

Joa Realty
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800 Newman Dr, Austin, TX 78703
www.JoaRealty.com, info@JoaRealty.com



RENT DUE DATES AND LATE CHARGES

Rent is due, in full, on the first day of each month. **NO PERSONAL CHECKS ACCEPTED.** Any resident whose rent is not paid in full by 6:00PM on the third of the month will be considered in default of the Lease and eviction process will be initiated. Rents may be paid by the following methods:

- Mailed to Joa Investments, P.O. Box 90142, Austin, TX 78709-0142
- Delivered to the office at 800 Newman Dr, Austin, TX 78703
- Deposited in specified account.

Joa Realty has strict contractual obligations with the property owners regarding our rent collection procedures and therefore we must enforce strict guidelines.

JOA REALTY IS NOT REQUIRED TO SEND WARNING LETTERS REGARDING EVICTIONS. Any rents received after the 3rd day of the month will be obligated to a \$45.00 late fee plus a late charge of \$10.00 per day until rent is paid in full. This penalty must be paid promptly. Any late charge not paid will be deducted from the next payment received (i.e. rent payment). This could put the tenant in default of the Lease by not having the rent paid in full, on time, and eviction procedures could be initiated under the legal guidelines of the Lease Agreement.

MAINTENANCE REQUESTS

Move-In Repairs. Upon your move-in, please remember that the Move-In Inventory and Condition Form is NOT A REPAIR REQUEST, just the property's current condition. Should you find any items that need attention after your move-in, note them on the Repair Request Form which can be found on the website at www.JoaRealty.com or in the office. **All maintenance requests must be in writing.** You may e-mail maintenance requests to help@joarealty.com or fax them to the office at 512.480.8384.

Routine Maintenance. All maintenance requests must be received in writing. Repair Request forms have been provided in this packet for your convenience. Please note that we must have your permission for maintenance repairs. Otherwise, a scheduled appointment is required during regular business hours. Management must authorize all repairs on the property; please consult Joa Realty before making any repairs on your own.

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Emergency Maintenance. If you have an emergency, call the office at 512.480.8384. **Per the Lease, emergencies are defined as those problems that materially affect the health or safety of an ordinary Tenant and are not a condition that merely causes inconvenience or discomfort.** Again, management must authorize all work performed—residents will be liable for work initiated without proper approvals.

Resident Charges. Depending on the nature of a request for maintenance, you may be held liable for the cost of repairs. Review paragraph 19 of your Lease to see these conditions. Foreign objects jammed in disposals, toilets, and dishwashers, tripped breakers, reset buttons, and HVAC repairs due to dirty A/C filters are some of the situations you would be responsible for. Joa Realty asks that you take care of your home as if you owned it yourself. Per your Lease Agreement, the owner of your home will repair those conditions caused by “normal wear and tear”, but it is important to remember that renting a home does carry some responsibility in preserving the owner’s investment. Regular cleaning and maintenance performed by residents will add years to the life of carpets, appliances, etc. If an appliance does break down, remember to check things such as reset button and/or circuit breakers. Remember, there is no cost involved in checking the simple things around the house. If a repair person is sent out to correct something as simple as a tripped breaker, you could be held responsible for a bill that you could have easily corrected yourself.

Freeze Warning Precautions. During freezing weather, be sure to take precautions to prevent pipes from bursting.

1. Leave cold-water faucets dripping. A small stream of water the size of a pencil lead is generally enough to prevent pipes from freezing.
2. Leave your outside hose faucets dripping.
3. If you go out of town over holidays or cold weather season, we suggest you shut off your water main outside your home and then open all your faucets and let them drain. If this is not possible, have a neighbor check your home to keep the water running. Notify management if you plan to be gone for an extended period of time.
4. If the pipes do burst, due to freezing, the resident will be held responsible for any and all damages. We strongly recommend that you purchase renters insurance to cover your belongings and other liability. Joa Realty will not pay for damages due to flooding.
5. It is your responsibility to light pilot lights on heaters or to pay the Gas Company to light them for you.

Renewals. Approximately 2 months prior to the expiration of your Lease, Joa Realty will send you a renewal form. The renewal form must be returned to our office on or before the commencement of the renewal period. If you chose not to renew the Lease, it must be in writing no later than 30 days prior to your expiration date. Upon receipt of your move-out notice, Joa Realty will place a sign and lock-box on the property and begin marketing the property for new tenants. Tenants are required to cooperate with all showings and marketing of the property as stated in your Lease Agreement.