

SIENNA PROPERTIES

RESIDENT HANDBOOK

HOW to LIVE IN and CARE FOR the HOME YOU are RENTING



**This Resident Handbook is part of your
lease agreement.....**

**KEEP THIS HANDBOOK
in a safe place for reference.**

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OUR PERSONAL MESSAGE TO YOU.....

Congratulations on the selection of your new home. Welcome to the Central Texas area and to your association with **Sienna Properties**.

We want to make your association with our company a pleasant experience and hope you will look to us for all your real estate needs.

If you have a home in another part of the USA, we may be able to locate a Property Manager for you through our association with the National Association of Residential Property Managers * NARPM.

If you should decide to purchase a home, or have another home to sell, please call our office. Sienna Properties is a full service real estate company.

As professional property managers, we have obligations to both you, as the resident/ tenant, and to the property owner. This Handbook, **which is part of your lease**, outlines our responsibilities to you and your responsibilities to us and to the home. Please read each paragraph carefully. A good relationship is possible when both parties understand and fulfill each of their responsibilities and obligations.

Clear communication is the key to a successful Landlord/Tenant relationship. We are always ready to answer questions or to discuss problems.



I. GENERAL RULES & REGULATIONS

- A. **Part of Your Lease** - This Resident Handbook is part of your lease and is legally binding on both parties.
- B. **The Property** - You have leased a home . . . think of it as your own. During the term of this lease, you are in possession of the house and yard. Your obligations are similar to those of the property owner, and you are expected to care for and maintain the premises.
- C. **Rental Payments** - All rents are due and payable, in advance, on the **FIRST DAY of the MONTH**. Payment should be in the form of a **check, money order or certified funds** and made payable to:

**Sienna Properties
8700 Manchaca # 501
Austin, TX 78748**

Please mail your payment to the above address or deliver it in person. **WRITE YOUR ADDRESS** on your payment to assure proper credit. All accounting is done by the address of the property. To avoid any misunderstanding, please put your address on every correspondence with our office. Be sure to allow at least 3 days mailing time for delivery of the mail as payment must be received on or before the close of business on the 3rd. If you use internet banking, be sure to allow 5 days for delivery as these payments are sent third class mail.

WE DO NOT ACCEPT CASH & WE DO NOT ACCEPT POST DATED CHECKS

Rents remaining unpaid after the 3rd day of the month are delinquent and are subject to the Late Fee. Only one check in full payment of the rent will be accepted for each property, even though two or more persons may have signed the lease or occupy the property.

- D. **CONFIDENTIALITY:** There are limited instances whereby we can disclose or discuss the terms of our relationship and the status of your lease agreement without your written consent. Any request for information on your lease status should be requested in writing by all parties who signed the original lease agreement.
- E. **Contact Phone Numbers/E-Mail Address** - All residents are required to have telephone accessibility and to provide our office with their home, work and cell phone numbers. Please be sure to notify us when you change these phone numbers. Even unlisted numbers must be provided. A contact e-mail address, either personal or business, must also be provided. You can provide this contact information with your first rental payment and your property inspection report or you may send it to us via e-mail to Info@SiennaProperties.com.

- F. **Returned Checks** - The amount of any NSF checks, plus the returned check charge as provided for in your lease, must be paid in certified funds or a money order within 24 hours of notification, or legal action may be taken without further notice. After a personal check is returned for insufficient funds, you will be required to pay either with a money order or certified funds for the balance of your tenancy. If your NSF check makes your rent payment late, the Late/Notice Fee stated in your lease will also be due and payable in addition to any NSF fee.
- G. **Default of Rental Payment** - If your rental payment is not paid in full by the 3rd day of the month in which it is due, be advised that this is your notice that your lease and rental agreement may be canceled. You will be responsible for all attorney and legal fees as well as any court and collection fees incurred in our efforts to collect the rent monies due. Any and all charges unpaid by the end of the month in which they are charged may be added as additional rent. If rent is paid while a legal action is in process, acceptance of rent will not necessarily stop the legal action. A separate agreement must be reached if legal action is to be stopped. If your rental payments are late more than twice in a 12 month period, your lease agreement will not be renewed.
- H. **Breaking Your Lease** - By terms of your lease, you may not sublet or assign your rights under your lease. In order to replace you as the Tenant/ Lessee for the property, you may.....
- Advertise, show and secure qualified applicant(s) and provide us with executed application forms with appropriate credit check fee(s). We will then qualify the applicants and prepare the appropriate documents/new lease should they be approved. The fee is 100% of a full month's rent for this lease documentation and you are responsible for the rent up to the time the new tenant lease takes effect and your security deposit will be refunded - less appropriate charges - when the new tenants have executed and returned their property condition check list.
 - **OR, you may.....**vacate the property and we will then advertise and show the property to qualified applicants. The fee for this service is 100% of a full month's rent. We will qualify and prepare the appropriate documents/new lease. You are responsible for the rent up to the time the new tenants' lease takes effect and your security deposit will be refunded, less charges for advertising and the fees enumerated above, when the new tenants have executed and returned the property condition check list. All property utilities must remain on in your name and the grounds maintained up to and until you are notified that a replacement has been secured.
- H. **Keys & Locks** - Alterations or replacement of locks, installation of additional locks, door knockers, mirrors or other attachments to the interior or exterior of doors requires our prior approval. If you are locked out of your property and require the use of a locksmith, you may not re-key or replace the property locks. You may have the locksmith make duplicate keys for the current lockset only. We must retain keys to each lock of the property. If we determine that you have changed the property locks,

we may re-key these locks at any time in the event access is denied, and charge such costs to you. Copies of the new keys will be available at the office during posted office hours. All keys are to be returned to us upon vacating the premises. If you are locked out during our office hours, a authorized resident with proper ID may borrow a key from us - Monday- Friday 10:00am to 4:00pm. There will be a \$50 charged for any borrowed key that is not returned to our office within 24 hours.

I. Trash, Garbage & Recycling - All garbage, trash and recycling materials must be placed in appropriate containers, (Management does not provide these). All containers are to be discreetly stored. The residents are required to make arrangements to have garbage and trash picked up weekly. Containers are not to be out of the storage area except on trash pick-up days. Any recycling items collected must be properly contained and discreetly stored. A total of no more than two 50 gallon trash bags of recyclable materials may be kept on the premises at one time.

J. Disturbances, Noise and Nuisance - All tenants, residents and guests are expected to conduct themselves in a way that will not offend or disturb the neighbors or passers by. Any activity that causes extreme or excessive noise, traffic or disturbance of any kind is cause for eviction. This type of activity includes loud, lewd music, vulgar or profane language. If music or other sound can be heard outside the perimeter of the leased premises, it is considered too loud.

K. Move-In/Move-Out Checklists - Included with your Lease Agreement was an Inventory and Condition Form. We are providing this form for you to note the condition of the property. Please sign your name, date it and return it to us within 5 days of taking occupancy. This same report will be used for the move-out condition comparison after vacating the premises. If this report is not returned as outlined, the leased property will be assumed to be in acceptable condition and any defects brought to our attention after this date will be considered your responsibility. No exceptions will be made to this procedure.

THIS INVENTORY AND CONDITION FORM SHOULD NOT BE USED AS A REQUEST FOR REPAIR WORK.

L. Periodic Property Inspections - As part of our agreement with the property owner, we will conduct routine inspections of the condition of the property. You will be notified of any problems, and given 14 days to remedy them. Any breach not corrected will be addressed as per your lease agreement.

