid, this will cause Tenant to be delinquent in payment of the rent.** If this occurs, RE-Homing Texas must proceed with our standard collection action by delivering a Notice to Quit and Vacate, which becomes an additional expense to Tenant.

To prevent any additional expenses to Tenant, please pay non-rent charges on a timely basis.

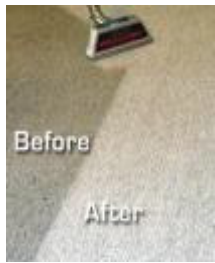
CARBON MONOXIDE DETECTORS

Carbon Monoxide is an odorless, colorless gas that kills many people every year.

The current Texas Property Code does not require owners to install carbon monoxide detectors in rental properties.



If the rented property is heated by gas, has a gas water heater, gas stove, or if vehicles are parked in an attached garage, we strongly recommend that you purchase Carbon Monoxide Detectors for the safety of Tenant and other occupants.



CARPET CLEANING

Tenants are required to have the carpets professionally cleaned by a truck mount company at the time of move-out. Tenant can either pre-pay for this service or provide a receipt when turning in keys.

The carpet cleaning company must guarantee their work to our reasonable property management standards. **If the cleaning is not done to our specifications, the tenant will be charged for any additional expense.**

Please contact RE-Homing Texas for a reference list of carpet cleaning companies.

DO NOT EVER USE STORE RENTED CARPET CLEANERS OR APPLY SHAMPOO TO THE CARPET. Store rented cleaners weaken the fibers of the carpet and stretch it, thus reducing its lifespan. Shampoos and other chemical cleaners leave a film on the carpet which adheres to dirt.

CLEANING AND MAINTENANCE OF PROPERTY

Tenant is responsible for keeping the property clean and orderly inside and out.

Kitchens

- ☐ Keep all food stored properly.
- ☐ Clean stove, hood, vents, and filters on a regular basis.
- ☐ Clean ovens regularly.

Self-cleaning Ovens

- ☐ (Use heat to clean - door locks.)
- ☐ Follow instructions printed on the oven.
- **DO NOT** use commercial cleaners such as "Easy Off" or "Mr. Muscle"
- ☐ Do not leave oven unattended while cleaning.



Continuous Clean Oven:

- ☐ Set at 450 degrees and leave on for several hours because high heat helps the cleaning process. Then wipe out.
- ☐ **Do not use commercial cleaners in the oven.**
 - If these cleaners are used, the oven will begin to rust within a few weeks.
- ☐ Do not leave oven unattended while cleaning.

Regular ovens

Use an oven cleaner, such as Easy Off. Then wipe oven clean of residue.

Bathrooms

- ☐ **Do not use steel wool, scouring powder or abrasive scouring pads or cleaners to clean acrylic or fiberglass tubs or marble sinks.**
 - **Using these items could ruin the finish.**
- ☐ Use Gel Gloss or Soft Scrub or other nonabrasive cleaners.

Prevent mildew and mold from accumulating by:

- ☐ Using exhaust fans during and after showering.
- ☐ Keeping bathroom properly ventilated.
- ☐ Treating mold and mildew immediately with products such as X-14 or Tilex.

- ❑ **Report any leaks immediately.**

Please notify the office if the caulked areas around the bathtub and tiles become cracked, broken or chipped. Water seepage can cause severe damage to the home.

Carpets and floors are to be maintained at Tenant's expense.

- ❑ Vacuum carpets at regular intervals.
- ❑ Sweep and mop floor regularly.
- ❑ Clean up spills, pet accidents, etc. promptly.
- ❑ Have carpets professionally steam cleaned as needed.
 - DO NOT use store rented machines. They ruin the carpet. Only steam cleaning is acceptable.
 - Please contact RE-Homing Texas for a list of truck mount carpet cleaning companies.
- ❑ Use only approved cleaners on vinyl floors. **Do not use wax.**
- ❑ Use only hardwood floor cleaners on hardwood floors

COMMUNICATION

Re-Homing Texas has email for best communication practices. This insures for you as the tenant that all communication is in writing. A phone call or text does not serve as communication. Questions, concerns or communication can be sent to info@rehomingtexas.com.

DIRECT DEBIT

This is a feature that can be used through the Tenant portal.

DISHWASHER

- ❑ Use only dishwashing products.
 - **Do not use dish soap or laundry detergents**, as they will cause the dishwasher to overflow. **Only use products made specifically for the DISHWASHER.**
- ❑ *Use the dishwasher at least once each week.*
 - *If not used the seals dry up and the motor may be ruined when put back into regular use.*
- ❑ To save power and reduce the electric bill, do not run the dishwasher until it is completely loaded.
- ❑ **Do not** leave soiled dishes in the dishwasher for a long period of time; such practices attract household pests.
- ❑ **Every month** - run the dishwasher **empty** with a **cup of vinegar**.



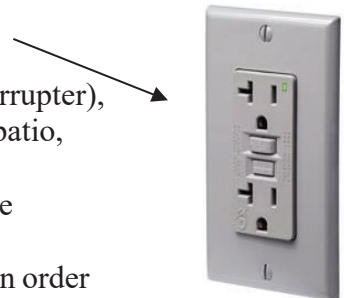
EARLY TERMINATION OF LEASE

As Broker / Manager for the home, our primary responsibility is to act in Owner's best interest at all times. However, we realize that extenuating circumstances may prevent a resident from fulfilling the term of their lease agreement. If Tenant is unable to fulfill the term of the lease agreement, please contact RE-Homing Texas to openly discuss the situation.

ELECTRICITY DOES NOT WORK



- **Check the Breaker Box**
- Check the GFI plug (Ground Fault Interrupter), which is usually located in the garage, patio, kitchen or the bathroom.
- Resetting the GFI will usually restart the electricity.
- Know where all GFI plugs are located in order to quickly solve any problems.



