



TENANT HANDBOOK

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info@btlease.com

Beyond The Lease Realty Welcomes You

Beyond The Lease Realty, LLC (BTL) welcomes you as a new resident. To achieve a successful tenant/landlord relationship, we prepared the BTL *Tenant Handbook* to assist you with your tenancy. We recommend that you keep it in a convenient location so that you can refer to it easily.

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

The owner of the property you have rented has retained BTL as their Property Management Company and representative to manage the property. Therefore, you need to contact BTL when you need assistance.

We thank you for choosing to lease from BTL. Your satisfaction is very important to us. We will do everything we can to ensure you have a positive rental experience. We promise to treat you with courtesy and respect and to respond in a timely manner to any issues that may arise with your rental home. If you have questions or concerns on any of the information contained in this documentation, contact our office at any time. BTL is here to help you.

Office Contact Information

Main office Address:	8700 Manchaca, Ste. 703, Austin, TX 78748
Manager's Office:	916 E. 49 ½ St, Austin, TX 78751
Main Phone:	512.748.5743
Email:	leslie@btlease.com
Website:	www.beyondthelease.com

Owner/Managing Partner:	Leslie Martine
Broker/Owner:	Tim Dowling
Office Manager:	Tammy Bardeleben

TENANT COMMUNICATION

Telephone calls during office hours

During office hours (M-F 8am-6pm), staff are usually available to answer your call. Please state the reason for your call so that we can direct your call to the right person. If you get our voice mail system, leave a message with your name, phone number, and the property address. A staff member will return your call.

After hours calls

After hours, please text us at 512.748.5743.

Emergency calls & Maintenance Request

If your emergency is life threatening or health and safety related, dial 911. For other emergencies, contact us at 512.748.5743 and immediately state that you have an emergency. If you reach the voice mail, hang up and text us at 512.748.5743. In your text, please include your name, phone#, address and the nature of your emergency.

For non-emergency maintenance request, please use the maintenance request form at www.beyondthelease.com or through the tenant portal.

Email

Email is a great way to communicate. Please contact us leslie@btlease.com.

Website

The BTL website, www.beyondthelease.com, contains important information for tenants. You may submit maintenance requests, pay your rent online and send emails to us directly from the home page of the website by using the buttons on the top right above menu bar. You may access forms and the Tenant Handbook from the Tenants section of the website.

BTL Office

We share an office with our sister company, Beyond The Move Realty (BTM) at 8700 Manchaca, Ste. 703, Austin, TX 78748. BTL staff mostly office remotely, so are rarely at the BTM office. Please call to arrange an appointment before going to office. All correspondence via mail should be sent to this office address.

Change of information

It is important that you notify BTL via email of any changes in your contact information.

MOVING IN

Utilities

It is your responsibility to have utilities turned on in your name on the first day of your Lease. BTL cancels the utilities in the owner's name on the first day of your Lease. To avoid discontinuation of service, contact the utility companies prior to move-in. Utilities must remain on through the last day of your lease, even if you move out prior to that date. Otherwise, you may be charged reconnect fees.

Move-in inspection

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

HOW TO PAY RENT

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

Rent is due on the first, late after the 3rd

Rent is due on the first day of each month. **Rent is late if received on or after the fourth.** If we receive your rent payment after the third day of the month, you must include a late fee. The late fee is calculated by adding an initial \$50 fee + \$20/day.

Online Payment by electronic check

Rent is processed through our secure online portal by our Property Management software, AppFolio. Prior to your first of the AppFolio electronic payment system you must receive an email invitation from BTL which will prompt you to create a secure password. Please contact the BTL office if you have not received your email invitation or need us to re-send it. When you click the "Make a Payment" link above and log on to your account with your secure password, you will be able see all current charges for your account. You may initiate payment on a one-time basis or you may configure automatic recurring rent payments for the duration of your

lease. There is no charge for this service if you send payments from your bank account. The software company automatically charges a credit card transaction fee if you use a credit card.