M. Parking & Vehicles - All vehicles shall be parked in assigned areas (garages, parking lots, driveways, parking pads, etc.) or on the public street where allowed. There should be no parking on lawns, sidewalks and other areas not specifically designated for parking. All vehicles must be registered, licensed and operable **at all times**. No vehicle repairs (except minor repairs such as changing a tire) are allowed at anytime. No oil fluid stains are allowed on the garage floor, driveways, walkways or any other area on the property.

N. Guests - Any person or persons staying more than 14 days, or as defined by the home owner association rules or restrictive covenants, whichever is less, will be considered residents for the purposes under your lease agreement, unless prior

written permission is obtained from us. Only those persons listed on the rental application have permission to occupy the premises. You will be responsible for the behavior of your guests and invitees. All portions of this handbook and your lease agreement also apply to your guests.

O. Emergency Maintenance/Repairs - An emergency is when danger is present to person or property damage has occurred or is about to occur. Do not abuse the emergency system with other types of calls, please. To report an emergency, call our telephone number * 512-328-0600 and report the emergency on our office voicemail. Your message will be relayed to us.

Be sure to report the specific emergency and include your telephone number FIRST in your message. If the emergency involves a fire or similar emergency, notify the property authorities at 911 before calling our voicemail

P. Insurance - It is required that you have tenant/renter insurance. A copy of the declarations page of your policy is to be provided to us during the first month of your residency. Notify your insurance company that Sienna Properties is the property manager/property owner' agent and must be notified of any change in your policy status.

Q. Pets - No pets, animals, snakes or birds, etc. of any kind are allowed on the premises unless you have prior written permission and have paid the required additional amount of security deposit. You will be charged for the spraying for fleas and/or repair of any damage caused by your pet(s). You are responsible for your pet(s) at ALL times.

HAVING A PET IN A RENTAL PROPERTY IS A PRIVILEGE AND MAY BE REVOKED AT ANY TIME WITHOUT TERMINATING YOUR LEASE AGREEMENT

R. Security/Alarm/Video/Television/Satellite Dish - Please make no additional or auxiliary security/alarm/video/telecommunication or satellite dish installation at the property without our prior written permission. If you wish to make such an installation, advise us and we will provide you with the necessary guidelines for such installation and our insurance requirements. Any necessary written authorization must be provided for our signature by the resident with specific location of the installation and name of the service provider. The security/alarm code is to be provided to Agent within 48 hours of the activation of the system.

II. WHEN YOU FIRST MOVE IN

A. Get to Know Your Property - When you first move-in, **locate the breaker box and note the ground fault circuit breaker** (some of these are by the sinks or water and not at the breaker box), where the stove, hot water heater and air conditioner breakers are located....**find/locate the water shut off valve the house as well as the gas shut off if the property is provided with gas service.** The water shut off is usually in the front yard near the house, often close to a front spigot. The gas shut off is usually at the gas meter on the exterior of the house or in the basement. If these shut offs have been covered over, contact Management so they can be properly

marked. Also locate the water shut off for the hot water heater and under the sinks. **Locating these items now may eliminate damage and inconvenience to you later.**

B. Put this Handbook Where You Can Find it - Near the phone book works for most people. Before calling us, see if the answer to your question is in this handbook.

III. IN AND AROUND THE HOUSE

A. **Central Texas Living** - We live in a beautiful area with an interesting climate. Moisture control is very important. It is important to keep the vents in crawl spaces under the floors open, especially in wet weather. Closed vents may cause excessive damage to floor joists and other areas underneath a house. Watch for puddles of water that do not go away around the perimeter of the house. This is often a sign of a water problem underneath. For slab homes, be careful that the grass, dirt, flower bed mulch or other covering do not go up the wall over the level of the slab. Keep the perimeter of the house clear of all matter. Be sure that rainwater drains are clear of debris and that water drains away from the house. Stack wood away from the exterior walls and off of any wood deck flooring to prevent water damage or termite infestation. Use a wood rack or keep on a concrete slab and cover the wood to repel moisture. Report any suspected water problems to us. Carefully read PROTECTING YOUR HOME FROM MOLD (Appendix D).

B. Heat/AC Units & Smoke/CO Detectors –

- Never run an air-conditioning unit when the outside temperature is below 60°F. Coils may frost up, restricting airflow.
- Wait at least five minutes before restarting a unit. This relieves stress on the compressor.
- Always turn on power 24 hours before using a central air conditioner. This gives the unit time to separate the oil from the refrigerant before cool air is required.
- Keep drapes and curtains away from window units.
- Keep vegetation, grass clippings and leaves away from the condenser grill.
- Remove window units in winter, or protect them with tight-fitting waterproof covers.
- **Once a month change or clean filters.** To determine how dirty the filters are, hold them up. If you can easily see light through them, then they're still clean enough to use. *Remember, any damage to the unit due to dirty filters will be your responsibility.*
- Clean reusable filters with dishwashing detergent, rinse thoroughly and let them dry before replacing. This allows a free airflow, reducing stress on the fan. It also keeps the coils clean, so heat can dissipate easily, leading to lower operating costs.

- If your unit is solely an air conditioner, turn it off at the breaker in winter. Otherwise the compressor heater will try to keep the oil in the unit warm and ready for use.
- Heat pumps are designed for the temperature to be set and then to be left alone. Do not attempt to reset these controls or adjust them - **just leave the control alone**. The air runs over the heating or cooling element, then gradually warms or cools to the desired temperature. During extreme hot or cold temperatures, the heat pump may not keep the house as comfortable as you desire. When the heat index is high, the heat pump may not lower the inside temperature more than about 10 degrees below the extreme heat. You should close window coverings, keep doors closed, do not run hot appliances (oven, etc.) and take all other precautions given by public authorities. Do not set the thermostat at a low temperature when the outside temperature is over 95 degrees. If the equipment cools too dramatically, moisture will freeze on the exterior and the equipment will “freeze up” and not produce cool air. If water drips from the inside unit, it is usually due to a clogged condensation drain line. ***Damage resulting from a clogged condensation drain line may be charged back to you.*** To keep the condensate drain lines open, pour a cup of household bleach down the line once a month (do this with the unit turned off). This treatment will kill and clean out the slime that can grow in the lines. Some drains are easy to clean when a vacuum cleaner is used to blow out the line. If the line becomes clogged or frozen, turn off the unit and clear the drain line or allow the equipment to defrost. Air conditioning units installed in attics or in second floor closets are normally equipped with auxiliary condensation drain lines that are usually piped to the exterior of the structure. Be sure to locate this drain line when you move in and check it periodically. If you notice water dripping from this drain, it means that the main drain line is clogged and needs to be cleared.
- Unless they are hard-wired, ***YOU*** will need to **test the batteries for the smoke/CO detectors at least monthly**. A good rule of thumb is to test your battery each month when you pay your bills, and to change the battery in your smoke detector twice each year when the time changes in the Fall and Spring. The Agent or property owner is NOT responsible for battery replacement or alarm operation.

C. Circuit Breakers/Fuses - Circuit breakers move slightly when triggered. It may appear to be ON when it is has "popped" OFF. To reset, turn the breaker in the OFF position, then back ON again. The ground fault circuit (GFI) breaker detects even slight voltage changes and cuts the power during fluctuations. They are usually used for bathrooms, sink, exterior plugs, garages and some lights. If you lose power to a plug near a water source, it is usually the GFI circuit. Most GFI's located at the breaker box are marked with a red or yellow button. Many homes have the circuits at the plug or outlet. When these “pop”, simply reset the breaker as outlined above, or per the instructions on the outlet cover. Older homes may have a fuse box - either in the basement or on the exterior. Be sure to have a flashlight near the fuse box and keep an extra supply of the appropriate size fuses near the box for replacement.