- If circuit breakers keep tripping, the circuits are possibly being overloaded with appliances, such as a microwave, toaster, curling irons, blow dryers, etc.
- If the electricity is still not working after checking breakers and all GFI plugs, call RE-Homing Texas for assistance.

EVICITION NOTICES

If the rent payment is not received by the 5th day of the month, Tenant will be served a Notice to Quit and Vacate (NTQ).

Tenants will NOT receive a phone call if their rent is late.

If the rent, all late charges and \$100 dollar charge for the NTQ are not received in our office within 1 day after receiving the NTQ, we will order a Forcible Entry and Detainer (eviction suit).

In the case of an eviction suit, Tenant will receive a notice from a constable informing him or her of the court date to appear before a judge. If Landlord or Landlord's Agent must appear in court for an eviction suit or like suit, Tenant will incur additional charges.

RE-Homing Texas' rent collection policy conforms to industry standards.

FILTERS AND MAINTENANCE FOR A/C AND HEATING

As stated in the lease agreement, Tenant is responsible for supplying and changing the heating and air-conditioning filters at least once a month. *Check for location of A/C filter at move in. If there is not a new A/C filter in place contact the office.*

We require the use of a pleated filter of the correct size unless there is a permanent filter in the unit.



A clean filter prevents serious damage to the motor, compressor and other parts of the AC/Heating unit. Failure to perform this service affects the efficiency of the A/C and heating units, which requires the unit to work harder. This reduces the operating life and causing an increase in the electric bill.

The filter has to be replaced a minimum of once a month and must be installed in the correct position for the proper airflow. See arrows on filter for correct placement.

Any cleaning required or damage done to AC/Heating unit caused by failure to perform mandatory changes of the filter will be charged to the tenant.

We have had some instances in the past where we had to send our A/C repairmen out to repair a unit and the tenant had never changed the filter or had removed it. This is a very expensive repair, and the tenant is ALWAYS required to pay the entire billed due to tenant neglect.

Filters only cost a few dollars and the cost is more than offset by the savings on the electric bill.

We recommend changing the filter when rent is submitted for payment. Buy several at one time to have them on hand when it is time to change.



If the property has an A/C system with a drain line that has an opening in it, pour a cup of bleach or vinegar down the drain tube every month. In most cases, this prevents the drain line from clogging up with algae and flooding the property.

Anytime you see the secondary drain line dripping water or water drips from inside the unit, it indicates that the primary drain is clogged and needs to be serviced. If this not corrected, it may cause serious water damage. **DO NOT** operate the unit until the clogged drain line is cleared as the unit will produce water and damage to the property may occur.

Please report any water drips to the office so we can have the A/C checked.

A/C WINDOW UNITS

No window air conditioning or heating units are allowed to any apartment window. Units that are currently in place, filters are washable and should be cleaned on a consistent basis at least monthly. Contact the Management office for instructions. Window screens are NOT to be removed by tenant.

FIREPLACE SAFETY

If there is a fireplace on the property, it is there for the tenant's use.

However, if you intend to use it, call RE-Homing Texas so we can have it inspected and, if needed, cleaned. You will then be responsible for having it inspected and, if necessary, cleaned by a certified chimney sweep when you move out.

When you use the fireplace:

- *Before starting the fire, be sure to open the damper.*
- *Close the damper securely only when the fire is completely out and ashes are cold.*
- If smoke is coming out of the fireplace into the room, put out the fire immediately and vent the house.
- Use hard woods, such as oak or mesquite rather than soft woods like pine, cedar, fir or redwood. Soft woods cause sparks and a build-up of creosote.
- **Never use fire starters such as charcoal lighter or kerosene and definitely not gasoline.**
- **NEVER burn trash or Christmas trees in the fireplace.**
- **ALWAYS use a log grate.** It positions the fire properly and ensures a good flow of combustible air to and around the fire.
- BUILD moderate to small fires. Most prefab fireplaces are not designed for roaring fires. **DO NOT** overfill the fireplace. Overfilling can cause excessive heat in the chimney and possibly a house fire.
- USE a fireplace screen at all times to prevent damage to the carpet and to reduce the possibility of a fire in the room.
- NEVER leave the fire unattended or with unattended children.
- ALWAYS use a metal ash container for the removal of coals and ashes and be sure the coals are cold. NEVER put hot or warm coals in a garbage can, paper bag or any flammable container.



Tenant agrees not stack firewood next to the house, any building or the fence. Doing so promotes the infestation of wood destroying insects.

GARBAGE DISPOSAL

A garbage disposal is a convenient appliance if used properly. Overloading will cause the safety button to kick in and turn off the disposal.

Before filing a maintenance request for the garbage disposal, please complete the following steps.

1. *Reset the safety overload, wait three or four minutes for the motor to cool then push the button on the bottom of the motor.*



2. Use an Allen wrench to reset the disposal
3. If these two steps fail, call RE-Homing Texas. If a representative can fix the garbage disposal by completing either of the two steps above, Tenant will be charged a \$75 trip charge.

Keep your hands and other objects out of the disposal when it is running.

For best operation, follow these steps:

1. Turn cold water on to full flow.
2. Push food through the splash guard into the disposal. Do not stuff. A mixed load of hard and soft waste works best. Pieces larger than a mouthful in size should be discarded in the trash.
3. Flip starting switch to "on" and let the disposal operate until the grinding sound diminishes and becomes a humming sound.
4. Turn switch off.
5. Run cold water for a few moments longer. Do not discard the following items in your disposal: potato peels, potatoes, metal, glass, plastic, grease, paper, cigarettes, bones, banana peels, oyster or clam shells, dish rags, celery, corn husks, etc.

Remember: If you can't chew it, your disposal can't chew it!

