



Resident Policies and Procedures

**2300 Greenhill Dr. #250
Round Rock, TX 78664
(512)439-3600
www.gdaapm.com
info@gdaapm.com**



GDAAPM Property Management, LLC. CRMC® | Confidential
2300 Greenhill Dr. Bldg. 2, Ste. 250, Round Rock, TX 78664
gdaapm.com

Welcome to Your New Home!

Moving In

The owner has made every effort to have the home in good condition for your arrival. You are being provided a link from **Z-Inspector** for your move in. This is a phone app to help you document the condition of the property at move in and take photos. Complete this within 4 days of move in. The Move-In Property Condition form is for your protection. You should list any pre-existing damage or deficiency in the property. We will utilize this form when the move-out survey is completed at the time of move out. You will receive a copy of the photos and report for your records.

Keys

The keys provided to you at move-in will be replaced by our re-key service when they go out to bring the property up to code. This way you can be assured no previous tenant or contractor has been in possession of your keys. If you choose to change your locks during your lease, you must provide GDA A with a copy and return the locks to GDA A's standard, prior to your move-out.

The purpose of the keyless deadbolt is to protect you while you are inside the property. When you exit the home, please leave the keyless deadbolts disengaged. This will prevent you from being locked out of the house. If the garage door openers should not work for any reason (such as loss of power) you could be locked out of your home. If you lock yourself out during our office hours you may pick up a spare set of keys at our office. We require a \$50.00 deposit which will be fully refunded to you if the keys are returned to our office within 24 hours. **After hours lockouts require a locksmith at your own expense.**

Office Hours

The property management office hours are Monday-Friday 9:00-5:00. We are closed on weekends and holidays. If you have a repair that is not an emergency, you must submit a written request through the online portal at www.gdaapm.com/maintenance . Any after-hours emergency should be reported to 512-439-3602.

Rent Payments

Rent payments are due in full on the 1st of the month and are late after 11:59 pm on the 3rd. Payment can be via check, money order, or cashier's check and payable to:

GDA A Property Management
2300 Greenhill Dr. #250
Round Rock, TX 78664

Rent payments may also be submitted online by visiting our website at www.gdaapm.com. (Online rent payments are accepted through a 3rd party vendor. Convenience fees may be assessed by the 3rd party vendor. These fees are not assessed by GDA A Property Management, LLC and cannot be waived by GDA A Property Management, LLC. If you use a checking account and routing number, the fee is \$2.95. If you use a credit or debit card, they charge 4% of what you are paying.

IMPORTANT: HOLIDAYS, WEEKENDS, & POSTAL DELAYS DO NOT EXCUSE RENT BEING RECEIVED AFTER THE 3rd!

To avoid any errors in processing your rent payments, please put your address on your check.

Tenant Initials: _____

Late Payments

If your check is returned due to non-sufficient funds (NSF) or due to incorrect account information, your rent is considered late until you provide GDAA a replacement payment. Replacement payments must be made with cashier's check, money order, or via CashPay. Please refer to the table below for appropriate late fees. You may also be subject to a \$35.00 posting fee from a certified notice and \$50.00 NSF fee.

Tenant Initials: _____

Late Payment Table

Day of the Month	Late
1	
2	5% + \$10
3	5% + \$20
4	5% + \$30
5	5% + \$40
6	5% + \$50
7	5% + \$60
8	5% + \$70
9	5% + \$80
10	5% + \$90
11	5% + \$100
12	5% + \$110
13	5% + \$120
14	5% + \$130
15	5% + \$140
16	5% + \$150
17	5% + \$160
18	5% + \$170
19	5% + \$180
20	5% + \$190
21	5% + \$200
22	5% + \$210
23	5% + \$220
24	5% + \$230
25	5% + \$240
26	5% + \$250
27	5% + \$260
28	5% + \$270
29	5% + \$280
30	5% + \$290
31	5% + \$300

Surveys

GDAAs conduct surveys of all properties to provide valuable feedback to the property owners. We will arrange for an inspector to visit your home at least once per year to make sure all aspects of the home are being kept up to Texas property code. We are teamed with On Sight Pros. We will notify you when their agent will be contacting you to schedule the appointment.