D. Extermination - Please report any pest problem within five (5) days of possession.

If not reported in writing, it is agreed that premises has no infestation of any kind. Any future infestation of any kind will be your responsibility. Ants may appear in extremely “dry” weather situations. You can place “ant stakes” around the perimeter of the property. Roaches and water bugs can be treated with container applications from the hardware or grocery store. You are responsible for reporting any suspected or known termite infestation. You are not responsible for termite control, and we assume no responsibility for the control of roaches, mice, ants, fleas or other pests. Please notify us if you suspect any termite or wood destroying insects around the house or grounds. You will be charged for any damage caused by uncontrolled pests (i.e. ants and wasps building nests in the air conditioning unit as this can damage the unit.)

IV. MAINTENANCE, DAMAGE & REPAIR

You are expected to maintain the home and keep it in as good a condition as when you took possession. Only repairs required because of normal wear will be provided by us or the property owner. You will be charged for repairs caused by your misuse or neglect.

A. Report Maintenance Requests in the Proper Manner - We would like your maintenance request in writing and please be specific about the problem (i.e. **CORRECT**-The right/front burner on the stove does not work; **WRONG** -The stove isn't working). Write clearly, legibly and include your daytime telephone number. If you are not contacted by a repair person within 48 hours (not including weekends or holidays) after reporting a problem, please notify us during our office hours so the repair request can be reassigned. You may access a maintenance repair request through our website at www.SiennaProperties.com.

B. Who Does What - All “breakdowns”, mechanical system failures and structural defects must be reported to us immediately. If an urgent repair is needed (i.e. hot water heater leaking), **YOU** are responsible to stop further damage from occurring, if possible. If there is a leak, stop the water source immediately. If the problem is electrical, turn off the breaker servicing that appliance or area until the repairman arrives. Once we have been notified, we will make any necessary repairs within a reasonable time.

You will not be reimbursed for any unauthorized repairs you make.

Some examples of maintenance you are expected to do at your own expense....replace light bulbs; change filters in the Heat/AC system, replace torn or damaged screens; replace or repair cabinet catches; knobs or handles; re-light gas furnace or re-set hot water heater reset button; treat for fire ants and other lawn pests; keep flower beds weeded, edged and fresh mulch once a year; keep all vents * stove, dryer, heating, air conditioning and refrigerator * clean and clear; replace batteries in smoke detectors twice annually. Notify us if the smoke detector does not work after changing batteries.

Examples of repairs management will make **at no expense to you** *Repairs to Heat/AC systems from normal use; replace heating units for hot water tanks from normal use; repair leaks in roof; replace or repair any part of plumbing which fails from

normal use; remove broken electrical components; repair/paint rotted wood (please notify us if needed); treat for termites; clean gutters, replace defective smoke detectors.

Examples of repairs for which **you will be held responsible** * Repairs to the Heat/AC unit caused from dirty filters, replace heating elements/hot water tanks if caused by empty tank; repairing burst water pipes when caused by freezing weather; any unusual damage or extraordinary wear on any of the appliances, floors, walls, ceilings; damage caused by pets, animals, children, guests by misuse, smoking or any unusual or unreasonable use; damage to fences, outside walls, shrubbery, trees or plantings.

C. Unauthorized Repairs - Please do not make any repairs or authorize any maintenance without our prior written permission. All repairs must be authorized by us or the property owner. Rent cannot be withheld because of needed repairs nor can the cost of needed repairs be deducted from the rent.

D. Lawn & Grounds Maintenance - Unless service is provided by the HOA or Agent/Owner per your lease terms, you are expected to care for the lawn and grounds, keeping them in as good a condition as when you took possession. This care includes regularly cutting the grass, fertilizing the lawn, trimming shrubs, edging all walkways, curbs and driveways, treating fire ant beds, and keeping vines from growing onto the house. Please keep shrub and tree growth away from the roof, eaves and side of the house. You are required to report any condition which can cause damage, permanent or temporary, to the grounds and to treat for lawn pests. Flowering trees must be pruned at the proper time of the year for their species and all flower beds must be kept free of weeds, grass, etc. Whatever is in the beds as a cover or mulch (lava rock, cedar mulch, etc.) must be kept up by the resident. All rain water drains, ditches, cuts and culverts must be kept clear of leaves, trash, debris, obstacles or obstructions at all times to allow for proper drainage. ***If damage occurs from flooding due to lack of maintenance of the drainage, it could be your responsibility.***

DO NOT LEAVE HOSES CONNECTED TO EXTERIOR FAUCETS DURING WINTER MONTHS

E. Light Bulbs - At move-in, all light fixtures will be equipped with the proper light bulbs. All burned out light bulbs are to be replaced during your residency (including floodlights). Upon move out, all lights must be equipped with the proper number and kind of bulbs. For decorative bulbs, all must match. Light bulbs must be 60 watts unless otherwise specified on the lighting fixture.

F. Plumbing/Septic Systems - You are responsible for keeping all sinks, lavatories and toilet lines open. Do not allow anyone to throw anything into the plumbing system or use it for any purpose other than for what it is designed. ***Do NOT use toilet cleaning equipment which indicates it can be flushed down the toilet after use.*** You will be responsible for any damage or stoppage after 5 days of occupancy unless it was caused by mechanical failure of the plumbing system. If your system becomes clogged after this date, you are responsible for calling a licensed plumber to clear or repair the toilet at your own expense. No reimbursement will be made for charges not pre-approved by us. ***Immediately report any and all plumbing leaks.***

G. Window Coverings - Do not place foil or other materials on windows including stickers or decals. You will be responsible for ANY damage caused to windows or window coverings.

H. Walls & Ceilings - Please keep the walls of the home clean and unmarred. Do not paint or wallpaper the walls without prior approval. You are welcome to hang pictures on the walls as long as the walls are clean and unmarred upon vacating. All walls, baseboards and trim must be washed before vacating. All ceilings must be dusted/vacuumed regularly and before vacating. ***Smoking in the property could make you responsible for all smoke residue and damage which may include replacement of window blinds, draperies and light fixture covers.***

I. Vinyl Floor Coverings/Hardwood Floors - With normal household use, vinyl and hardwood floors may be washed with a solution of warm water and soap. A thorough cleaning is necessary three or four times per year. Do not use gas, benzene, naphtha, turpentine or waxes containing these solvents. Rubber heel marks can easily be removed with the proper product. Do not apply varnish, lacquer or shellac to the floor. When waxing, use a water-emulsion, self polishing types such as Johnson's Vinyl Wax for vinyl and Johnson's Paste Wax for hardwood floors, avoiding any solvent based waxes. You will be responsible for damage done by using improper cleaning methods such as broken tiles or torn floor covering.

J. Carpet Care - Have entry mats at all exterior entry doors. Routine carpet care requires a thorough vacuuming at least once a week to remove the soil from the carpet and keep the pile erect. Heavy traffic areas require more frequent vacuuming to eliminate the coarse particles that can act as an abrasive on the fiber. A motor driven brush and a beater type vacuum cleaner is required if the home you rent has carpet. Shampooing is usually required about once a year and is your responsibility. Before moving in, the carpets are professionally cleaned and you must have them **professionally** cleaned upon vacating. A copy of the cleaning company's bill is required at the time of check-out. Please check with us before move-out for a list of acceptable carpet cleaning companies.