If your payment is rejected for “not sufficient funds” (NSF) we will terminate your access to our electronic payment system for the duration of your lease. Once we have terminated your access to our electronic system, you must pay rent via a paper check through the U.S. Post Office using certified funds only.

Electronic payment of rent is available by electronic check only; we do not support payment of rent by credit card. If you attempt to short pay the rent, your payment will be rejected. Payment through the online portal is free of charge.

Payment by old school check

If you wish to pay your rent with an “old school” check, you must include a \$20 processing fee. Checks should be mailed to or dropped off at 916 E. 49 ½ St, Austin, TX 78751. **Please note that it does not matter what date the check was mailed; rent is considered paid when we receive it, not when you mail it.** We suggest mailing your check several business days in advance to ensure that we receive it on time. If short rent checks are mailed to our office, we will mail them back to you rather than deposit them and your rent will be considered late. Please contact the BTL office if you have questions about your account.

What will happen if you do not pay the rent

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

If BTL does not receive rent by the due date, BTL prepares and delivers a “demand to cure” letter immediately on the 4th of the month. The demand letter notifies the tenant that their rent is delinquent and asks them to pay in full (including late fees) within three days. If rent and late fees are not received within 3 days, a “demand to vacate for non-payment of rent” letter is delivered. Then the eviction is filed with the JP court to start the eviction process.

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

Maintenance reimbursement

Your lease prohibits you from altering, repairing, modifying, or improving the property in any way, including painting, without prior written authorization from BTL. Generally, BTL assigns a vendor to perform work you request in your residence. However, if you have contacted BTL and requested to perform the maintenance yourself and BTL has agreed in writing to authorize the repair and reimburse you:

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

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

CARE OF THE PROPERTY

Getting to know your residence

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

- Main circuit breaker in case power goes out
- Gas shut off valve – turn off during emergencies for safety
- GFCI outlets – so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven – in the event the oven will not work, these may be on

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

MAINTENANCE

How to submit maintenance requests

All maintenance requests must be in writing. The best way to submit a request is through the tenant portal. This allows us to track all correspondence between tenant and maintenance vendor to ensure job is completed in a timely manner. If you are unable to log into your tenant portal account, you may submit a maintenance request through the BTL website, www.BeyondTheLease.com. There is a link to the maintenance request form on the top right corner of the home page. If you request an appointment with a vendor but fail to show up, you will be charged the vendor's trip fee. Therefore, be certain to call the vendor with whom you made the appointment with as much notice as soon as possible if you are unable to keep an appointment. If you do not hear from a vendor or repair person within 3 business days, call the BTL office and inform us that a vendor has not contacted you. A BTL 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.

Please understand that BTL manages over single-family homes spread out over a wide area. Our response time for repairs is very different than the response time a multi-family apartment complex might offer. An apartment complex has the advantage of an on-site maintenance crew that may be available for immediate service. All their air conditioners, furnaces, dishwashers and other appliances are probably the exact same model and they may well have spare parts stockpiled for them. In contrast, BTL's managed homes are all over the metro area. A vendor or employee has to drive over to the property by appointment to respond to each maintenance request. No two of our homes have the same appliances as any other. If you report that your air conditioner has failed on the hottest day of the year every HVAC vendor in the city will be

backed up and it may take several days for a technician to get to your home. Once on site, the technician will diagnose the problem and may need to order parts. These parts may take several more days to be delivered. The total response time in such a case can be seven to ten days, even for repairs which are expedited as much as possible.

What is an emergency?

An emergency is a threat to life or such as a fire, flood, electrical problem, gas leak, major tree-fall on the property, etc.

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving natural gas, call the gas company and if necessary, 911
- Emergencies involving immediate electrical danger, call the utility service and/or 911

After contacting one of the above, call the BTL office and report the problem. An emergency is NOT a malfunctioning furnace, but BTL recognizes this is important and will make it a priority with vendors to have the heat working as soon as is possible. An emergency is NOT air conditioning, non-working dishwasher, sprinklers, etc.