Tenant Initials: _____

Maintenance of Your Home

A/C and Heating Filters

Tenant is responsible for replacing all A/C and heating system filters at the property on a monthly basis unless enrolled on the GDAAs filter program; you will then change filters quarterly. Any cleaning or repairs done to the AC/Heating unit caused by failure to perform mandatory changes will be charged to you, the tenant. In addition, if our vendor must provide you with a new air filter, a \$30 charge per filter will be assessed.

Tenant Initials: _____

A/C Drain Lines

If your property's A/C system has a drain line with an opening in it, pouring a cup of bleach or vinegar down the drain tube every 3 months can prevent the line from clogging up with algae and flooding the property. Dripping water from the line or under the unit is a sign that the primary drain is clogged and requires professional maintenance. Report this to our office immediately so that we may send a repairman. Operating the unit under these conditions can result in water damage to your home and property.



Electricity Does Not Work

Check the breaker box to see if any switches are in the off position. Next, try resetting the GFCI plug, which is usually found in the kitchen, garage, or bathroom. If circuit breakers keep tripping, the circuit may be overloaded with appliances and you will need to make adjustments.



Garbage Disposal

Overloading your garbage disposal will cause the safety button to kick in and turn off the disposal. Before doing a maintenance request for the garbage disposal, reset the safety overload. Wait three or four minutes for the motor to cool then push the button on the bottom of the motor. In the event items are found in the disposal that have caused damage, the repair or replacement may be a tenant charge.



Pest Control

Residents are responsible for interior and exterior pest control upon taking possession of the keys. Do not store any wood against the house or fence as this increases risk of termites and is very costly to the homeowner. If you notice any wood destroying insects in or around your home, please notify our office immediately.

Tenant initials: _____

Smoking

Smoking is not permitted inside the property at ANY TIME. **This includes the garage or any other enclosed areas of the home.** Smoke is very damaging and you will be charged all costs to paint and deodorize, if necessary.

Smoke Detectors

Smoke detectors are for your safety. It is your responsibility to check the working condition and replace the batteries as needed. We recommend using a spray smoke detector tester. If after replacing the batteries you find the detector does not operate properly, contact our office immediately for repair or replacement.



Toilet Overflow

If a toilet is overflowing, shut off the water supply valve at the wall. If you cannot unstop the toilet yourself with a plunger, submit your maintenance request to us online at www.gdaapm.com. Only contact our emergency line if it is outside of office hours and all your toilets are not working.



Winter Weather

Texas weather can change rapidly. During a potential freeze warning the home heat should maintain a minimum of 65 degrees. All exterior faucets must be adequately wrapped and insulated. It is also advised to allow inside faucets to drip water and to open cabinet doors to expose plumbing fixtures to be heated.

Yard Maintenance and Water

You are responsible for the upkeep of the yard. To prevent being charged for re-sodding the yard, please water as needed to maintain healthy grass and landscaping. All shrubs are to be kept trimmed and cut back and flower beds kept free from weeds. Trash containers must be stored out of sight, either in the garage or back yard.

Repair Requests

All repair requests must be submitted in writing per the terms of your lease agreement. Requests must include your name, daytime and evening telephone numbers, property address and specific problem or request. You may submit your request by going online to <http://www.gdaapm.com/maintenance>. You will be contacted within 72 hours to schedule an appointment with one of our vendors. **If it is determined the repair is due to tenant abuse or neglect, Tenant will be responsible for the cost of the repair.** If the Vendor finds no issues upon arrival the Tenant will be responsible for the cost of the trip fee charged by the Vendor. If you fail to meet a contractor once you have agreed to an appointment time, you will be charged a \$75 trip fee.