If a spoon, bottle cap or other item becomes lodged in the disposal, make sure the disposal is turned off before attempting to retrieve the object. Do not stick your fingers in the disposal!

The disposal is self-cleaning; adding baking soda or a lemon or orange rind will help to reduce odors.

Do not use caustic drain cleaners at any time.

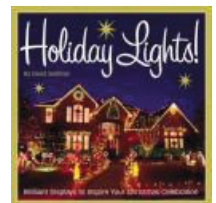
GARBAGE HOUSEHOLD DISPOSAL

ONLY HOUSEHOLD GARBAGE OR TRASH IS ALLOWED IN THE DUMPSTER. Please keep lids and doors closed so that trash does not blow out. NO garbage cans are allowed outside your apartment. You must take the following to a recycle facility or City Dump and cannot be placed in the dumpster. **(TV's, electronic equipment, microwaves, tires, BarBQues, mattresses, box springs, furniture, vehicle oil, etc.)** (The dumpster is exclusively for tenants of the Country Side Apartments only) report unauthorized use.

HOLIDAY DECORATIONS AND LIGHTS

Lights are to be hung properly and carefully checked. **They must be removed by February 1 of the following year.**

Remove and dispose of Christmas trees properly.



IMPROVEMENTS / ALTERATIONS

Written approval must be obtained from RE-Homing Texas before any alterations to the premises and its grounds. This includes, but is not limited to: painting, wallpaper, light fixtures, security systems, flooring, lawn, gardens, bushes, trees, fences and utility buildings.

Contact the property manager to discuss your plans and obtain written permission.

Should alterations be made without management's consent, you will be responsible for returning the property to its original condition.

KITCHEN COUNTERTOPS

Promptly wipe up any spills to avoid stains. Use hot pads to protect the surface.

Avoid damage when cutting items with a knife by using a cutting board, not the countertop.

LEASE EXPIRATION

During the sixty (60) to forty-five (45) day period prior to your lease expiring, you will receive a notice from us outlining the provisions of your lease renewal.

You must provide us with at least thirty (30) days written notice if you do not plan to renew your lease. Please find Notice to Vacate Form on the tenant section of our website or request a copy to be completed electronically from info@rehomingtexas.com.

Your lease agreement allows us, during the last 30 days, to install a lock box and a sign on the property and to begin showing the property to prospective tenants.

Failure to allow reasonable showings to prospective tenants or buyers during this period constitutes a default of the lease and the security deposit, in its entirety, may be forfeited.

We will do our best to contact you prior to showing your home.

Please do not allow any prospective tenants to enter your home unless accompanied by a real estate agent.

LEASE PAYMENTS

In accordance with the provisions of your lease, your rental payment is due on or before the 1st day of each month.

Payment may be made by personal check, online or certified funds, payable to RE-Homing Texas, LLC. You can mail your rent to 900 NE Loop 410, Suite D 304, San Antonio, TX 78209, note if rent is mailed it must be received by the 3rd at the address to not be late. Mail date that is stamped 3rd by the post office and received after that date, will be considered late. Rent can be paid at www.ReHomingTexas.com on the tenant portal.

We do not accept cash!

If your rent payment is not received in our office by 11:59 p.m. on the 3rd day of the month, a late charge will be assessed. Late charges are calculated as 12% of monthly rent as late fee. Check your lease for late fees that are applicable.

Personal checks will not be accepted after the 3rd day of the month. You must pay by certified funds, cashier's check or money order only.

Weekends and holidays do not delay or excuse tenant's obligation to pay rent on time.

Be sure your rental payments indicate the property address for which you are paying rent as identified on the lease agreement. If you do not do so, your rent payment could be applied late as we have no way of knowing which account to apply it towards.

If you make after hours payments, please call us the next business day to verify receipt.

We will not be responsible for lost payments.

If you require an additional copy of your lease, the fee is \$25 dollars. Remember, you were given a free copy of your lease when you moved into the property.

LIGHT BULBS



All light sockets should have working bulbs in them when you move in. If any lights do not work when you move-in, please notify us.

It is your responsibility to replace light bulbs as needed. When replacing burned out light bulbs, use the correct size, type and wattage. If a light fixture is rated for a 60 watt bulb and you use a 100 watt bulb, you can create a short circuit and a possible fire hazard.

KEYLESS DEADBOLTS

The purpose of the keyless deadbolt is to protect you while you are inside the property. It is not intended to protect your possessions while you are away.

When you leave the house, be sure that the keyless deadbolts are disengaged. This will prevent you from being accidentally locked out of the property.

If a garage door opener should malfunction or one of the door locks not work while a keyless deadbolt is engaged, it would be impossible to enter the property with a key.



If you are locked out of the property because the keyless bolting devices are engaged, you are responsible for all costs charged to enter the property.

LOST OR MISPLACED KEYS

In some cases, we have duplicate set of keys available in the office. These keys are available should you lose your keys or lock yourself out.

Only those on the lease can pick up keys, and identification is required. The keys must be returned within 24 hours or you will be charged for key replacement. You are responsible for transportation to pick up keys, and keys will only be available during normal business hours.

If we bring key out to you, you will be charged a \$75.00 trip charge. This is not always an option. If you lock yourself out after hours you will need to contact a locksmith at your expense.

MAILBOX KEYS

You can pick up your mailbox key by registering at the Post Office in your area. Call the US Postal Service at (800) 275-8777 to find out which Post Office to go to.

MAINTENANCE AND REPAIRS



Tenant is required to promptly notify RE-Homing Texas of all needed repairs.

Failure to inform RE-Homing Texas of water leaks or any condition that may result in damage to the property will cause tenant to be held liable for the cost of repairs!

Telephone notification is acceptable only in cases of danger to person or property.

Written notification is required by the lease agreement.

According to the Texas Property Code, a repair is considered timely if it is completed within seven (7) days of being reported.