For emergencies such as backed up plumbing, flooding, tree damage, etc., call the BTL mobile number 512.748.5743. If you get voice mail, leave a message with your complete contact information, property address and a description of the problem, and a way to reach you.

Tenant alterations are prohibited

Tenants are not permitted to make repairs, alterations, modifications or improvements, including painting. If you wish to have the walls painted a different color, for example, submit a maintenance request. BTL will contact the owner and if the owner agrees we will hire professional painters to paint the unit and bill you for the work. You will also be responsible to pay for the walls to be painted their original color after you move out. For an upgrade, such as the installation of security lights, if we can obtain the owner's approval we will install the lights and bill you for the expense. Tenants may not improve, modify, alter, or repair the home without Landlord's prior written permission.

Plumbing problems

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

Garbage disposals

Please be careful with your garbage disposal, if you have one. You will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: Bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables,

“twister” seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, egg shells, coffee grounds, glass, utensils, fruit pits, washcloths, sponges or any other items that do not belong. If you can’t chew it, don’t put it in the garbage disposal

Tenant maintenance responsibilities

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

However, there are items that are the tenant’s responsibility and we have listed them here. Please refer to Section 17 of your Lease, for more details on the list below:

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Reporting non-functioning smoke alarms immediately if fresh batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Basic insect control
- Basic rodent control, such as mice
- Landscape cleanup if a service is not provided
- Reporting lack of landscape cleanup if a service IS provided in your Lease
- Landscape watering unless watering is restricted by local or state ordinance.
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of a home owners association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week.
- Check to see if damper is open before starting a fire in the fireplace.
- Disposing of toxic waste properly in accordance with local and county laws

Preventive cleaning tips

Cleaning tips were included in the maintenance exhibit with your Lease. Here are more tips:

- Cleaning is easier when you use a preventive 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 range.
- Avoid cooking with very high heat. This will add to more grease build-up and cause

damage to appliances. It can also be dangerous.

- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers. Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime. Do not use wax on linoleum or tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills. Regularly pick up debris and pet feces in outside areas.

Energy saving tips

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

- Always report water leaks to BTL as soon as possible
- Report water dripping under sinks
- Running toilets are big water wasters
- Report malfunctioning sprinkler systems
- Report standing pools of water
- Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher only when it is fully loaded. 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 high. This is a dangerous temperature level.

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.
- We recommend setting the thermostat at 78 degrees or higher.
- Close window coverings on the sunny side of the house during different times of the day; this can lower the temperature dramatically.
- Replace the air filter with the right size filter monthly. 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.

To lower heating bills:

- During the cooler months, keep all windows and doors tightly closed. Report any major drafts to the BTL office.
- Use a reasonable level of heat in the residence. Sometimes, turning down the heat

just a few degrees can reduce an energy bill. We recommend a temperature of 55 degrees at night and 68 degrees in the daytime.

- 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 heat for 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 be sure to open the fireplace if you do start a fire.

Renters insurance

Your lease requires that you get renter's insurance. The homeowner's policy does not cover your personal belongings only the structure. If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to replace them. You will be surprised how the list can really add up.

Safety tips

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

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to BTL.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs.
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct size bulb.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to BTL immediately.
- Test smoke alarm(s) regularly and replace the batteries if they no longer operate the unit. Notify BTL immediately if any smoke alarm is inoperable even with new batteries. Never remove smoke alarms.
- Replace outside light bulbs so you can utilize lights properly when it is dark.

- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense; never leave grills unattended.
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the wall of the residence.
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build “roaring” fires in the fireplace; build reasonable fires suited to the size of the fireplace.
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Vacation checklist

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

- If going out of town for an extended period, please notify BTL how long you will be gone, and supply an emergency telephone number. Should any problems arise concerning your residence BTL will be able to reach you.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice with additional charges or an eviction notice on your door. Fortunately, you can pay your rent from any where in the world via our website (www.beyondthelease.com)
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people that you are away.
- If leaving a vehicle 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 it. Place valuables and jewelry in a safety deposit box.
- Avoid leaving a message on your phone telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving. If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of 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? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily

WHEN IT IS TIME TO MOVE

Giving notice to vacate

Eventually, you will move, and we want you to be prepared when this is necessary. BTL tenants are required to give a minimum 30-day written notice. This means 30 days from the last day of the calendar month in which you give notice. The day BTL receives the notice is the date the notice begins. The Notice must be in writing. Your Notice to Vacate must have your signature on it. You may send it by email as a scanned file or by U.S. postal mail. Do not send notice by email if the email does not contain your signature. Your termination will either be a non-renewal or an early termination.