If you break or reschedule two appointments, we will release a key to the vendor to access your home and take care of the repair.

Emergency Repairs

Please report anything relating to the property under the lease that is threatening to life, health, or the property.

Property Meld is not monitored after hours.

Call (512) 439-3602 for afterhours emergencies to speak to a member of our team.

Climate Control: No air conditioning if temperature is over 90 degrees or no heat if temperature is forecast to be below freezing.

Broken pipe or free flowing water: Turn off water valve or exterior water main.



Gas Odor: Turn off gas at the appliance, open windows.

Electrical Problems: Check all the breakers by flipping them hard to the OFF position and then hard to the ON position and reset any GFCI breakers.

Toilet Stoppage: This is an emergency only if ALL toilets have backed up or overflowed. One toilet not working should be reported as a NON-EMERGENCY. If water is backing up in several areas of the home (sinks, showers, yard and/or toilets) this is an emergency. A stoppage is impacting the entire home. Stop using water in the home and contact us immediately).

Non-Emergencies such as no hot water, non-working oven, non-working dishwasher, or garage door opener should be reported as routine and NON-EMERGENCY maintenance. Submit your request in writing as described above.

Move-Out Procedures

In anticipation of your move out, your lease agreement requires that you leave the property in clean and undamaged condition. All utilities must remain on in your name through the end of the lease. Our office does not conduct move out inspections until the tenant has fully surrendered the property. We have provided a list that will be used by GDAA Property Management to inspect your unit after moving out to determine what charges, if any, will be deducted from your security deposit.

* GDAA's Move-Out Guidelines are available online at www.gdaapm.com or at our office.

We have every intention of returning your security deposit, provided you have fulfilled your agreement with us. Please read the following information to help ensure a full return of your deposit without any misunderstandings:

1. To avoid any additional charges against your deposit, remember to clean your unit inside/outside thoroughly. We require you to have the carpets professionally cleaned and provide the receipt to us at the time of move-out.
 2. Cooperate with the showings of the property whether for sale or re-rental, keeping it in a presentable condition.
- Your lease agreement authorizes us to place on the property, a key box containing a key to show the property during the last 45 days of your lease or at any time the Landlord lists the property for sale.
 - If agents are denied access or are not able to access the property because of tenants' failure to make the property accessible, tenant will be charged a trip charge of \$75.
 - Failure to allow reasonable showings during the final 45 days of the lease constitutes default of the lease. The security deposit can be forfeited, in its entirety, for this reason.

I hereby attest that I have received the tenant Policy and Procedures from GDAA Property Management.

Property Address

Tenant Signature

Date

Tenant Signature

Date

Tenant Signature

Date

Tenant Signature

Date

A/C AND HEATING
FILTER CHANGE NOTICE

A/C AND HEATING SYSTEM FILTERS: TENANT is responsible for replacing all A/C and heating system filters at the property monthly. GDAА will provide supplemental filters to you quarterly through Second Nature. This is part of the Tenant Benefit Package that all tenants are enrolled in.

TENANT shall properly install the filter that is provided within two (2) days of receipt. TENANT hereby acknowledges that the filters will be dated and subject to inspection by LANDLORD upon reasonable notice to verify replacement has been timely made. If at any time TENANT cannot properly or timely install a filter, TENANT shall immediately notify GDAА PROPERTY MANAGEMENT in writing.

TENANT’S failure to properly and timely replace filters is a material breach of this agreement and LANDLORD shall be entitled to exercise all rights and remedies it has against TENANT and TENANT shall be liable to LANDLORD for all damages to the property, A/C or heating system.

