



## **Resident Policies and Procedures**

**2300 Greenhill Dr. #250  
Round Rock, TX 78664**

**(512)439-3600**

**<https://tx.purepm.co/>**

## 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 PURE with a copy and return the locks to PURE'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 <https://tx.purepm.co/maintenance>. Any after-hours emergency should be reported to 855-420-PURE (7873).

### Rent Payments

Rent payments are due in full on the 1st of the month and are late after 11:59 pm on the 3<sup>rd</sup>. Payment can be via check, money order, or cashier's check and payable to: PURE Property Management, LLC, 2300 Greenhill Drive Bldg. 2, Ste. 250, Round Rock, TX 78664

Rent payments may also be submitted online by visiting our website at <https://tx.purepm.co/>. Online rent payments are accepted through a 3<sup>rd</sup> party vendor. Convenience fees may be assessed by the 3<sup>rd</sup> party vendor. These fees are not assessed by PURE Property Management, LLC and cannot be waived by PURE Property Management, LLC. If you use a checking account and routing number, the fee is \$3.17. If you use a credit or debit card, they charge \$3.17 + 3.76% of what you are paying.

**IMPORTANT: HOLIDAYS, WEEKENDS, & POSTAL DELAYS DO NOT EXCUSE RENT BEING RECEIVED AFTER THE 3<sup>rd</sup>!**

**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 PURE 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: \_\_\_\_\_

## Property Surveys

PURE conducts 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. It is mandatory that this inspection is completed.

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**. PURE will provide supplemental filters to you quarterly as a part of the Tenant Benefit Package. Any cleaning or repairs done to the AC/Heating unit caused by air filters not being changed on a routine basis will be charged to you as the tenant. If our vendor must provide you with a new air filter, it will be charged back to you.

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. Some disposals require an allen key to reset the disposal from the bottom.



## 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. 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, Watering and Trash Cans

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 in the 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 <https://tx.purepm.co/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 (855-420-7873) 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 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 PURE Property Management to inspect your unit after moving out to determine what charges, if any, will be deducted from your security deposit.

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 PURE Property Management, LLC.

\_\_\_\_\_  
**Property Address**

\_\_\_\_\_  
**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.** PURE will provide supplemental filters to you quarterly. 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 PURE 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**





**LEASE ADDENDUM REGARDING MOLD**

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

\_\_\_\_\_  
Street City State Zip

\_\_\_\_\_  
Landlord c/o GDAA Property Management, LLC

\_\_\_\_\_  
Tenant(s)

To minimize the occurrence and growth of mold in the leased premises. Tenant hereby acknowledges receipt of the PURE “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



## 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

\_\_\_\_\_  
PURE, 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. PURE Property Management, LLC 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 PURE Property Management, LLC 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. This may be done at <https://tx.purepm.co/maintenance>\*\***

**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 PURE Property Management, LLC.

Tenant must return all keys, garage & gate openers (if applicable), and pool keys (if applicable) in to the PURE 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 Dat

## Resident Benefit Package Addendum

Resident and Landlord mutually agree the Resident Benefit Package is defined as follows and variations of inclusions may exist due to property specifications. The total monthly cost of the Resident Benefits Package is all-inclusive, and no discounts will be given if any element(s) of the package are unavailable due to a lack of HVAC or other property-specific limitations. **Resident is required to maintain liability insurance at all times during occupancy. If Resident would like the required insurance included as part of the monthly cost, please choose PLAN A. If Resident would prefer to secure their own insurance, along with the necessary additional insured endorsements, and provides proof of their own insurance listing PURE Property Management, LLC as ADDITIONAL INSURED, choose PLAN B.**

Please select PLAN A or PLAN B from the options below:

**Plan A (\$39/month) Includes:**

- 1. Build your credit score:** Landlord provides credit reporting to cast positive payment history through a third-party service. Landlord is not responsible for any misrepresentation, erroneous reporting, and/or lack of reporting by the third-party service. Resident understands that any dispute will be handled directly between Resident and the third-party service.
- 2. Pinata Resident Rewards:** Resident acknowledges that a Resident rewards program is made available to them by Landlord. Rewards are to be accessed online and are activated at Resident's sole discretion through use of a mobile application provided by the rewards provider. Pinata Rewards will provide Resident with available rewards as a preferred customer of Landlord.
- 3. Tenant Liability Insurance Policy:** (includes)
  - a.** \$20,000 Renter Content Coverage (\$250 deductible) under the property management company master policy. Policy coverage is based on replacement cost.
  - b.** \$100,000 Tenant Liability Insurance Coverage under the property management company master policy.
  - c.** \$10,000 Renters Bodily Injury Coverage (\$250 deductible).
- 4. HVAC Filter Delivery:** Resident is responsible for replacing all A/C and heating system filters at the property on a **monthly** basis. PURE will provide supplemental filters be mailed directly to the property approximately every 90 days. Resident shall properly install the filter within two (2) days of receipt. Resident hereby acknowledges that the filters are dated to verify replacement and are subject to inspection by Landlord upon reasonable notice. If at any time Resident cannot properly or timely install a filter Resident shall immediately notify Landlord in writing. Resident's failure to properly and timely replace the filters is a material breach of this agreement and Landlord shall be entitled to exercise all rights and remedies it has against Resident and Resident shall be liable to Landlord for all damages to the property, A/C or heating system.
- 5. \$1M ID Protection:** By executing this agreement, you are agreeing to Aura's IdentityGuard Terms of Service and Privacy Policy with respect to the identity theft protection service provided as part of the RBP, which can be found at [www.identityguard.com](http://www.identityguard.com).
- 6. Resident Portal:** Personalized Online Portal to conveniently submit all maintenance requests and payments.
- 7. Emergency Maintenance Services:** Dedicated after-hours maintenance emergency number where you can call in and speak to a person who will assist with the situation.