MAINTENANCE PERSONNEL

Maintenance personnel are not employees of our company; consequently, we do not control their work hours. Please advise us if a repairman does not arrive or if the work is not completed in a professional and satisfactory manner.

If you require a special appointment time with a repairman and it results in the repairman billing us an extra fee, you will be charged the amount that exceeds the regular service fee.

A problem may be an inconvenience or cause you discomfort, but it may be something that can wait until the next normal working day. **Routine repairs will normally be accomplished within 2 - 4 working days.**

MOVE-IN INSPECTION REPORT

At the time you sign your lease, you will be provided a Property Checklist. This document is designed to protect your security deposit and is for your protection for consideration in both maintenance deductibles and security deposit charges.

To ensure that you are not charged for any damage or stains that exist when you take possession of the house, it is very important that you provide our office with a detailed list of discrepancies.

If there are window coverings included, list whether they are drapes, curtains or mini-blinds.

Tenant is responsible for completing and returning the Property Checklist within three (3) days after occupancy. Otherwise it will be understood that there are no discrepancies.

Complete your Property Checklist, retain a copy for your files and email us the original. Do not telephone the information to us. When returning your Property Checklist, please provide us with your new home phone number and work phone number(s).

THE PROPERTY CHECKLIST IS NOT A REQUEST FOR REPAIRS AND ANY DEFECTS NOTED WILL NOT BE CONSIDERED FOR REPAIR SIMPLY BY RETURNING THIS DOCUMENT.

If needed, a separate written request for specific repairs must be submitted via the online portal.

MOVE-IN ORIENTATION/ LEASE SIGNING

You will sign your lease electronically, AFTER we have received your security deposit and administrative fee.

Your first month's rent must be paid at the time the keys are picked up. If the move-in date is on or before the 16th of the month, Tenant must pay the pro-rated rent shown on the lease.

If Tenant's move-in date is after the 20th of the month, Tenant must pay the pro-rated amount, plus the rent due for the following month.

Pet fees must be paid at move-In orientation.

Checks for pro-rated rent, first month's rent and fees must be paid in separate checks.

You will receive keys and garage door remotes at your move in orientation.



MOVE-OUT INSPECTION

In accordance with the lease agreement, a move-out inspection of your home must be completed before any security deposit can be refunded. The move-in inspection will be used as a reference at move-out. **The person doing the move-out is only there to document the condition of the property and cannot tell you if there are any charges.**

If you would like to be present during the move-out inspection, please call 210-390-9000 ten (10) days prior to your desired move-out date.

Move-out inspections will be performed Monday through Friday, (except holidays), between 10 a.m. and 4 p.m. RE-Homing Texas is closed on holidays. If the property is not ready for inspection at the appointed time and the inspector is required to make another trip or appointment, you will be charged \$75.00. Approximately thirty days before move-out, you will be provided a detailed checklist to assist you in preparing for move-out.

Utilities must be on at time of move-out inspection and until the end of the lease. If the utilities are not on we will have to have the utilities turned on to do your move-out inspection.

Tenants are not permitted back on the property after vacating.

MOVE-OUT PROCEDURES

To ensure that you understand what your responsibilities are for cleaning and preparing the property for move-out, you can request a copy of our Move-Out Guidelines. A copy can be obtained at www.ReHomingTexas.com or by email. A copy will also be emailed to you after we receive your 30-day notice.

Painting and Nails:

- ☐ Please remove all nails in walls. Do not fill holes caused by hanging pictures or touch up paint.
- ☐ If Tenant paints and it does not match, Tenant will be charged for all necessary repainting.
- ☐ If Tenant attempts to fill holes and it does not meet our standards, Tenant will be charged for all

necessary re-patching.

NEWSLETTER

To keep tenants advised of any changes in policy, problem areas or information we believe will be helpful, we send a periodic newsletter. We welcome any suggestions, recommendations, or comments you believe would be beneficial to us or our residents.



NO SMOKING

Smoking is not allowed inside the property due to possible cigarette burns in carpet, on counter tops etc. and the need for extra preparation for painting.

NOISE NUISANCE

All tenants are expected to be considerate of others living in a multi-family or single-family home. No loud noises or nuisance of any kind will be tolerated.

OCCUPANTS

Everyone who lives in the property must be named on the lease agreement.

If you wish to add an additional occupant who is 18 years or older, he/she must complete an application and pay an application fee of \$70. If they are approved by our office, they must be added to the lease.

It is our policy that a guest staying with you longer than 7 days is no longer considered to be a guest, but a roommate.

Tenant(s) must abide by the decision of RE-Homing Texas whether another person or persons can be added to the Rental Lease Agreement.

Failure to fulfill the above-mentioned requirements may result in termination of your lease. No unauthorized occupants are allowed.

OFFICE HOURS

Monday – Friday 9:00 AM to 4:00 PM

Our property management department is closed on weekends and some holidays, but our sales department is open Monday through Saturday. *Sales agents cannot resolve repairs or administrative problems.*

They may only contact a repairman to handle emergency repairs.

We have emergency maintenance service. Should a serious maintenance problem arise when the office is closed, we have provided an emergency number in your lease.

OFFICE INFORMATION

We are located at: 900 NE Loop 410, Suite D 304, San Antonio, TX 78209. The office phone number is 210-390-9000.

PARKING OF VEHICLES

- Please DO NOT park or clean vehicles on grass areas around the home.
- Major vehicle repair is not allowed in the garage, driveway or on the street in front of the home.
- No inoperative vehicles will be kept on the premises without permission of Landlord.
- Apartments and Duplexes additional information: Only 2 vehicles allowed per apartment. Parking only on the paved areas and not on any grassy area.

PERIODIC SURVEYS

Periodic property surveys of the interior/exterior are conducted during the lease to ensure that the property is being properly maintained and/or to report to the owner regarding necessary repairs.