Non-renewal

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

1. Give a minimum 30-day notice as of the end of a calendar month.
2. Pay all rent due through the minimum 30 day notice period.
3. Move out and remove all possessions and occupants from the property by the move-out date.
4. Physically hand keys to a BTL representative on or before the move-out date.
5. Leave property in “make ready clean” condition. See form on website titled “Cleaning instructions for move out if you wish to do the cleaning yourself. We strongly suggest that you have it professionally cleaned rather than doing it yourself to help ensure there are no cleaning deductions.

Early termination

If you choose early termination, in addition to the requirements of non-renewal above, you must also pay an early termination fee equal to two month’s rent on or before the move-out date. If you choose early termination, comply with all the requirements for it, and move out of the property leaving a zero balance, BTL will give you a good tenant reference. If you find yourself in this situation, please contact us as early as possible and we will do our best to work with you and minimize the cost to you.

Default – liquidated damages

If you move out of the property without complying with the requirements for non-renewal or early termination, then you have defaulted on your lease. In this case, you will owe rent through the notice period (30 days as of the last day of a calendar month) plus two month’s rent, plus any other balance that may be owed on your move-out statement. If you do not timely pay this amount in full, you will be given a negative rental reference, your account will be placed with a collection agency and your credit will be marked.

Setting up your move-out appointment

Contact the BTL office to schedule a move-out appointment. Remember to supply a forwarding address and telephone number for your security deposit refund.

Showings to prospective tenants during the notice period

According to the Lease, BTL may show the property to prospective tenants after either BTL or the tenant has given notice to vacate. During the notice period BTL will place a yard sign in the lawn and a lock-box with the key on the door. The property may be shown by BTL Realtors or by licensed Texas real estate agents. When either a BTL agent or another real estate agent has a prospective tenant who wants to see the property, we will give you a courtesy call prior to showing the property. If we do not get a reply to our courtesy call message, we will show the property at the time noted in the message we left.

Cleaning guide for tenant move-out

When you are ready to move, please refer to the "Cleaning Instructions for Move Out" in then tenants section of the website. If you have questions on how to prepare your residence, please call the BTL office, and discuss your concerns with us. We want your move to be a pleasant and successful one.

Below is a general cleaning guide for move-outs. For the full cleaning guide, please refer to the website. Again, we strongly suggest that you hire a professional cleaning service, instead of tryin to undertake this yourself. Please note that BTL staff will use this same checklist in our move-out inspection of the property together with the move-in inspection form on file to calculate damages, if any, to withhold from your security deposit.

1. All rooms
 - a. Remove all nails, tacks, anchors and window covering hangers.
 - b. Clean baseboards and corners being careful to remove all dust and cobwebs.
 - c. Thoroughly clean floors.
 - d. IF YOU HAVE CARPET, IT MUST BE PROFESSINALLY CLEANED.
 - e. Wash off shelves in closets and remove all hangers and shelf lining.
 - f. Clean light fixture coverings, around light switches and door frames.
 - g. Clean out fireplace (if applicable).
2. Kitchen
 - a. Clean oven, oven walls and grills, broiler pan, and storage space.
 - b. Clean vent-a-hood (run through dishwasher if available).
 - c. Wipe kitchen cabinets and drawers and clean inside, outside, and on top. Remove all liners.
 - d. Clean refrigerator including crisper, walls, containers. Defrost, removing all water. Unplug and leave the door open. Clean behind, on top and underneath where possible.
 - e. Clean sink and counter top.
 - f. Clean floor.
 - g. Clean light fixture coverings.
 - h. Remove all cleaning solution residue.
3. Bathroom
 - a. Clean all light fixtures and coverings.
 - b. Clean medicine cabinet and mirrors (should be free from streaks).

