

## **RENT DUE DATES AND LATE CHARGES**

All rent is due, in full, on the first of each month. **NO PERSONAL CHECKS ARE 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 707 West Avenue, Suite 206, Austin, TX 78701
- 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 3<sup>rd</sup> 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](http://www.JoaRealty.com) or in the office. **All maintenance requests must be in writing.** You may e-mail maintenance requests to [help@joarealty.com](mailto: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.

***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 such things 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.

***Security Deposit Refunds.*** This will give you an overview of the minimum you must do to receive your Security Deposit refund. It will also give you a checklist of some of the things Joa Realty will inspect when you move out of the property. We strongly recommend that you use same checklist when you fill out your Move-In Inventory and Condition Form.

Contractual Obligations

- A. Rent paid in full.
- B. End of Lease (see paragraph 3).
- C. Written sixty (60) day move-out notice (see paragraph 4).
- D. Written forwarding address.
- E. All keys returned immediately upon move-out.

All keys to the rental dwelling must be turned in to Joa Realty and the property must be left clean and in rentable condition. Joa Realty will use the Move-In Condition and Inventory Form that was completed upon move-in to evaluate and inspect the move-out condition. Deductions may be made from your Security Deposit, as explained in paragraph 12. No “automatic” charges (sometimes referred to as “redecorating” or “cleaning” fees) are made to Security Deposits. In an effort to avoid any misunderstandings and to assure that you receive as large a refund as possible, Joa Realty has included a list of cleaning instructions for you to use as a guideline when cleaning your home upon move-out. You will not be penalized for normal wear and tear.

***Check list for Cleaning.*** These are the items we will check after you move out to determine any deductions from your Security Deposit account. All surfaces should be free of dirt, grease, spills, dust, hair, scum, food, etc. No personal items should be left in the unit, such as clothes, hangers, cleaning items, etc. All trash should be bagged and taken either to the curb or to the receptacle provided. Tiled/vinyl areas should be swept and mopped; carpets should be professionally steam-cleaned, as required in the Lease. Yard areas should be mowed and edged and all clippings removed. Garages, carports, storage areas should be emptied of all trash and personal items and should be swept out. Windows and screens should be locked, clean and in good condition.

Please note that all carpets must be cleaned upon your move-out. It is requested that you provide management with professional service receipts to expedite the processing of your Security Deposit. Professional carpet cleaning (to include enzyme treatment, deodorization, & flea treatment) is required on all property having pets. Proof of treatment must be provided to management upon move-out in order to avoid Security Deposit deductions for such treatment.

All deposits will be returned within thirty (30) days from the expiration date, unless any necessary maintenance cannot be completed within that time period, or the Lease was in default. In any case, you will be notified. All deductions will be in writing. Your

deposit documentation will be mailed to the forwarding address provided **in writing** to management.

***Yard Maintenance.***

1. Paragraph 19(e) of the Lease specifies your responsibilities in regards to lawn maintenance. Every resident is required to water their lawn and to keep all areas free of trash.
2. If, after a reasonable period of time, the corrective action is not taken due to a tenant not cutting the grass, trimming, and edging, Joa Realty will send out a landscaping crew and bill the tenant for any work performed.
3. When cutting or trimming around air conditioner units, please remember to keep grass clippings from getting into the exterior unit. A buildup of grass clippings can cause the unit to overheat and shut down, and it also prevents the unit from working efficiently and could be a source of high utility bills.
4. Fire ants are always a problem in Texas. Joa Realty will not exterminate ants in or around your lawn. We recommend that you purchase an ant bait to treat your lawn areas or hire a professional exterminator to treat any issues.

***Office Hours.*** If you have any questions regarding your responsibilities under your Lease Agreement, please feel free to contact Joa Realty during normal office hours, Monday through Friday, from 9 a.m. until 6 p.m., at 512.480.8384, or by e-mail at help@joarealty.com. Your questions and concerns are always welcome.

**Welcome, and we hope you enjoy your new home!**

**JOA REALTY**  
**CLEANING PROCEDURES CHECKLIST**

*The following are some of the items that will be inspected upon your move-out. Please remember to refer to your Lease Agreement regarding Move- Out Procedures and Security Deposit deductions.*

**Kitchen:**

\_\_\_\_\_ **Oven:** Clean inside oven and broiler, oven racks, wipe down inside and out, remove cleaner residue.

\_\_\_\_\_ **Stove:** Clean top thoroughly. Don't forget drip pans and underside of cook top. Clean vent hood.

- \_\_\_\_\_ **Refrigerator and Freezer:** Remove all food. Remove food bins and clean racks, bins, and door shelves. Clean top, front, bottom, and visible sides of refrigerator.
- \_\_\_\_\_ **Dishwasher:** Clean all debris from inside and wipe down exterior. Run dishwasher on a full cycle with a little bleach to sterilize and remove minor stains.
- \_\_\_\_\_ **Cabinets and Drawers:** Remove all food. If shelf paper is peeling up, remove it. Wipe out insides of cabinets to remove dust and crumbs. Wipe down fronts of cabinets and drawers.
- \_\_\_\_\_ **Counters:** Wipe down thoroughly to remove all grease spots and stains. Do not use steel wool on countertops, as this may damage the materials.
- \_\_\_\_\_ **Sinks:** Scour sinks and polish fixtures.
- \_\_\_\_\_ **Lights:** Clean light fixtures and switches. Clear fixtures should be free of cleaner streaks and water spots. Clean outlets with a dry cloth.
- \_\_\_\_\_ **Walls:** Wipe any food particles or grease off walls. Wipe down any cobwebs.
- \_\_\_\_\_ **Floors:** Sweep under and between appliances and cabinets. Mop floors thoroughly. Wipe down baseboards to remove dirt and residual grease.