Pictures will be taken in order to document the condition of the premises.

We provide this service to our owners to keep them up-to-date concerning the condition of their properties.

If Tenant is notified of an inspection by the landlord and fails to leave keyless deadbolt unlocked, fails to control pets, or otherwise prohibits Landlord or Landlord's Agent access for said inspection, Tenant will be charged \$85.00 per occurrence AND will also be in violation of the lease. Landlord can exercise remedies set forth in the lease agreement.

If Landlord or Landlord's Agent must re-inspect for Tenant's lease violation, Tenant will be charged \$85 inspection fee per occurrence.



PEST CONTROL

Any pests, including insects and rodents, not reported in writing within the first 30 days of the lease, will be assumed to have entered the property after the start of the lease.

You are responsible for keeping the property free of all pests (ants, roaches, fleas, ticks, silverfish, scorpions, rodents etc). Pesticides and other chemicals are to be stored safely, out of the reach of children and pets.

PETS

Some owners do not allow pets; contact our office *before* acquiring any pet.

Failure to do so is a violation of your lease.

RE-Homing Texas reserves the right to have any pet removed from the property if it is determined that the pet poses a threat to the safety or condition of the property or any person in the property or the community, regardless of prior consent.

No pets may be kept on the property even temporarily without management's written authorization. Please inform your guests that this rule also applies when they visit you. Pet owners are responsible for any damage caused by pet(s) and for disposing of their pets' waste.

Any Unauthorized pets found on a property can result in eviction and/or an initial \$500 and a \$50 per day charge per pet. Pets also include fish in aquariums larger than ten gallons, mammals, birds and reptiles.

PHONE NUMBERS

You are required to provide the office with your work and home telephone numbers, including non-published numbers, and you must notify the office of any changes in those numbers.

RAIN GUTTERS

In order to prevent damage to eaves and cornices, the gutters, if any, are to be cleared of any and all debris on a regular basis. Gutters must be cleaned immediately prior to move-out.

RECYCLE BIN

Most areas now have curbside recycling. If you do not have a recycle bin at the property, call 311. The bin is free.



REFERRALS

If you refer someone to us who BUYS, RENTS, SELLS, or signs a Property Management contract with RE-Homing Texas, we will give you a \$50.00 Gift Certificate or Gift Card!

RENTER'S INSURANCE – RHINO COVERAGE

It is **highly recommended** that you purchase **renter's insurance** to cover any loss of your personal property and your possible liability in case of accidents. The **owner's insurance** on the property only covers the dwelling; it **DOES NOT** cover your personal belongings.

You should obtain renter's insurance that becomes effective on the date that you take possession of the property and maintain the policy as long as you occupy the premises.

Ask yourself, "Why do I need renter's insurance?" Then ask:

"What if a candle tips over or we have a cooking fire that causes damage to my home?"

"What if I have a major flood from a broken water pipe or clogged drain line?"

"What if we have a theft or our home is burglarized?"

Everyday these "What if" scenarios occur in homes. So, what happens if a "What If" occurs to you?

If you don't have renter's insurance, you may lose everything! The Landlord isn't held responsible. In fact, even in incidents that you didn't cause, you are responsible for replacing your possessions.

And, even worse, if you are responsible for an accident that causes damage to the property, losses to others, or injury to an individual, you could be held liable...even to the owner of the property!

So, why do you need Renter's Insurance?

- **To protect yourself from liability.**
- **To protect your possessions and to replace them in the event of a loss.**
- **To protect yourself financially.**
- **To provide you with temporary living coverage if your residence is damaged.**
- **To insure you will have someone on your side when the unexpected happens.**

The owner's insurance DOES NOT cover your personal property, food spoilage or costs associated with loss of use of the property, i.e., lodging, if needed.

You should verify that your renter's insurance policy covers such events.

NO FLAMABLES are allowed to be brought into the Apartments and Duplexes. BAR-B-Que pits are to be used 15 feet away from the building when in use.

Rhino Insurance – Security Deposit

If tenant has opted to have a Rhino Policy versus a traditional cash security deposit, tenant understands that they must maintain this policy throughout the lease. Payments will be made directly to Rhino. **If Re-Homing Texas receives a notice that the policy is behind in payment, Re-Homing Texas reserves the right to require tenant to pay the traditional security deposit amount in full.**

REFRIGERATORS

Some of our owners DO NOT warrant refrigerators. To find out, please check your lease agreement. If the property has a non-warranted refrigerator and it becomes inoperable after the first 30 days of the lease, it will be your responsibility and expense to repair.

Repair of a unit at your expense does not make it your property. If you choose to replace the unit, please contact our office so we can amend our records and arrange removal of the unit.

Do not dispose of an inoperable unit without written permission from RE-Homing Texas.

If you have your own refrigerator that you wish to use and there is a refrigerator



already in the property, contact management regarding proper storage of the rental unit.

If you store it in the garage, it will need to be plugged in and running. A refrigerator is not a toy; please teach your children the dangers of playing in and around refrigerators.

RENTAL VERIFICATIONS

We often receive requests from mortgage companies and other landlords wanting a verification of a tenant's rental history. They usually want this information filled out and faxed back to them immediately. We are happy to comply.

However, if you are a current resident or have been within the past 12 months we require a \$20.00 processing fee in order to cover the costs and time associated in performing this service. If you are a past resident beyond a year the fee is \$30.00.

RE-SCHEDULING APPOINTMENTS

We always try to contact tenants either by phone or by mail before we enter the property. Sometimes there are problems setting up inspections and scheduling maintenance.

Consequently, if you reschedule an appointment, you will be charged a \$75.00 rescheduling fee. If you break or reschedule 2 appointments, we will use a key.

The lease agreement gives us permission to enter the property after trying to contact you.

RETURNED CHECKS



The consequences of a rent check being returned to us for non-sufficient funds (NSF) are costly.