K. Stoves - If the oven or broiler will not turn on, check the timer on the stove. Generally, the knob will pop out if the timer is off. Turn the knob until it pops out. Instructions for other types are on the face of the stove. Be careful when cleaning the oven that oven cleaner does not drip onto the cabinets below or onto the floor. Do not use oven cleaner on self cleaning or continuous cleaning ovens. You will be charged for damage to an appliance by improper use, cleaning maintenance or lack of maintenance.

L. Dishwashers - Use at least once a week. The appliance seals may dry and the motor may be damaged by long periods of non-use. Clean the door and check the bottom of the dishwasher after each use for items that may fall from the racks. Check around the outer door for food items falling from the counter.

M. Garbage Disposals - Garbage disposals are not for bones, greasy items, meat or any other coarse, fibrous material. If the motor buzzes, **turn switch off**. Un-jam the disposal by turning the blade backwards with a broom handle or an Allen wrench.

Reset the circuit breaker on the bottom or the side of the disposal - usually a small red or yellow button. If the unit turns easily by hand but not with power, call for service. Almost all disposal jams can be avoided by using strainers and keeping inappropriate items out of the appliance.

N. Washer/Dryer Hookups - When you install your washer and dryer, it is a good time to check your hoses and washers to eliminate leaks. If you are going to be absent from the property for an extended period of time, turn off the hot and cold water supply. This is especially important in country properties as a **burst pipe can run a well dry in a very short time. Keep dryer vent clear of lint or other build up as this can cause a fire in the venting.**

V. CLEANING AND HOW-TO'S

We work hard to deliver to you a clean, well maintained and comfortable home with all the mechanical equipment operating properly. Proper cleaning will keep the home and its parts safe and usable for you and residents who take occupancy after you leave. The key to proper cleaning is to do it often and regularly. Set up a schedule where each family member is responsible for specific tasks. Monitor the work and see that cleaning is performed as often as needed.

A. Minimum Recommended Cleaning Standards

- 1) Keep windows and storm doors clean, inside and outside. Interior cleaning at least once a month, exterior every six months. Wash between windows and screens quarterly.
- 2) Wash interior doors, doorways and walls in heavily traffic areas every 1-2 months.
- 3) Clean stove, drip pans, under drip pans, oven racks and drawer, broiler pan, hood, filter and vent biweekly. Most drip pans and hood filters can be cleaned in the dishwasher.
- 4) Mop and wax (if required by product) vinyl floors biweekly.
- 5) Dust baseboards, windows sills, window grids, tops of windows, ceiling fans, doors, ceilings and corners of room monthly.
- 6) Clean AC/Heat air return grille often. Replace filters at least once per month with a good quality filter. It helps the mechanical operation of the equipment.
- 7) Clean and sweep out fireplace. Clean fireplace grate, screen and glass, if provided.
- 8) Curtains and blinds, if provided, should be cleaned or washed semiannually. Decorator drapes should be dry-cleaned every 2 years. (To keep the dust away on blinds, grab a dryer sheet. Dampen the sheet with some water and run it along the blinds. The reason the blinds get so dirty is because dust is attracted by static in the blinds and the dryer sheet eliminates it.)
- 9) Bathrooms should be scrubbed to include toilet bowls and base, sink, mirror, floor, bathtub and shower (including walls) weekly. Wipe out medicine cabinet, drawers and cabinets.
- 10) Caulk tub as necessary.
- 11) Sweep out garage as needed.

B. Counter Tops & Cabinets - Always use cutting boards and hot pads when chopping, cutting or placing hot items on counter tops. Do not use abrasive cleaners on counter tops. All unpainted cabinets need to be cleaned regularly with a wood cleaner (such as Murphy's Oil Soap) and treated with a wood preserver (such as Scott's Liquid Gold). All cabinets must be vacuumed out and the drawer/door fronts cleaned as above before vacating.

C. Kitchen Appliances - Each kitchen appliance must be cleaned regularly. In particular, the stove hood,, the filter in the stove hood, the oven, under the burners on the stove and the drip pans. **Please do not put aluminum foil on the drip pans.** Upon move-out all drip pans must be new. Please clean under and behind the refrigerator. If you do not clean all these items regularly, it can cause excessive wear and tear, for which you will be responsible.

D. Fireplaces - If there is a fireplace in your home, please do not burn pine or any other "sappy" wood. This causes a buildup of residue in the chimney and increases the possibility of fire. The fireplace is not a place to burn cardboard, holiday wrappings, pine needles, etc. Chimneys should be professionally cleaned every two years.

VI. MOVING OUT

You need to verify your move-out date at least 30 days before your stated lease expiration date.

A. Marketing During the Notice Period - The property may be listed for re-leasing or possibly for sale. The most probable showing hours are between 9:00AM and 6:00PM. The property must be available and in good showing condition during this market time. Illness and children's birthday parties are acceptable reasons for rescheduling a showing. Inconvenience, out of town guests and no one home are not acceptable reasons to reschedule. You will be notified prior to showing. If there is no answer or no answering system, the call is still considered notice of entry. If permission is given, we will call your work number. A call to your place of residence is the usual and customary practice, and is considered notice. Extra effort is expected in keeping the house and yard neat and clean during this marketing period.

Minimum showing conditions are....

1. All beds are made and rooms are neat
2. Floors are recently vacuumed, clutter free, especially no piles of dirty clothes
3. Kitchen and baths are clean, sinks are clean and empty
4. Walls are clean and unmarred
5. Dogs are out of the way, litter boxes are clean and odor free
6. TV is off or volume turned low so as not to be intrusive
7. Yard is mowed, trimmed and in good condition
8. Blinds/curtains are open and home is well lit (when possible)

***The better a home shows, the more likely it will rent quickly.
The faster a new resident is found, the less you will be bothered by our
showings. A home that shows well benefits everyone!***

B. The Move-Out/Check Out –Inspections will be scheduled after you return your keys and any remotes. We do not schedule inspections with the tenants. Any deductions will be photographed and included in the security deposit disposition.

- 1) Inspections are made from 10:00AM to 4:00PM Monday through Friday. Please do not plan on an inspection to be made on weekends or holidays. They may take 45 minutes to 1 ½ hours, depending on the property.
- 2) Inspections are made ONLY after you have completely vacated and the premises are cleaned, carpet are professionally cleaned and dry (receipt required, chemical dry cleaning is unacceptable), yard is mowed, edged, all trash hauled off, shrubs trimmed, flower beds have fresh bedding, and you are ready to turn over the keys at the time of inspection.
- 3) A room by room check will be made, including interior, exterior, yard, out-buildings, appliances, windows, curtains, blinds, etc.
- 4) The Check-out Cleaning Checklist is a cleaning guideline. Another copy will be sent to you prior to your check-out. Most tenants who use these guidelines and receive their entire security deposit back.

C. Return of Your Security Deposit- THE SECURITY DEPOSIT MAY NOT BE USED AS THE LAST MONTH'S RENT!!!! The Texas Property Code does not obligate a landlord to return or account for the security deposit until the tenant surrenders the property and gives the landlord a written statement of tenant's forwarding address, after which the landlord has 30 days in which to account. Surrender means all persons have vacated by the written notice date and/or all keys and access devices have been returned to Landlord. Your refund depends on, but is not limited to, the following:

- a) You have left the premises clean and undamaged and followed the check-out procedures.
- b) All walls are clean and unmarred. (Homes are **NOT** painted between tenancies)
- c) Have paid all charges and rents due.
- d) Have removed all debris, rubbish, and discarded all items from the premises.
- e) Have provided a forwarding residence address and telephone number. No work addresses or post office boxes will be accepted.
- f) Have an acceptable move-out/check-out inspection report.