Tenant Signature

Date

Tenant Signature

Date

Tenant Signature

Date

Tenant Signature

Date



LEASE ADDENDUM REGARDING MOLD

ADDENDUM TO RESIDENTIAL LEASE AGREEMENT CONCERNING THE PROPERTY (LEASED PREMISES)

Street _____ City _____ State _____ Zip _____

Landlord c/o GDAА Property Management, LLC

Tenant(s) _____

To minimize the occurrence and growth of mold in the leased premises. Tenant hereby acknowledges receipt of the GDAА “Mold Information & Prevention” material and agrees to the following.

1. **MOISTURE ACCUMULATION**, Tenant shall remove any visible moisture accumulation in or on the leased premises, including on walls, windows, floors, ceilings, and bathroom fixtures; mop up spills and thoroughly dry affected areas as soon as possible after occurrence; use exhaust fans in kitchen and bathrooms when necessary (if available); and keep climate and moisture in the leased premises at reasonable levels.
2. **CLEANLINESS**, Tenant shall clean and dust the leased premises regularly, and shall particularly keep the kitchen and bath areas clean.
3. **NOTIFICATION OF MANAGEMENT**, Tenant shall promptly notify management in writing of the presence of the following conditions:
 - A) A water leak, excessive moisture, or standing water inside the leased premises.
 - B) A water leak, excessive moisture, or standing water in any part of the property.
 - C) Mold growth in or on the leased premises that persists after resident has tried several times to remove it with household cleaning solutions, such as Lysol or Pine-Sol disinfectants, Tilex Mildew remover, or Clorox or a combination of water and bleach.
 - D) A malfunction in any part of the heating, air conditioning, or ventilation system in the leased premises.
4. **LIABILITY**, Resident shall be liable to Owner for damages sustained to the leased premises or tenant’s person, guests or occupants, or property as a result of Resident’s failure to comply with the terms of this Addendum.
5. **VIOLATION OF ADDENDUM** - Violation of this Addendum shall be deemed a material violation under the terms of the Lease, and Owner shall be entitled to exercise all rights and remedies if possesses against Tenant at law or in equity.
6. **ADDENDUM SUPERSEDES LEASE**, In case of a conflict between the provisions of this Addendum and any other provisions of the Lease, the provisions of the Addendum shall govern. The LEASE ADDENDUM REGARDING MOLD is incorporated into the lease executed or renewed between Owner and Tenant.

By: _____
As Agent for Landlord

Tenant

Tenant

Tenant

Tenant



GDAА Property Management, LLC. CRMC® | Confidential
2300 Greenhill Dr. Bldg. 2, Ste. 250, Round Rock, TX 78664

gdaapm.com

SMOKE DETECTOR/CARBON MONOXIDE ADDENDUM

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 not working properly.
4. It is further agreed that the Resident will be responsible for testing the smoke detector(s) at least once a week. If there is no sound after testing the unit, Resident agrees to inform Landlord immediately if detector(s) is not working properly.
5. Resident understands that if said smoke detector(s) is battery operated. It will be the Resident's responsibility to ensure that the battery is always in operating condition. 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 contains gas, 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

GDAA, Associate Date

Tenant Date

Tenant Date

Tenant Date

MOVE-IN ADDENDUM

TRANSFER OF UTILITIES:

Tenant hereby acknowledges that utilities must be transferred over prior to the lease commencement date. GDAA Property Management will schedule all utility services to be disconnected from the landlords account the day prior to the lease commencement date. Tenant will be responsible for any utility costs after move in, in the event utilities are not transferred into their name.

MOVE-IN INVENTORY & CONDITION FORM:

Tenant will be provided a link to **Z-Inspector**. This app allows tenant to document the move in condition of the property and take photos. This form must be completed and submitted within 4 days after move-in. After 4 days, if not completed, the form is submitted "AS IS" and the home is considered in good condition. Tenant must return the form to GDAA Property Management on or before _____. The items identified on the Move in Inventory and Condition Form will be taken into consideration upon Tenant vacating the leased premises. Any additional items not shown on the Move-In Inventory and Condition Form will be charged to the Tenant at the end of the lease term or upon move out. It is **highly** recommended that this form be completed for your benefit.