After receiving an NSF check, we may no longer accept your personal check for payments of future rents.

If your rent check comes back NSF, it is as if the rent has never been paid. At that point, it costs you a \$75 NSF check fee, plus the late charges printed in your lease.

Once we have informed you that your check was returned NSF, you have 24 hours to make your NSF check good with a money order or cashier's check. RE-Homing Texas will not accept a personal check.

Failure to do so will leave us no option but to deliver a "Notice to Quit or Vacate", which is an eviction notice demanding that you pay immediately or move. This is a legal step we must take to protect the owner's rights and will cost you an additional \$100.

We realize that at times an NSF check is the result of a bank error. If this is the case, you must provide us with a letter from your bank stating it was their error in order for us to continue to accept your personal checks.

The \$75 NSF fee must still be paid regardless of the reason. NSF rent checks will not be re-deposited.

SEWER STOPPAGE

Your lease agreement clearly states that the tenant is responsible for the cost to correct plumbing stoppages and sewer stoppages caused by the tenant's use.

If a sink or sewer line needs auguring due to a stoppage caused by tenant's misuse, the tenant will be charged the full expense.

If the stoppage is due to a collapsed line or if tree roots cause sewer line breakage, the owner will be responsible for the charge.

SMOKE ALARM



Your safety is very important to us.

Tenant will test the smoke detector within one hour after occupancy and inform Re-Homing Texas immediately if smoke detector is not working properly.

In order to test the smoke detector, it is necessary to push the “push to test” button on the detector for about 5 seconds. If operating properly, the alarm will sound.

Smoke alarms are for your safety, please test them every thirty days and replace batteries if necessary. Normally the smoke alarm will emit a beeping sound when the batteries are losing their charge.

It is Tenant’s responsibility to replace the batteries.

If a smoke alarm doesn’t work after replacing the batteries, call RE-Homing Texas for repair or replacement.

We urge you to make a regular inspection of your home for potential fire hazards such as stored flammable liquids or overloaded wall outlets and to keep a fire extinguisher on hand.

In case of fire call the fire department or 911 first. Once Tenants, Occupants and Guests are safe, call the office as soon as possible.

THERMOSTAT



Do not switch your thermostat quickly from COOL to HEAT or from HEAT to COOL. First switch the unit to off and wait until it stops running, then switch to heat or cool. Failure to do so may cause permanent damage to your unit and could result in a charge to you for repair and/or replacement.

In hot weather, set the selector switch to “COOL” and set the fan switch to “AUTO”. Set the controls between 75 and 80 degrees to provide maximum cooling. Setting them lower will not cool the home any faster.

The A/C will only function efficiently when all doors and windows are closed. Keep your window coverings closed during the day, keep the A/C filter clean and keep return air grills clear of furniture and boxes in order to allow unobstructed delivery of cool air to your home.

Do not store anything on or around your air conditioning unit. This could impair circulation, resulting in higher electric bills, and cause permanent damage to the unit.

USE OF ATTIC

Tenant may not enter or use attic for storage and will be responsible for any damage caused by disregarding this regulation.

UTILITIES PHONE NUMBERS

Unless otherwise indicated in the lease, utilities are the responsibility of the tenant. Listed below are the telephone numbers to call to have utilities turned on and off.

When it is time to switch from cooling to heating, City Public Service Board will assist you in lighting your furnace for a minimal service fee. Please contact each entity directly for their current rates and deposits.

City Public Service	(210) 353-2222
San Antonio Water System Board	(210) 704-7297
Allied Waste/BFI Garbage	(210) 648-5222
City of Cibolo Water, Sewer, Garbage	(210) 658-9900

City of Selma	(210) 651-6661
City of Universal City Utilities	(210) 659-0371
Converse Water	(210) 658-1965
GVEC (Guadalupe Valley Electric Co-Op)	(210) 658-7033

Wilson County Property Phone Numbers

FELPS	(830) 216-7000
City of Poth	(830) 484-2111
Oak Hills Water	(830) 393-7739
City of Floresville	(830) 393-3105
Centerpoint	(800) 427-7142

Citizen's Home Solution will contact you to connect utilities for you as a concierge service. If your home is serviced by one of the other 19 water companies, the San Antonio Water System will provide the name and phone numbers.

If you are in the military, you may want to check with your base housing office for any discounts on utility deposits.

VIOLATION NOTICES

We spend a great deal of time notifying tenants of lease violations and following up to make sure that they are corrected.

Consequently, we charge a \$20.00 - \$50.00 fee for sending a lease violation notice, depending on the type of violation.

Examples of lease violations are: not maintaining the yard, not changing and/or using the correct A/C filter, not maintaining batteries in smoke alarm or following other stipulations listed in the lease agreement or in these lease rules and regulations.

WALLS

Please do not use sticker-type hangers, since the adhesive is difficult to remove from the wall. We suggest the use of "bulldog" type picture hanger when hanging pictures. This type of hanger leaves a smaller hole and creates less wall damage. **You CAN NOT change the color on your walls.**

For questions about items that are heavy or difficult to hang, please call the office.

Mirror tiles, contact paper, wallpaper or other wall coverings with adhesive backing are not permitted. If you wish to change existing wallpaper, please contact the office first for written approval.

You are financially responsible for removing nails and repairing any damage to wall or ceilings.

WASTE DISPOSAL



Toxic waste such as oil, antifreeze, batteries and solvents must be disposed of in accordance with the rules and regulations set forth by the city/county.

Garbage must be placed in proper containers in accordance with city and/or county policy.

Garbage cans and recycling bins must be stored out of sight to the public when not set out for pick-up.

If there is a dumpster on site at your facility all trash should be thrown away properly and pick up any residual not leaving your items outside of the dumpster.