VII. EMERGENCY/DISASTER PROCEDURES

Appendices A, B, & C are the procedures, plans and responsibilities for emergency/disaster related situations. Please read over them regularly,..

CENTRAL TEXAS NATURAL HAZARDS

Plan Now - The key to safe and proper handling of any emergency/disaster is pre-planning and staying calm during and after the event. Being prepared is every individual's responsibility. Don't rely solely on the authorities. Take charge and plan now so you can be better prepared to take action when the time comes. Advanced planning allows for fewer mistakes and greater safety for you, your family and the home you are renting. The weather and geology of the Austin/Central Texas area combine to create an interesting and sometimes volatile climate. The primary natural hazards to be aware of and prepare for are:

A. FLOODING

Texas regularly leads the nation in flood-related fatalities and property damage. The most common cause of death is people driving into flood waters. A common myth is that flooding only occurs near creek or river floodplains. In reality, flooding can occur anywhere in Austin because drainage systems in streets and neighborhoods can get over-taxed due to the violent nature of our storms.

Flash flooding occurs as a result of an intense storm dropping large amounts of rain within a brief period. These floods can happen "in a flash" with little or no warning and the flood waters can reach full peak in only a few minutes. Flash floods are the number one weather-related killer in the United States. Seventy-five percent of Greater Austin Area flood fatalities are automobile related.

Main roads in Austin have low points that flood during storms, called "low-water crossings." Two feet of water will carry away most automobiles and SUVs. As little as six inches of moving water can be dangerous. These areas are extremely hazardous to drive through because of: a) hidden dangers – fast moving water causes major damage to roads and bridges. A road may look normal, but the pavement or support structures underneath may be missing, b) hydroplaning – attempting to drive too quickly across a low water crossing may cause the vehicle to lose contact with the road surface, c) low visibility – heavy rains can reduce visibility to zero. Many flash floods occur at night making it hard to see the danger, d) the power of the water – the strength of flash flood waters is the most deceiving element for drivers. Moving water has tremendous power to float and push anything in its path. Seemingly shallow water can tumble even large vehicles off the road.

Stay informed! Head for higher ground and stay away from floodwaters when you hear the following warnings on the television or radio:

Flash Flood Watch – indicates that flash flooding is a possibility within the designated watch area. Be alert.

Urban and Small Stream Advisory – Flooding of small streams, streets, and low-lying areas is occurring.

Flash Flood Warning – Flash flooding has been reported or is imminent. Take necessary precautions at once.

REMEMBER! *Never attempt to drive, swim, or walk through water that is flowing in a roadway, ditch, or storm drain no matter how safe it looks! Keep children away from these areas. Be aware that water can rise very quickly. Don't gamble with your life at low water crossings. Don't drive around barricades. The roads are closed for your safety.*

Have a plan with safe locations for your family to stay should they get stranded at work or school. Plan on staying put at separate locations until conditions are safe enough to drive home.

C. LIGHTNING

Lightning is the second deadliest weather-related killer in the United States. On the average, lightning kills almost as many Texans each year as tornadoes. While many lightning casualties happen at the beginning of an approaching storm, more than 50% of lightning deaths occur after the thunderstorm has passed. The lightning threat diminishes after the last sound of thunder, but may persist for more than 30 minutes. When thunderstorms are in the area, but not overhead, the lightning threat can still exist when skies are clear.

While nothing offers absolute safety from lightning, some actions can greatly reduce your risks. Outdoors is the most dangerous place to be during a lightning storm. Postponing outdoor activities is your best way to avoid being caught in a dangerous situation. If you can see lightning or hear thunder, the risk is already present. If postponing is not an option, have a lightning safety plan. Know the answer to the following two questions before lightning storms threaten:

- How far away am I from a safe location?
- How long will it take me to get to the safe location?

Safe locations include large enclosed structures such as a shopping center, school, office building or a private residence. Avoid small wooden, vinyl, or metal sheds. Enclosed vehicles such as an automobile, van or school bus with a solid body (not a convertible) can be a safe location. Pull off to the side of the road in a safe manner, turn on the emergency blinkers, turn off the engine, roll up the windows, sit with your hands in your lap, and wait out the storm. Do not touch metal or car parts that can conduct electricity from the outside to the inside; like the steering wheel, gearshift, window handles, etc.

When indoors during a thunderstorm, avoid wiring, plumbing, and metal that can conduct lightning. Avoid using a corded telephone, using a computer, taking a shower, washing your hands, or doing dishes or laundry. It is best to also avoid cement walls and floors with wire mesh or rebar inside, like garage floors. Typical surge protector outlet strips will NOT protect electronic equipment from a lightning strike. To protect equipment and appliances, unplug them from all conductors well before a thunderstorm threatens.

D. WINTER STORMS

Winter in Austin means the possibility of storms and freezes. City offices may close with many services curtailed. In addition, roads and schools could be closed. When we are experiencing severe cold, freezing rain, sleet, or snow, precautions at home and in the car are critical. Make sure that your heating system works before winter weather starts.

A winter storm watch is issued by the National Weather Service when a winter storm is possible in your area. Be alert to changing weather conditions. Avoid unnecessary travel. Stay indoors during the storm.

Prepare your home. Homes in the south generally have poor cold-weather pipe protection, so be alert to the danger of freezing and bursting water pipes when the outdoor temperature threatens to drop below 30 degrees F. Cover exposed pipes with thick foam rubber or fiberglass sleeves. Keep cold wind away from pipes by caulking cracks and holes in outside walls and foundations near water pipes. Keep kitchen and bathroom cabinet doors open during cold spells to let the warm air circulate around the pipes. Let faucets drip slowly to keep water flowing through pipes that are vulnerable to freezing. Ice might still form in the pipes, but an open faucet allows water to escape before the pressure builds to where a pipe can burst. If the dripping stops, it may mean that ice is blocking the pipe; keep the faucet open, since the pipe still needs pressure relief. Hoses should be removed and stored inside during the winter. **Know how to shut off water services to your home.**

CHECK ON THE POSSIBILITY OF SEVERE COLD WHEN LEAVING TOWN DURING WINTER SEASON AND SHUT OFF YOUR WATER AND DRAIN YOUR PIPES (Turn on your faucets until no more water runs from them).

Turn off your heater at the thermostat if your power is out. This helps the Electric Utility restore power to your area. Turn the thermostat back on after power is restored. Protect items in unheated areas of your home that could be damaged by freezing.

E. EXTREME HEAT

A heat wave may merely sound like an uncomfortable hot weather pattern, but extreme heat is a serious community health threat. Extreme heat forces the body into overdrive as it tries to stay cool through perspiration and evaporation. The effects of extreme heat can undermine your physical well-being so slowly and subtly that the dangers aren't apparent until it's too late. Heat related illnesses include:

- Severe sunburn
- Dehydration
- Heat cramps
- Heat exhaustion
- Heat stroke
- Death

The American Red Cross has information about how to respond to and treat heat-related illnesses.

Identify locations where you can escape sweltering conditions for hours at a time such as a mall, a movie theater, or the home of a friend or relative.

Make sure you have extra water or juice available, as well as sun screen and wide brimmed hats if you venture outdoors. Keep you home cool with shades, draperies, awnings, or shutters to reduce the amount of heat that comes into your home. Outdoor awnings or louvers can reduce the heat entering the house by as much as 80 percent.