- c. Sweep, mop, and clean all vinyl and tile flooring.
 - d. Thoroughly clean toilet, sink, cabinet, and tub or shower. Remove all cleaning residues.
 - e. Clean all wall/floor/tub/shower tile, grout and caulk with a mold and soap scum cleaning solution.
 - f. All soap, dishes, handles, racks, faucets and walls should be free of dirt and stains.
4. Exterior, basements, out-buildings and yard (if you are responsible for yard maintenance in your Lease)
- a. Cut, rake, and remove trash and leaves from yard.
 - b. Sweep off all porches and decks.
 - c. Sweep out basement, carport, garage and any outbuildings, leaving only those items which came with the property.
 - d. Place all trash, garbage and debris where garbage company instructs for pickup, or remove from property. If you leave items which the garbage company will not accept, have them hauled off at your expense.

Physically hand keys to a BTL representative

In order to return possession of the unit to BTL, you must physically hand the keys, access cards and remotes to a BTL representative. You may do this at the move-out inspection or you may drop off keys at the BTL office.

Your security deposit refund

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

Security deposit refunds in Texas landlord-tenant law

BTL complies with Texas landlord-tenant law in determining whether to withhold or refund tenant security deposits. Below is a summary of requirements for refunding security deposits under Texas law. The Security Deposit shall be returned to Tenant by Landlord within 30 days after the termination of the Lease or the surrender of Premises by Tenant, whichever occurs last. Landlord shall have the right to deduct from the Security Deposit: (1) the cost of repairing any damage to Premises or Property caused by the negligence, carelessness, accident or abuse of Tenant, Tenant's household or their invitees, licensees and guests; (2) unpaid rent, utility charges or pet fees; (3) cleaning costs if Premises is left unclean; (4) the cost to remove and dispose of any personal property; and/or (5) late fees and any other unpaid fees and charges. Landlord shall provide Tenant with a statement (Move-Out Statement) listing the exact reasons for the retention of the Security Deposit or for any deductions there from. If the reason for the retention is based upon damage to Premises, such damages shall be specifically listed in the Move-Out Statement.

FREQUENTLY ASKED QUESTIONS

Why did I receive a notice when I paid the rent on the 4th of the month?

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

Why may I not steam clean the carpet myself?

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

May I paint the walls a different color?

No. Painting the walls is prohibited in your lease. You may, however, request that the walls be painted a different color. BTL will then obtain the owner's permission. With the owner's approval, we will send a professional painter to paint the walls and bill you for the work. You must also agree to pay to have the walls returned to their original color after you vacate, unless approved by the owner.

May I repair or modify the property myself?

No. Altering, improving, repairing or modifying the property is prohibited in your lease. Make a maintenance request if repairs are needed. If you wish to have the property modified or upgraded, submit a request in writing and BTL will request the permission of the owner. If approved, BTL will complete the work with our vendors and bill you for the cost.

May I have a satellite dish?

Yes, you may have a satellite dish. However, you must submit a request to BTL and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call the BTL office for details.

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

Notify the BTL office of your request for a pet. Do not move a pet into the property without permission. BTL will contact the owner and submit your request. If the owner does allow the pet, an increased security deposit will be required and a pet exhibit signed.

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

No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check the entire property thoroughly.

What happens if I want another pet?

Notify the BTL office. We will contact the owner and submit your request. If the owner allows a additional pet, an increased security deposit will be required and a pet agreement must be signed.

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

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

How do I add or remove a roommate?

The prospective roommate will have to submit an application and BTL must approve the person PRIOR to them moving into the property. Have the roommate make complete application via the BTL website including payment of an application fee. If BTL denies the applicant, they cannot move into the property. If approved, you and the approved applicant must sign an BTL Roommate Change/Add form.

Why do the owners want to see the property?

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