****MAINTENANCE REQUESTS ARE NOT TAKEN FROM THE MOVE IN INVENTORY & CONDITION FORM. YOU MUST SUBMIT A WRITTEN REQUEST FOR ANY NECESSARY REPAIRS****

POSSESSION OF PROPERTY: Tenant understands that they will be considered in possession of the leased premises from the Lease Commencement date until the date all keys are returned to GDAA Property Management, LLC.

Tenant must return all keys, garage & gate openers (if applicable), and pool keys (if applicable) in to the GDAA Property Management office upon vacating the property. Tenant will be charged the cost to replace any items not returned to the Management Company.

BY: _____
As Agent for Landlord/Property Owner

Tenant Date

Tenant Date

Tenant Date

Tenant Date

TENANT BENEFIT PACKAGE

Resident Liability Insurance

As a condition of our lease, and for its duration, GDAAs Property Management requires all residents to carry liability insurance (\$100,000) minimum coverage) for damages caused to the property resulting from residents' action or inaction. (You may satisfy the lease minimum insurance requirement by obtaining and maintaining (during the duration of the lease) a personal renters liability insurance or liability insurance policy from an insurance agent or carrier of your choice AND providing proof of coverage (adding GDAAs Property Management LLC as an **additional insured** on the policy and providing us a copy of the declaration page).

Must choose one plan:

<input type="checkbox"/> <u>PLAN A (\$28.00 per month) includes:</u>	<input type="checkbox"/> <u>PLAN B (\$21.00 per month) includes:</u>
<ol style="list-style-type: none"> 1. <u>Build your credit score! Free Credit Reporting for all Rental payments made during the term of the lease.</u> Reports are submitted to the credit bureaus TransUnion and Equifax. 2. Quarterly HV/AC filters delivered to your front door. 3. Online Portal to submit all maintenance requests. 4. Dedicated after hours and holidays maintenance hotline. 5. \$20,000 Renter Content Coverage (\$500 deductible) under GDAAs Property Management master policy. 6. \$100,000 Tenant Liability Insurance Coverage under GDAAs Property management LLC master policy. 7. \$10,000 Renters Bodily Injury Coverage (\$500 deductible). 8. \$3,000 additional living expense reimbursement. 9. One time Returned Payment Fee (\$50.00) forgiveness. 	<ol style="list-style-type: none"> 1. <u>Build your credit score! Free Credit Reporting for all Rental payments made during the term of the lease.</u> Reports are submitted to the credit bureaus TransUnion and Equifax. 2. Quarterly HV/AC filters delivered to your front door. 3. Online portal to submit all maintenance requests. 4. Dedicated after hours and holidays maintenance hotline. 5. One time Returned Payment Fee (\$50.00) forgiveness. <p><u>Tenant providing both owners liability insurance and renters insurance (including naming GDAAs Property management LLC as the additional insured) may choose this option.</u></p> <p><u>Tenant is responsible to provide a copy to GDAAs upon lease signing and with all renewals. Tenant is responsible to provide GDAAs a copy of each policy renewal. In the event a renewal is not provided prior to policy expiration, Tenant will be AUTOMATICALLY enrolled in PLAN A to ensure proper coverage.</u></p>

Log in to your Tenant Web Access to activate your option to report your rent payments to your credit.

Tenant Signature	Date	Tenant Signature	Date
Tenant Signature	Date	Tenant Signature	Date
GDAAs Associate as Agent for Landlord	Date		

Tenant Charges

Occasionally our office experiences actions that are outside the scope of normal tenant activities. The following are charges that have been established to offset cost and time involved needed to address actions outside routine operations.

1. Failure to connect utilities- \$75.00

This fee is charged only when a new tenant fails to connect utilities in tenant's name after taking possession of the property. In addition to this fee tenant will be charged pro-rated utility charge.