Make sure your air conditioning works properly before the summer months. Check air conditioning ducts for proper insulation. If you have air conditioning, install weather stripping to keep heat out and cool in. Change air conditioner filters frequently during periods of high use (at least once per month). If you have no air conditioning, open your windows and keep fresh air moving through your home. Stay on the lowest floor out of the sunshine. Keep circulating fans on hand to cool your skin.

F. WILDFIRE

Austin is at risk for wildfire year-round. The latest growth explosion has increased the threat from wildfire, especially on the edges of the city where subdivisions meet grasslands and wooded areas. Emergency response is not as fast in these outskirt areas, so advanced preparation is crucial.

- Have a family disaster plan and disaster supplies kit ready in advance.
- Plan several escape routes away from your home – by car and by foot.
- Make sure that fire vehicles can get to your home to fight a wildfire – clearly mark all driveway entrances and clearly display your address.
- Regularly clean leaves and branches off the roof and out of the gutters.
- Have a garden hose that is long enough to reach any area of the home and other structures on the property.
- Test smoke detectors monthly and change the batteries two times each year.
- Keep an ABC type fire extinguisher. Teach each family member how to use the fire extinguisher and show them where it's kept. Inspect the extinguisher periodically to make sure it is charged.
- Inspect chimneys at least once a year. Clean them at least every 2 years. Keep the dampers and spark arresters in good working order.
- Clear a 10 ft. area around propane tanks and the barbecue.
- Place a screen over the grill – use non-flammable material with mesh no coarser than one-quarter inch.
- Stack firewood away and uphill from your home.
- Store gasoline, oily rags and other flammable materials in approved safety cans.
- Place cans in a safe location away from the base of buildings.
- Maintain your yard with wildfire safety in mind. Rake leaves, dead limbs and twigs. Mow grass regularly. Remove dead branches that extend over the roof. Prune tree branches and shrubs within 15 feet of a stovepipe or chimney outlet.

DISASTER/EMERGENCY PREPARATIONS

Disaster can strike quickly and without warning. It can force you to evacuate your neighborhood or confine you to your home. What would you do if basic services – water, gas, electricity or telephones – were cut off? Local officials and relief workers will be on the scene after a disaster, but they cannot reach everyone right away. Below are key elements you will need to create a family disaster plan and disaster supply kit.

A. FAMILY DISASTER PLAN

Meet with your family and discuss why you need to prepare for disaster. Explain the dangers of fire and severe weather to children. Plan to share responsibilities and work together as a team. Discuss the types of disasters that are most likely to happen. Explain what to do in each case.

- Pick two places to meet. Right outside your home in case of a sudden emergency, like a fire; and outside your neighborhood in case you can't return home. Everyone must know the address and phone number.
- Assemble a disaster supplies kit and evacuation pack. Ask an out-of-state friend to be your "family contact". After a disaster, it's often easier to call long distance. Other family members should call this person and tell them where they are. Everyone must know your contact's phone number. Discuss what to do in an evacuation. Make sure your evacuation pack is ready.
- Plan how to help family members and neighbors with special needs, such as: the elderly, disabled persons, people with hearing/speech difficulties, visually impaired, cognitive/psychiatric disabilities, etc.
- Plan how to take care of your pets. Animals are not allowed inside emergency shelters because of health regulations.
- Determine the best escape routes from your home. Find two ways out of each room. Find the safe places in your home for each type of disaster.
- Post emergency telephone numbers by phones (fire, police, ambulance, etc.) Teach children how and when to call 9-1-1 for emergency help.
- Show each family member how and when to turn off the utilities (water, gas, and electricity) at the main switches.
- Check if you have adequate insurance coverage (flood, homeowner's, fire, renter's, etc.)
- Get training from the fire department for each family member on how to use the fire extinguisher (ABC type), and show them where it's kept.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Take a Red Cross first aid and CPR class.
- Practice and maintain you plan.

B. EVACUATION

Texas law DOES NOT allow local jurisdictions to order an evacuation. They may only recommend evacuation. However when an evacuation is recommended you can be

sure that it is for the safety of those affected. Always heed recommendations put forth by local emergency officials. The safety of yourself and your loved ones may depend on it.

Long before any evacuation, one step that you should take is to assemble a Disaster Supplies Kit. This kit consists of supplies you might need in an evacuation. Store them in an easy to carry container such as a backpack or duffle bag. Include the following items:

- A supply of water (one gallon per person per day). Store water in sealed unbreakable containers. Identify the storage date and replace every six months.
- A supply of non-perishable packaged or canned food and non-electric can opener.
- A change of clothing, rain gear and sturdy shoes.
- Blanket or sleeping bags.
- A first aid kit and prescription medications.
- An extra pair of glasses. A battery-powered radio, flashlight and plenty of extra batteries.
- Credit cards and cash.
- An extra set of car keys.
- A list of family physicians.
- A list of important family information; the style and serial number of medical devices such as pacemakers.
- Special items for infants, elderly or disabled family members.
- Always consider additional items for those with special needs such as children, pets, or the disabled.

If you decide to evacuate, take your Disaster Supply Kit. Pack only the bare essentials, such as medications, and leave your home quickly. Follow the route authorities recommend. Don't take shortcuts on the way to the shelter; they may be blocked or expose you to dangerous chemicals.

It is important to stay calm, listen carefully, and follow all instructions. Authorities will decide if evacuation is recommended based primarily on the type and amount of chemical released and how long it is expected to affect an area. Other considerations are the length of time it should take to evacuate the area, weather conditions, and the time of day. Authorities will advise you of the safest steps to take for your particular situation.

If an evacuation order is issued, listen to your radio to make sure the evacuation order applies to you, and to understand if you are to evacuate immediately or if you have time to pack some essentials. Stay tuned to a radio or television for information on evacuation routes, temporary shelters, and procedures. Following the advice of local authorities is your safest choice. Avoid using the telephone. Use your phone only in life-threatening emergencies. Telephone lines are frequently overwhelmed in disaster situations. They need to be clear for emergency calls to get through.

If you are told to evacuate, do so immediately. Local officials may call for evacuation in specific areas at greatest risk in your community. Following the advice of local authorities is your safest protection. Take your Disaster Supply Kit. These items may make you more comfortable while you are away from home.

Only if you have time, seal your house so contaminants cannot enter:

- Shut all vents.
- Close fireplace dampers.
- You don't need to turn off your refrigerator or freezer, but you should turn off all other appliances and lights as you leave.
- Close and lock your windows and doors.

Move quickly and calmly. Leaving the area as quickly as possible will reduce your chance of exposure to hazardous materials. Staying calm and rational will help you move safely and avoid delays or accidents caused by irrational behavior.

Do not assume that a shelter will have everything you need. While shelters provide a safe place to stay, and food, specialty items for infants and individuals on restricted diets may not be available. In most major chemical emergencies, shelters will provide only emergency items such as meals, cots and blankets. If you need a ride, ask a neighbor. If no neighbor is available to help you, listen to local radio or television stations for further instructions. Check on neighbors to make sure they have been notified, and offer help to those with disabilities or other special needs. Elderly people and people with disabilities may require additional assistance, and people who care for them or who have large families may need assistance in emergency situations. Take only one vehicle to the evacuation site. Traffic may be very heavy and parking at a shelter may be limited. Reduce further congestion and keep your family together by eliminating additional vehicles. In chemical emergencies, close your car windows and air vents, and turn off the heater or air conditioner. Many chemicals can cause damage to breathing passages. For your safety, follow the exact route you are told to take. Shortcuts may put you in the path of danger.