### **Bedrooms and Living Areas:**

- \_\_\_\_\_ Wipe down all shelves, including closet shelves and rods.
- \_\_\_\_\_ Use glass cleaner on any mirrors and clean windows.
- \_\_\_\_\_ Clean light fixtures. Clear fixtures/bulbs should be free of streaks and watermarks.
- \_\_\_\_\_ Wipe down ceiling fans to remove dust buildup, especially on fan blades.
- \_\_\_\_\_ Dust corners for cobwebs.
- \_\_\_\_\_ Clean all switch plates and outlet plates. Be careful!
- \_\_\_\_\_ Wipe down mini-blinds and vertical blinds to remove dust and dirt.

### **Bathrooms:**

\_\_\_\_\_ **Tub/Shower:** Clean tile with a non-abrasive cleaner. Scour tub. Wipe down outside of tub/shower. Clean sliding tracks for shower (if applicable). Remove mildew. Polish fixtures.

\_\_\_\_\_ **Toilet:** Clean and disinfect toilet bowl. Wipe down base, seat, top and sides.

\_\_\_\_\_ **Cabinets and Drawers:** Remove any peeling shelf paper. Clean out and dust debris from cabinets and drawers. Wipe down exteriors of cabinets and drawers.

\_\_\_\_\_ **Counters:** Wipe down thoroughly. Use non-abrasive cleaners.

\_\_\_\_\_ **Sink:** Scour sink and polish fixtures.

\_\_\_\_\_ **Walls:** Clean any debris from walls and doors. Dust for cobwebs.

\_\_\_\_\_ **Floors:** Sweep and mop floor thoroughly. (Don't forget behind the toilet.)

\_\_\_\_\_ **Towel bars/rings, toilet paper holders, and other chrome fixtures:** Polish to a shine.

**General:**

\_\_\_\_\_ Wipe down all windowsills, baseboards, and woodwork.

\_\_\_\_\_ Remove dust and debris from sliding window and door tracks.

\_\_\_\_\_ Remove ashes from fireplaces and wipe down fireplace area (if applicable).

\_\_\_\_\_ Clean all window glass and mirrors.

\_\_\_\_\_ Dust all surfaces to remove dust and cobwebs.

\_\_\_\_\_ Clean door facings and wipe down front and/or back doors.

\_\_\_\_\_ Mop all hard surface floors.

\_\_\_\_\_ Have all carpets professionally steam cleaned, according to the terms and conditions of your Lease Agreement. To verify service and to expedite

processing, please provide management with a copy of your receipt when you return your keys to the property.

\_\_\_\_\_ Replace A/C filters and smoke detector batteries. Sweep out HVAC closets.

\_\_\_\_\_ Sweep patios/decks/porches and garage/carport/storage areas. Remove any oil spots from garage floors and driveways.

\_\_\_\_\_ Clean all switch plates, light switches and electrical outlets.

\_\_\_\_\_ Mow and edge yard areas. Trim shrubs. Remove leaves and debris.

**SMOKE DETECTOR/CARBON MONOXIDE ATTACHMENT**

Resident and Landlord mutually agree as follows:

1. Resident is leasing from Landlord the premises located at:  
\_\_\_\_\_
2. This agreement is an addendum and part of the Lease Agreement and/or any Lease Renewals or extensions relating to the premises.
3. The premises shall include one or more smoke detectors. It is agreed that Resident will test the smoke detector **within 48 hours** after occupancy and inform Landlord immediately if detector(s) is/are not working properly.
4. It is further agreed that the Resident will be responsible for testing the smoke detector(s) at least one time per week. If there is no sound after testing the unit, Resident agrees to inform Landlord immediately in writing of any deficiencies.
5. Resident understands that if said smoke detector(s) is/are battery operated, it will be the Resident's responsibility to insure that the battery is in operating condition at all times. If, after replacing the battery, smoke detector(s) will not operate, Resident must inform Landlord immediately in writing. Resident also agrees to replace battery upon vacating the premises at move-out.
6. If the property includes gas service, Resident is aware that carbon monoxide is a byproduct of gas. **It is colorless, odorless, and very lethal.** Landlord and Owner strongly recommend the installation of a carbon monoxide detector at Resident's expense. Resident agrees to hold harmless Owner and Owner's representative if carbon monoxide poisoning occurs.

Tenant	Date	Tenant	Date
Property Management		Date	

**RECEIPT**

Joa Realty  
Ph: 512.480.8384, Fax: 512.480.8384

707 West Ave, Suite 206, Austin, TX 78701  
[www.JoaRealty.com](http://www.JoaRealty.com), [help@JoaRealty.com](mailto:help@JoaRealty.com)

Tenant Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Move-In Date: \_\_\_\_\_

I have received the keys to the above referenced property. I understand that all keys must be returned upon my move-out. I further understand that I will be charged \$50.00 each for all keys that are not returned when I surrender the property.

\_\_\_\_\_  
Tenant Date Tenant Date

\_\_\_\_\_  
Property Management Date