2. Holdover Fee – Three times the daily rent

This fee is charged only when tenant fails to surrender property after the expiration of their lease term.

3. Trip Charge/Stand Up Fee - \$75.00

This fee is only charged to a tenant if an appointment was made to meet tenant at the property and the tenant fails to make the appointment. This fee will also be charged if the tenant deadbolts the property and prevents entry when an appointment has been scheduled.

4. Late fee for Rent – 5% and \$10.00 per day

Unless otherwise stated in your lease, rents are due on the 1st of each month and will be considered late after the third. Late fees are assessed from the second day of the month until full payment is received in our office. Late fees are assessed at 5% of the monthly rent for the first day (the 4th) and a \$10.00 per day rate until all funds are received in our office. In accordance with the Texas Property Code, all outstanding fees are applied to funds received before being applied to rent amount.

5. Posting Fee \$35.00

This fee is charged when a tenant has failed to make satisfactory payment arrangements prior to the rent due date and returned all requested documents to our office. In addition, late charges will also apply. This is in relation to the Certified Notice that is sent on the 4th when rent has not been received by the 3rd.

6. Returned Payment \$50.00

This fee is applied when any payment is returned for insufficient funds or incorrect account information. This charge will apply to a physical check or electronic payment. In addition, late charges will apply.

7. Roommate Change Out Fee - \$150.00

This fee is charged when a lease must be modified to remove or add any approved tenant after the original lease has been executed. It is very time consuming for the office to modify existing leases. Any new adult in the property needs to complete an application at www.gdaapm.com. This must be processed, approved, and the \$150.00 paid BEFORE they are considered an authorized occupant.

8. HOA Administration Fee - \$35.00

This fee is normally charged after a second occurrence of a Home Owners Association violation. This fee is in addition to any fine charged by the Home Owners Association. Instances of HOA fines would be failing to bring trash cans from street, failure to mow or edge yard, or parking on the yard or curb.

9. After Hours Maintenance Fee - \$50.00

This fee is charged when a tenant will not meet a vendor during normal business hours or does not release a key to the vendor to allow access when the tenant is not home to remedy the maintenance concern. This fee DOES NOT apply to emergency maintenance issues. Additionally, this fee is charged when tenants request after hours or weekend move in key pick-up.

10. Collection Administration Fee \$200.00

Administration collection fees are charged when the company must initiate a collection to recoup funds due to the company or the property owner. Examples are late fees, NSF fees, unauthorized pet, or damages to the property caused by tenant. This fee is normally charged when a second request for funds must be initiated.

11. Failure to Maintain Utilities \$250.00

Tenants vacating the property are required to maintain utilities until the move out inspection has been completed and/or through the last day of their lease. Failure to maintain utilities requires the staff to reschedule the inspector, schedule utilities to be reconnected, delays any repairs that might be needed, and potentially cost the owner days of rent.

12. Failure to Return Keys - \$75.00

The lease states the tenants must return all keys, remote controls and pool and property access passes. Failure to return the above cause's additional staff time locate and coordinate the re-issuance of these devices. Any costs incurred due to lost remotes, pool or gate access devices will be charged to the tenant, in addition to this fee.

13. Rekey Without Notification - \$150.00

If the tenant finds a need to rekey the property, GDAA Property Management will recommend a preferred locksmith to change out the key. The tenant is responsible for only the cost of rekeying if they notify our office as we can update our records. If the tenant changes the lock and provides a key to our office, there will be no additional charge. Charges only occur when a tenant changes the locks and fails to provide a key to our office.

14. Court Filing Fee - \$75.00

In the event a tenant has received a Notice to Vacate and fails to bring their account current, an Eviction Suit must be filed in the Justice Court. This fee is to cover the cost of preparing the necessary paperwork and the time to physically file at the court. This charge is addition to any cost charged by the court.