C. SHELTER-IN-PLACE

One of the recommendations you may be given in an emergency is to shelter-in-place.

Sheltering-in-place means protecting yourself where you are and staying there until given further instructions or the all-clear. This is a precaution aimed to keep you and your family safe while remaining in your home. If you are told to shelter-in-place, go inside, close all windows and vents and turn off all fans, heating or cooling systems. Take family members and pets to a safe room, seal windows and doors, and listen to local radio or television stations, or a NOAA Weather Radio for instructions.

Depending on the type of emergency or situation consider the following:

- While gathering your family, you can provide a minimal amount of breathing protection by covering your mouth and nose with a damp cloth. Many chemicals can cause damage to breathing passages. Immediately after the shelter-in-place announcement is issued, fill up bathtubs or large containers for an additional water supply, and turn off the intake valve to the house. Water supplies may become contaminated. Preserve the water you have available. If gas or vapors could have entered the building, take shallow breaths through a cloth or a towel. Many chemicals can cause damage to breathing passages.

- Avoid eating or drinking any food or water that may be contaminated. Injury may occur from eating or drinking toxic chemicals.
- Seal your residence so contaminants cannot enter:
- Close and lock all windows and doors in your home. Turn off all fans, heating and air conditioning systems.
- Close the fireplace damper. Seal gaps and cracks under doorways and windows with wet towels and duct tape. Seal gaps around window and air conditioning units, bathroom and kitchen exhaust fans, and stove and dryer vents with duct tape and plastic sheeting, wax paper, or aluminum wrap.
- Close off nonessential rooms such as storage areas, laundry rooms, and extra bedrooms. Turn off ventilation systems.
- Go to an above ground room (not the basement) with the fewest windows and doors. Some chemicals are heavier than air, and may seep into basements, even if the windows are closed.
- Stay in the room and listen to your radio or television until you are told all is safe, or you are told to evacuate. Local officials may recommend evacuation in specific areas at greatest risk in your community. If you are told there is danger of explosion, close the window shades, blinds, or curtains. To avoid injury, stay away from the windows. If windows break due to the explosion, the shades will help prevent glass from shattering into your home.

D. SHELTERS

Here are some things you should know about going to a shelter or reception center. Shelter and reception centers are provided for public use in the event an evacuation in your community becomes necessary and if you have no other place to go. It is recommended that other arrangements be made with a friend or relative that lives out of the evacuation area. You will probably be more comfortable, certainly in a less crowded environment and among friends. Remember, alcohol, weapons and pets are not permitted in public shelters.

Many churches will provide shelter for members, and businesses should consider sheltering employees and families if possible.

Buildings used for evacuation centers are normally public schools that are staffed by Red Cross volunteers and specially trained county staff. Centers are always crowded, usually uncomfortable when the power goes off because there is no ventilation, long lines to use restrooms and to get food, and very noisy making it difficult to rest or sleep. Keep in mind you may have to stay in the center for several days. If you go to a public evacuation center, you will need to take the following items:

- a change of clothing, rain gear and sturdy shoes
- toiletries and personal items
- blankets or sleeping bags
- identification and any important papers
- games or toys for children; books for adults
- special items for infants or elderly family members; any special dietary needs and non-perishable foods for snacks
- prescription medications or any over-the-counter medications you normally take
- battery operated radio, flashlights and plenty of spare batteries

APPENDIX A

PROPERTY DAMAGE PROCEDURES

Upon first occurrence or discovery of problem, secure the property from further damage immediately. The following is a summary of what to expect. Please post this notice in a visible place. If any of these actions do not occur, notify us immediately. Keeping everyone on schedule is a cooperative effort, and you are part of the team.

Resident Responsibility

- CALL 9-1-1
- Secure from additional damage immediately
- Turn off source of water or electricity or gas, as the situation demands
- Notify Management – if after hours use office voicemail.
- Makes claim on Resident's insurance
- Notify Management of Resident's insurance coverage
- Provide emergency (police, fire, etc.) report to Management within 5 days of incident
- Provide access for insurance, repair people, etc. to assess and repair damage
- Notify Management of delays, "no show" appointments, problems with repairs

Management Responsibility

- Notifies the Owner, insurance company and repair companies
- Takes pictures of damage for owner report
- Inspects and takes pictures of finished work
- Handles complaints/conflicts between Resident and repair company

You should be contacted within 48 hours by the insurance company. They will assess the damage. Within 3-10 days, depending on the severity of the damage, the repairs will begin. Please remember that work is performed during normal daytime business hours, Monday through Friday and may require several days to complete. The repair company will set a time with you to work on the house. If necessary, we will provide repair personnel with a key to the property to expedite the necessary repairs.

After the repairs are complete, we will set up a time to inspect the completed work. If there is a delay, please contact the office. Sometimes the repair company is not prompt in scheduling any inspections. Your help is vital to this process.

You are responsible for any loss to the owner due to resident negligence. If the damage was caused by a current resident or a guest, please be aware all charges not covered by insurance will be billed to you.

APPENDIX B

DISASTER PLAN

- 1) Have an emergency preparedness plan, a checklist and a storm kit.
- 2) Upon first notification, complete the **Disaster Plan- Tenant Form** in the back of this handbook.
- 3) **Fax or deliver the Tenant Form** to the office of Sienna Properties at (512) 542-0099. If you cannot fax the information, mail the form to our office immediately.
- 4) Stays tuned to the local news media and follow all recommended precautions and instructions.
- 5) During the storm, or before leaving the property, please be sure to:
 - a. Turn off main electrical breaker to house @ meter box
 - b. Turn off main gas line to house
 - c. Turn off main water supply to house
 - d. Take all recommended precautions by the local news media and storm bulletins publications
 - e. Secure your pets, inside. If it not safe for you outside, it is not safe for your pets either!
 - f. Secure all outside items - bring in swings sets, play houses, small planters, anything that could turn into a flying object during high winds
 - g. Secure house against damage. Put masking tape on windows and secure screen/storm doors.
 - h. Make sure we have a key for your house.
 - i. If you are leaving town, call our office before leaving and before returning to verify the house is safe to return to.

YOU ARE RESPONSIBLE FOR SECURING THE PROPERTY AGAINST POSSIBLE DAMAGE. EVERYTHING A HOMEOWNER SHOULD DO, YOU

ARE EXPECTED TO DO.

**APPENDIX C
DISASTER PLAN - TENANT FORM**

ADDRESS OF THE PROPERTY: _____

TENANT NAME: _____

HOME PHONE #: _____ WORK PHONE: _____

EMERGENCY # _____ CELL PHONE: _____

ARE YOU LEAVING TOWN? _____ WHEN? _____

IF SO, HOW CAN WE REACH YOU? _____

WHO IS YOUR INSURANCE CARRIER? _____

BE SURE THAT YOU HAVE...

TURNED OFF ELECTRICITY AT MAIN BREAKER?

SHUT OFF GAS?

SHUT OFF MAIN WATER SUPPLY TO HOUSE?

TAKEN YOUR PETS WITH YOU OR TO A PET SHELTER?

SECURED ALL OUTSIDE ITEMS?

HAVE A BATTERY OPERATED RADIO?

NOTIFIED MANAGEMENT YOU ARE LEAVING and HOW TO CONTACT YOU?

