

Elevate Property Management – Residency Guidelines

Welcome to your new home! We are committed to providing you with a comfortable and enjoyable living experience. Please review the following Residency Guidelines, which outline key expectations and policies to help ensure a positive environment for all residents.

1. Rent Payments

- Rent is due on the **1st of each month**.
- Payments can be made via our online portal or other approved methods.
- Late fees will apply if rent is not received by **midnight on the 3rd**.

2. Maintenance Requests

- All **non-emergency** maintenance requests must be submitted through your **online tenant portal**.
- For **emergencies** (water leaks, electrical hazards, etc.), call us immediately at **817-768-9798**.
- Tenants are responsible for **minor maintenance** per the lease agreement, including replacing light bulbs and air filters, pest control, plumbing stoppages, etc. Please refer to your lease for a comprehensive list of maintenance responsibilities.

3. Utilities

- Tenants are responsible for setting up and maintaining all **required utilities**, unless otherwise stated in the lease.
- **Proof of utility activation is required before move-in.**

4. Occupancy & Guests

- Only **individuals listed on the lease** are permitted to reside in the unit.

- **Guests staying longer than 7 days** must submit an application and be added to the lease.
- **Unauthorized occupants** will result in lease violations and fees.

5. Noise & Community Conduct

- To ensure the peaceful enjoyment of all tenants, please **keep noise at a reasonable level at all times**.
- **Harassment, criminal activity, and disruptive behavior will not be tolerated.**

6. Pets

- Pets are allowed **only if approved**, listed on the lease agreement, and the pet deposit has been paid.
- No **unauthorized animals** are permitted, even temporarily.
- **All pets must be kept on a leash** when outside a private fenced yard and must be cleaned up after immediately.
- **Unauthorized pets** will result in fees and lease violations.

7. Property Care & Inspections

- Keep your unit **clean, tidy, and in good condition**.
- Regular inspections will be conducted **with proper notice**.
- Tenants are responsible for any **damage beyond normal wear and tear**.

8. Parking

- Only **registered vehicles** may park on the property.
- Vehicles must be **operable** and properly **registered**.
- Tenants are allowed a **maximum of 2 vehicles**, unless otherwise stated in the lease agreement.
- Parking is permitted in **designated spaces only**. Do not park on **unpaved surfaces**, such as grass.
- **Unauthorized or improperly parked vehicles may be towed at the owner's expense.**

9. Trash & Recycling

- **Trash must be properly bagged** and placed in designated areas.
- **Large items** (furniture, mattresses) require special disposal arrangements and **cannot** be left out for bulk disposal on any day other than bulk pick-up day.
- **Failure to follow trash rules may result in fines.**

10. Lease Violations & Fees

- Violations of these guidelines or your lease may result in **written notices, fees, and/or lease termination.**
- Please refer to the **Tenant Schedule of Fees addendum** in your lease agreement for associated fees.

11. Communication

- Please **keep your contact information up to date** with our office.
- **Important notices, updates, and reminders** will be sent via **email, text, or posted to your online portal.**

12. Smoking & Fire Safety

- **Smoking is not permitted** inside the unit or in shared/common areas. Smoking must be done at designated outdoor areas, if applicable.
- **Tampering with smoke detectors or fire safety equipment** is strictly prohibited and will result in fines.
- **Candles, incense, and open flames** should be used cautiously and never left unattended.

13. Security & Key Policy

- **Always lock doors and windows** when leaving the unit. Management is not responsible for lost or stolen items.
- Tenants are responsible for **keeping track of their keys and fobs.** Lost keys may require a replacement fee.

- **Lockouts:** If you are locked out during office hours, contact management. After-hours lockout assistance may result in a fee.

14. Landscaping & Outdoor Areas

- If your unit has a **private yard or patio**, it is your responsibility to **keep it clean and free of debris**.
- **Do not alter landscaping** (e.g., digging, planting, or removing plants) without prior written approval.
- Outdoor furniture is allowed on patios/balconies, but **clotheslines, storage bins, or excessive clutter are not permitted**.

15. Move-Out Procedures

- Tenants must **provide proper notice** per the lease agreement before moving out.
- The unit must be **cleaned and returned to its original condition** (excluding normal wear and tear).
- A final **walk-through inspection** will be conducted before deposit refunds are processed.
- **Trash and unwanted furniture must be disposed of properly** before move-out to avoid additional charges.

Questions or Assistance?

We're here to help! Contact us at **817-768-9798** or **gisela@elevatepropertymanagement.net** if you have any questions or need support.

Thank You for Choosing Elevate Property Management!

We look forward to having you as a valued resident and creating a positive living experience for you.