WATER AND ELECTRICITY SHUT OFF



Tenants are required by the lease agreement to know the location and operation of the main water cut-off valve and all electric breakers. Additionally, Tenants are responsible to know how to switch the valve and breakers off, if needed, to mitigate any potential damage to the property.

Purchase a key to operate the water cut-off valve on the water meter at any of the major hardware stores.

WATER SOFTENER

If rental home is equipped with a water softener, Tenant is required to maintain the salt levels in the salt tank so that the unit will operate properly.



WATERING YARD

Please remember that in your lease it is your responsibility to water the yard as needed to maintain healthy grass and other vegetation. If you do not, you could be held financially responsible for completely re-sodding the yard upon your move-out.

WATERING YARD AND FOUNDATION

It is crucial to water the yard and the foundation of the property.

Foundations are prone to shifting because our clay-like soils shrink and swell due to moisture changes, whether rain or drought.

Consequently, we must water our foundations as well as our yard at reasonable and appropriate times in order to minimize/prevent the cracking of the foundation and possible shifting of the home.

To help you in your effort please refer to the following guidelines:

- a. When watering the yard, ensure the sprinkler is putting water against the base of the foundation. Leave the water on for 30 minutes to one hour, two to three times a week or according to the city mandated watering schedule.
- b. It is best to water the foundation late in the evening. Make sure you are watering uniformly around the entire foundation. If the soil is pulling away from the foundation, you are not putting enough water around the house.

During drought conditions there may be times when different areas or water districts start water rationing or other restrictions. Please remember to follow all of those rules. Refer to the local water company to determine what "Stage Restriction" the property is currently under and the watering time and dates for your address.

WEBSITE

The following forms are available on our website, www.ReHomingTexas.com:

- Maintenance Request Form (You can submit this form online.)
- Rental Application
- 30 Day Notice to Vacate
- Tenant Information Sheet
- Rental Application Screening and Processing Criteria
- Rules and Regulations
- Move-Out Procedures

Tenants approved for ACH bank transfers may also pay online via our website.

WINTER CONDITIONS

It is extremely important that you stay abreast of cold weather reports throughout the winter. Any extended period of below freezing could cause unprotected water pipes to freeze and burst.

When it is time to switch from cooling to heating, City Public Service will assist you in lighting your furnace for a minimal service fee.

In the event of severe, freezing weather:

- Heat must be maintained at a minimum of 65 degrees Fahrenheit in order to protect the property.
- Exterior faucets and exposed water lines must be adequately protected by wrapping, insulating or covering.
- Allow inside and outside faucets to slowly drip. Drip both HOT and COLD water.
- Open cabinet doors to expose plumbing fixtures so that these spaces will be heated.

If Tenant is going to be away from the property for the day or an extended period of time it is very important that he or she does not turn the heat off. Please leave the thermostat on 65 degrees minimum.

These precautions are essential in order to avoid substantial damage to the property from broken pipes. If you have negligently failed to take these precautions, you **will** be liable for damages to the property.

YARD MAINTENANCE

Tenant is responsible for the up keep of the lawn, shrubbery, and trees on a continual basis. This includes cutting, weeding, edging, trimming, reseeding if needed, watering and trimming trees and shrubs. Remember, the exterior appearance of the home reflects the living conditions of the residents.



Grass must not be higher than 6 inches.

The area around the driveway, sidewalks, curbs and gutters are considered. This area need to be kept free of weeds, grass, and leaves.

Shrubs must not be higher than the bottom of the window.

This is for aesthetic and security reasons.

PROCEDURES FOR REQUESTING MAINTENANCE

All routine and non-urgent maintenance requests, per your lease, must be put in writing providing your name, daytime and evening telephone numbers, address and specific problem or repair.

Normal repairs are done during normal business hours. (9:00 am - 4:00 pm Monday - Friday).

We do not have maintenance personnel standing-by evenings, weekends and holidays. If you have a valid emergency that cannot wait until the next business day, call **210-390-9000** and follow the instructions for an emergency repair.

All repair request (even emergency ones called into the office) must be submitted in writing via the tenant portal located at www.ReHomingTexas.com.

Phone calls alone are not a valid way to submit a maintenance request.

MAINTENANCE EXPENSE/SERVICE CALLS

In accordance with your lease, you may be responsible for a portion of each service call. You will not be charged for repairs made to structural items, unless caused by a malicious or improper act.

The Texas Real Estate Commission has categorized the following as items as follows:

STRUCTURAL

Roof leak due to normal wear and tear
Load bearing walls
Water penetration
Fireplaces and Chimneys
Floors

NON-STRUCTURAL

Swimming Pools and Maintenance Equipment
Air Conditioning and Heating Repairs
Appliance Repairs
Plumbing Repairs
Sprinkler Repairs
Gas Lines
Electrical System

If our repairman reports that a problem was caused by your negligence or neglect, you will be billed the total expense of the repair bill.

If you call a repairman in place of properly submitting a maintenance request to RE-Homing Texas, we cannot reimburse you for the amount of the bill.

EMERGENCY REPAIRS



DETERMINE IF IT IS AN EMERGENCY OR A NON-EMERGENCY ITEM.

After hours service calls for non-emergency repairs will be billed to Tenant.

Few problems are classified as emergencies.

An emergency is defined as: Anything relating to the property under the lease that is threatening to life, health or the property.

Emergency repairs (as defined below) should be reported immediately.

- A. **FREE FLOWING WATER:** Turn off water valve or exterior water main until contractor arrives.
- B. **ELECTRICAL PROBLEMS:** Check all the breakers by flipping them hard to the OFF position and then hard to the ON position and reset any and all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages. If a wall switch or outlet begins to smoke or smell like it is burning, turn off the switch or unplug items from the outlet. Do not use again until repaired.
- C. **MAIN SEWER LINE BACKING UP:** If you have a main sewer line clog do not run any water until the line is cleared (toilets, showers, dishwashers, washer machines, etc.) Any water used will only back up in to the property.
- D. **GAS ODOR:** If you suspect an appliance is leaking, turn the gas off at the appliance, open window and doors as necessary and call the office
- E. **NO HEAT** when temperature is below freezing.
- F. **EXTERIOR DOOR LOCKS:** If temporary measures can be taken until business hours resident should wait until regular hours before contacting management.