**Plan B (\$29/month) Includes:**

- 1. Build your credit score:** Landlord provides credit reporting to cast positive payment history through a third-party service. Landlord is not responsible for any misrepresentation, erroneous reporting, and/or lack of reporting by the third-party service. Resident understands that any disputes will be handled directly between Resident and the third-party service.
  - 2. Pinata Resident Rewards:** Resident acknowledges that a Resident rewards program is made available to them by Landlord. Rewards are to be accessed online and are activated at Resident's sole discretion through use of a mobile application provided by the rewards provider. Pinata Rewards will provide Resident with available rewards as a preferred customer of Landlord.
  - 3. HVAC Filter Delivery:** Resident is responsible for replacing all A/C and heating system filters at the property on a **monthly** basis. PURE will provide supplemental filters be mailed directly to the property approximately every 90 days. Resident shall properly install the filter within two (2) days of receipt. Resident hereby acknowledges that the filters are dated to verify replacement and are subject to inspection by Landlord upon reasonable notice. If at any time Resident cannot properly or timely install a filter Resident shall immediately notify Landlord in writing. Resident's failure to properly and timely replace the filters is a material breach of this agreement and Landlord shall be entitled to exercise all rights and remedies it has against Resident and Resident shall be liable to Landlord for all damages to the property, A/C or heating system.
  - 4. \$1M ID Protection:** By executing this agreement, you are agreeing to Aura's IdentityGuard Terms of Service and Privacy Policy with respect to the identity theft protection service provided as part of the RBP, which can be found at [www.identityguard.com](http://www.identityguard.com).
  - 5. Resident Portal:** Personalized Online Portal to conveniently submit all maintenance requests and payments.
  - 6. Emergency Maintenance Services:** Dedicated after-hours maintenance emergency number where you can call in and speak to a person who will assist with the situation.
- Under Plan B, Resident is responsible to provide a certificate of insurance to the Property Manager upon lease signing and with all renewals. In the event a copy of the insurance policy or certificate of insurance is not provided when requested, Resident will AUTOMATICALLY be enrolled in PLAN A to ensure proper coverage**

## LEASE ADDENDUM

Security Deposit Waiver (must check one)			
	<input type="checkbox"/> YES	\$ _____ per month	You waive payment of the security deposit \$ _____ in lieu of the indicated monthly payment.
	<input type="checkbox"/> NO	Variable	You agree to post the security deposit required by the Landlord

If neither "yes" nor "no" are checked above, "yes" will be assumed, and the "You" will be billed accordingly.

This Lease Addendum is attached to and becomes a part of the Residential Lease Agreement ("Lease Agreement") between Landlord ("Landlord") and Renter ("You"). Both parties are bound by the terms of this Lease Addendum.

Your Lease Agreement contractually requires that You post a Security Deposit to secure compliance with the terms and conditions of your Lease Agreement. The Security Deposit may be used by Landlord as reimbursement for amounts contractually recoverable from You under your Lease Agreement. In lieu of the Security Deposit, Landlord offers to waive the one-time Security Deposit in exchange for payment of the monthly fee indicated above for the term of the Lease Agreement. This waiver does not waive the requirement that You adhere to the terms and conditions of your Lease Agreement. If you have questions, your Property Manager can provide you with an Explanation of Protections, which is incorporated into this Lease Addendum by reference. In the event the Property Management contract is terminated, the monthly fee referenced herein will cease and the Property Owner may require You to post a Security Deposit.

### I HAVE READ AND UNDERSTAND THIS ADDENDUM

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Resident Name (Print): \_\_\_\_\_

Resident Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Resident Name (Print): \_\_\_\_\_



## **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 tenants 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. Rent is late as of the 4<sup>th</sup> and your initial late fee is applied (5% of the monthly rent). For rent still not received as of the 5<sup>th</sup>, the \$10/day late fee is assessed from the second day of the month until full payment is 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 4<sup>th</sup> when rent has not been received by the 3<sup>rd</sup>.

### **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 <https://tx.purepm.co/>. 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, PURE 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.

