

Terra Realty and Management Group, Inc.

12061 Starcrest Dr, San Antonio, TX 78247 Office (210) 349-9966 Fax (210) 349-3464
www.terrarealtysa.com

TENANT INFORMATION

Your tenancy should be a good working relationship with us. We have a contract with the owner of your property and as a requirement of that agreement; the relationship between you and us will be fairly formal, with any requirements of and deviations from the lease to be in writing. This is to your advantage as we must follow the lease to the letter, and you are always aware that we will be consistent in our dealings with you. You will find that we respond to repairs and other requests in a timely manner. We hope that this information will make your stay with us a more enjoyable one.

CONTACTING US

Address all rent and other payments to the following address. Maintenance request, move-out notices, etc. may be mailed or faxed.

1) Address:-- 12061 Starcrest Dr., San Antonio, TX 78247

2) Telephone: (210) 349-9966. We use an automated attendant with voice mail telephone answering system. This in many ways can be beneficial to you, however; you must listen and follow the instructions clearly in order to make it work for you.

Front Desk: (ext.10), Northwest Property Manager: Gina Stinson (ext.11), Northeast Property Manager: Sissy Meyer (ext. 12), North Central Property Manager: Bobby Permenter (ext.16) Accountant: Robyn Highwood (ext.15) Receptionist: Breanna Highwood (ext.10) Broker: Scott Bolin (ext.14)

Emergency Maintenance: (ext.37)

We estimate that our managers are out of the office 60% of the time, checking on properties, repairs, moving tenants in or out, etc. If you need to speak to your manager, please leave a detailed message with contact numbers so they will be able to better assist you.

3) Fax: (210) 349-3464

RENT PAYMENTS

1) Methods of Payment: Online payment thru Rent Track, Cashier's Check, Money Order, Personal Check preprinted with tenant's name (**No personal checks after the 3rd of the month**). We do not accept third party personal checks (i.e. from your family, friend or business) **WE DO NOT ACCEPT CASH FOR ANY REASON.**

2) Direct Debit: NOT AVAILABLE

3) Payment Identification: Make sure that the tenant's name and property address identified on the lease agreement is clearly marked on the payment. If this is neglected, your rent payment could be applied late as we have no way of knowing which account to apply it towards.

4) Rent Due Date: Keep in mind that your rent is due on the date stated in your lease, (usually the first (1st)). You have until midnight of the 3rd to pay your rent without being charged the late fees. Post marks, dates written on checks, etc., is not a consideration. Allow sufficient time for mail service to have the rent to us on or before the due date. Late rents may be reported to any future landlord or mortgage company.

5) Paying in Person: For those of you who wish to pay in person, our office hours are 9 AM -- 12 PM and 1 PM -- 5 PM, Monday through Friday, excluding normal holidays.

INVENTORY AND CONDITION FORM

Transferred tenants: The Inventory and Condition Form you were given at move-in (or should have been given) should have been transferred to us from your previous manager. If it was not, and this is your first Tenant Information Packet from us, you will find a letter in this packet explaining that.

New Tenants: The Inventory and Condition Form you were given at move-in should be completed **AND RETURNED** to us within 7 days of move-in. This document is your protection for consideration in both maintenance deductibles and security deposit charges. **THIS DOCUMENT 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.

REPAIRS AND MAINTENANCE

1) Minor Maintenance: All minor repairs are the responsibility of the tenant. These include, but are not limited to, items such as plumbing stoppages, monthly changing of air conditioner and heating filters, yard care (including watering, weeding, trimming), etc. If the Tenant does not perform these minor repairs and maintenance and they turn into major repairs and maintenance, then the tenant will be held responsible for the entire cost of the repair or maintenance.

2) Repair and Maintenance Requests: All repair/maintenance requests should be directed to us in writing as per your lease (except for emergencies that may be called in). You may use mail, fax, or online at terrarealtysa.com. **Please do not email your manager direct for maintenance, this could lengthen the time your request gets handled as managers are often out of the office.** Please be as specific as possible regarding the exact nature of the request.

If you have not received a telephone call from either a contractor or us to set up an appointment within a reasonable amount of time, please contact us, as we assume that if no word is forthcoming, you have had the request handled.

3) Repair Hours: Our office hours are 9:00 AM – 12:00 PM and 1:00 PM -- 5:00 PM Monday through Friday excluding normal holidays. Most repair companies perform their services during similar hours however pre-discussed appointments may be made for after hours and during weekends at the convenience of the repair company and you. **Please use common sense when reporting after hour emergency maintenance.**

Be advised that the Landlord will not authorize the paying of overtime or after hour charges, except in the case of a major emergency. After hour major emergencies (such as major plumbing, electrical, fire, etc.,) may be reported by calling our normal office number and following the instructions.

4) Unauthorized Repairs: Do not attempt any repairs yourself or contract with outside companies if you want us to pay for the repair, even in an emergency. We have a manager on call 24 hours a day, and have emergency repair companies available. We **WILL NOT REIMBURSE** you for any repair bills contracted by you without prior written permission from us. **AT NO TIME ARE YOU AUTHORIZED TO DEDUCT A REPAIR AMOUNT FROM THE MONTHLY RENT.**

6) Water and Yard Care: Please remember that in most of our leases it is your responsibility to water the yard. If you do not, you could be held responsible for completely resodding it upon your move-out. Keeping that in mind, if the summer is anything like the past couple years, there may come a time when different areas or water districts start a water rationing or other restriction. Please remember to follow all of those rules.

7) A/C Filters: Also due to the weather conditions common to the area, it is imperative that you change your A/C filter regularly (monthly) this is also a requirement of your lease. We have had some instances in the recent past where we have had to send our A/C repairmen out to a unit and the tenant never changed the filter or worse, took it out. This is a very expensive repair, and the tenant **ALWAYS** gets the entire amount billed back due to tenant neglect. This can run into the \$100's and can also make your electric bill extremely high.

PROPERTY MODIFICATIONS

NO modifications may be made to the property without prior **WRITTEN** permission of the Landlord. This includes installation of cable TV, security systems, light fixtures, trees, bushes, painting, wallpapering, or anything of the like.

NOTICE TO VACATE AND MOVE-OUT

The Tenant must give the Landlord **30 day WRITTEN** notice of intent to vacate. Verbal notice is insufficient for any reason. Texas Property Code strictly prohibits using your Security Deposit in lieu of payment of the last month's rent, and strong penalties can ensue for doing so. Upon receipt of the notice, you will receive a move out notice receipt along with a move out cleaning instructions. Security deposit reconciliation will be completed within 30 days of the move out notice providing that a forwarding address is given.

Please feel free to contact us with any concerns or questions you may ever have during your stay with us.

Thank you,

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