Maintenance problems in the following category **ARE NOT CONSIDERED TO BE AN EMERGENCY** and will not be acted on until the next business day. Please do not expect a return to normal service sooner.

- **Air conditioning problems:** Lack of air-conditioning or heat, (unless temperatures are forecast to be below freezing) is not considered to be an emergency. However, RE-Homing Texas will make a diligent effort to have the problems rectified as quickly as possible.
- **No hot water**
- **Cracked or damaged windows:** If the window is completely broken and is a security concern, then contact RE-Homing Texas immediately.
- **Homes with two (2) complete bathrooms; toilet stoppage in one of the bathrooms:** Should one of your toilets overflow, immediately turn off the water supply to the tank by turning the handle located under the tank.
- **Refrigerator:** Landlord is not liable for loss of food caused by appliance breakdown

NON-EMERGENCIES

All routine and non-urgent maintenance requests, per the lease, must be put in writing providing name of Tenant, daytime and evening telephone numbers, address and specific problem or request.

Please submit all repair requests, including phoned-in emergency repairs, in writing via the tenant portal.

Phone calls alone are not a valid way to submit a maintenance request.

Non-Emergencies include non-working dishwasher, non-working oven, no hot water etc.

Normally, for NON-EMERGENCIES, maintenance personnel will not be able to make an immediate appointment.

Be sure to call the maintenance person or the office if you are unable to keep the appointment. Tenant's failure to show will cause Tenant to be fined.

If no action is taken within 2-3 business days, call RE-Homing Texas. We will contact the maintenance personnel to determine the cause of the delay and inform you as to when service can be expected.

If there is still a problem after a recent repair has been completed, call RE-Homing Texas. A recent repair is defined as any repair made within the last 30 days.

If you fail to report this and there is further damage, you may be responsible for the cost of the damage.

IT IS THE RESPONSIBILITY OF THE TENANT TO REPORT ALL REPAIR / MAINTENANCE PROBLEMS.

Failure to promptly report maintenance problems could cause Tenant to be financially responsible for damages!

Inform RE-Homing Texas immediately of any and all:

- Signs of mold in the property.
- Toilet and faucet leaks and any plumbing backup
- Electrical problems
- Heating and air-conditioning problems
- Inoperative smoke detectors
- Faulty appliances which are included in Rental Agreement
- Roof leaks
- Gas leaks

- Broken windows and doors
- Any unsafe, unhealthy or dangerous condition
- Major pest control items such as bees, cockroaches, mice, rats, termites or other infestations.

TENANTS WILL BE RESPONSIBLE FOR TRIP CHARGES AND/OR REPAIR COSTS:

- If there is a service call and the problem is a tripped breaker or GFI plug.
- If a faulty oven is reported when the oven is on time bake and is not defective.
- When sewer stoppage is caused by debris in line such as toys, tools, diapers, rags, sanitary napkins, excessive toilet paper, etc. which was placed there by Tenant, Occupants or their guests. (Owner is responsible for broken lines.)
- If Tenant fails to report necessary repairs.
- If Tenant fails to meet a repair person at an assigned appointment and there is a vendor charge. If Tenant locks a repair person out although a key is authorized.
- If Tenant reports a repair which does not require service.
- If Tenant changes lock or locks and does not provide office with 2 keys, Tenant will also be charged \$75.00 PLUS the cost of re-keying locks.
- If Tenant prevents property management personnel from gaining access to property for showing to prospective tenants, repairs, inspection or any reason for which property management personnel may lawfully enter the property (\$75.00 per occurrence). In addition, Tenant will be in violation of the lease and landlord can exercise remedies set forth in the lease agreement.
- **For replacing doors, jambs, broken glass and/or windows caused by forced entry, TENANT will be held financially responsible as per the lease.**



TENANTS WILL:

- NOT wash draperies. Call RE-Homing Texas for instructions on all window coverings.
- NOT perform electrical work. This does not include changing light bulbs or batteries.
- NOT change walls, woodwork, flooring, landscaping of the property without permission from RE-Homing Texas.
- NOT perform repairs of any type.
- NOT store items next to the furnace or water heater.
- NOT park on the grass or park more vehicles than are authorized in the lease agreement, or keep inoperative vehicles on the premises without permission from RE-Homing Texas.
- NOT deduct any unauthorized or pre-authorized maintenance expense from the rent.

RESIDENTS OF COUNTRY SIDE APARTMENTS ONLY

- NO WATER BEDS ALLOWED
- Exterior of apartments must be kept clean, bicycles, patio furniture, grills and plants are permitted, but must be kept next to the apartment. Any other items must be taken to a storage facility.
- No washing vehicles on premises
- No working on vehicles on premises or in the apartment
- Motor vehicles or trailers cannot be stored on property

We are here to maintain the property in a safe and habitable condition and to service Tenant and Tenant's needs as efficiently as possible. However, we must also protect the owner and his/her financial position so that they can afford to maintain the property and to avoid frivolous or excessive costs.

We reserve the right to make changes in our lease rules and regulations.

From time to time we find the need to make changes in our Rules and Regulations, due to revisions of the Texas Property Code, City Codes or changes in our Policy and Procedures without prior notice.

Violations of these guidelines shall constitute a breach of the TAR Lease Agreement.

In any case where a conflict appears between these guidelines and the TAR Lease Agreement, the conflict shall be resolved in favor of the TAR Lease Agreement.