FAX to SIENNA PROPERTIES @ 512-542-0099

OR

MAIL to

SIENNA PROPERTIES

8700 Manchaca # 501

AUSTIN, TX 78748

HELPFUL NUMBERS

Telephone & Utilities

Telephone

- The area code for the Austin area is 512
- Three Chamber members provide local telephone service in Austin, [Grande Communications](#), [SBC](#) and [Time Warner](#). Various other companies all listed in the first few pages of the Austin telephone book also offer local service.
- Copies of Austin telephone books may be obtained by calling our Chamber Store (\$20 to cover postage and handling) or contact Southwestern Bell (mailing costs vary) by calling 1-800-SWB-BOOK

Residential Natural Gas

Information concerning service and rates may be obtained from [Texas Gas Service](#), P.O. Box 1268, Austin, TX 78785; 512-477-5852 or 800-700-2443.

KYLE AREA:

CenterPoint Energy Entex: 800-427-7142

Texas Gas Service: 800-700-2443

Electric, Water and Wastewater, and Garbage Collection

Residence within the City of Austin service area, receive a consolidated, monthly billing summary, itemizing their use of each service.

- Electric services and rates - [Austin Energy](#), 721 Barton Springs Road: 512-494-9400.
- Water and wastewater service - [Water and Wastewater Utility](#), City of Austin: 512-494-9400.
- Garbage collection - [Solid Waste Services](#) Division, Transportation and Public Services Department, City of Austin: 512-494-9400.
- Kyle – Water: Public Works Dept. – 512-268-5341 (Amberwood-Monarch Utilities – (512) 335-7580
- Kyle – Garbage Pick-up – 512-268-5341
- Kyle - Electricity:

Pedernales Electric - 1810 FM 150 West
Phone: (512) 262-2161

Outside the city these services are available from other providers.

[Bluebonnet Electric Cooperative](#), 272-8721, serves Bastrop and Caldwell counties and parts of Travis county.

[Pedernales Electric Cooperative](#), 219-2602, serves Lake Travis and northwest, south and southwest Travis county.

[TXU Electric](#), 800-242-9113, serves north central Texas, including parts of Williamson and Bastrop counties.

Cable Television/Satellite Service

Company	Service area	Cable television	Satellite service	Contact number
Time Warner Cable	Austin, Round Rock, Taylor, Hutto, Granada Hills, Lago Vista, Buda, Kyle	Yes	No	512-485-5555 512-805-2555
Futuristic Cablevision, Inc.	Lago Vista, Leander	Yes	No	512-267-3126
Grande Communications	Austin, San Marcos, Round Rock	Yes	No	512-220-4880
Heartland Cablevision	Counties of Travis, Williamson, Burnet, Blanco, Hays, Bastrop, Lockhart	Yes	Yes	800-880-0292
DirectTV	Austin area	No	Yes	512-445-4449
Cox Communications of Pflugerville	Pflugerville, Leander	No	Yes	512-930-3085
Cox Communications Williamson County	Williamson County (Georgetown, Leander, Pflugerville)	Yes	No	512-869-1505

Internet Service Providers

Here is a list of some of the Internet service providers in the Austin area.

Company	DSL Service	Cable Modem	Dial up Accts.	ISDN	T1/T3	Telephone Number
Grande Communications	Limited areas	Yes	Yes	Yes	Yes	512-220-4880
Road Runner	no	yes	no	no	no	512-531-2345
SBC	yes	no	yes	yes	no	888-294-8433
Hosting.com	yes	no	yes	yes	yes	512-257-4700
AustinTX.com	yes	no	yes	yes	yes	512-300-0176
Business Network Solutions	yes	no	no	no	no	512-343-9646
Electric Lightwave	no	no	no	no	yes	800-897-9354
Onramp Access, Inc.	yes	no	yes	yes	yes	512-322-9200
STIC.NET	yes	yes	yes	yes	no	512-493-4910
Texas.Net	yes	no	yes	yes	yes	512-684-9100
Earthlink	yes	yes	yes	yes	yes	800-890-6356
Verio Texas	yes	no	no	no	no	512-306-0700

Utilities & Communication - Dripping Springs Area

Electricity: ***Pedernales Electric Cooperative, Inc.:*** (512) 858-5611 or (888) 554-4732

Water: ***Dripping Springs Water Supply Corp:*** (512) 858-7897
or ***Private Wells***

Wastewater: ***Private Septic Systems***

Gas: ***Private Companies***

COMMUNICATIONS

Telephone: ***Verizon:*** (800) 483-4000

Cable: ***Time Warner Cable:*** (800) 418-8848

Internet: ***Time Warner/Roadrunner High Speed:*** (800) 418-8848
Zeecon Wireless Internet: (877) 493-3266

***THIS INFORMATION IS BELIEVED TO BE RELIABLE AND IS NOT
GUARANTEED***

*Revised December * 2004*

MOVE -OUT CLEANING CHECK LIST

In order to refund your Security Deposit, the unit must be left clean. The following is a guide of the type of cleaning we expect to be done. In preparing to move, be sure to allow enough time to do a thorough cleaning job.

GENERAL CLEANING

WALLS AND CEILINGS: Remove all nails, hooks and tacks. Patch holes ***NEATLY.*** Repair any damage. Smudges can often be washed off walls. TSP is an excellent cleaning agent for painted walls.

CARPETS: Carpets must be professionally cleaned by a company such as Chem-Dry or Drytex. A receipt must be provided at move-out. The typical cost is \$75 to \$150.

WINDOWS: Windows should be washed inside and out, if they can be reached safely.

SCREENS: Screens are to be replaced on appropriate windows after cleaning.

FURNACE: Furnace closet should be cleaned and furnace filter changed. Clean return air grille.

FIREPLACE: Clean fireplace, leave any equipment provided with the property. Remove all firewood and kindling.

FIXTURES: Vacuum and wipe all wall fixtures, window sills and drapery rods. Wash all light fixtures and leave working light bulbs.

KITCHEN:

- _____ All counter tops cleaned (washed and rinsed)
- _____ Walls cleaned of grease
- _____ Woodwork washed and rinsed (cleanser or detergent)
- _____ Stove top and burners cleaned of all grease, stains and food.
- _____ Replace drip pans if necessary.
- _____ Oven and broiler cleaned
- _____ Range hood filter cleaned, top and underneath washed (use detergent or TSP)
- _____ Cabinet and drawer paper liner removed unless contact paper has been used.
- _____ Cabinets and drawers washed or swept out inside.
- _____ Cabinet and drawer exteriors washed and dried.
- _____ Floors mopped, wax removed, new wax applied.
- _____ Baseboards cleaned
- _____ Trash or garbage put in cans or hauled away.
- _____ DO NOT LEAVE TRASH/DEBRIS OUTSIDE or in WASTE BASKETS on the PREMISES.
- _____ Clean out refrigerator. Do NOT turn off interior control or unplug from electrical outlet
- _____ UNLESS ALL DOORS ARE LEFT OPEN

LIVING ROOM:

- _____ Carpet edges next to baseboards swept out, carpets cleaned
- _____ Heater vents/return air grille cleaned of dust
- _____ Light switches and plug outlets washed with damp cloth
- _____ Woodwork washed and dried
- _____ Drapery rods washed/dusted.
- _____ Clean out fireplace. Remove ashes, wood and clean grate/glass doors/protective screen

BEDROOMS and HALLS:

- _____ Carpet edges next to baseboards swept out, carpets cleaned
- _____ Closet doors and shelves washed and dried
- _____ Woodwork washed and dried
- _____ Drapery Rods washed/dusted
- _____ Remove all clothes and hangars from closets
- _____ Remove all items from linen/storage closet

BATHROOMS:

- _____ All fixtures cleaned
- _____ Polish chrome with soft, dry cloth
- _____ Tile around tub to be cleaned of dirt, soap residue, etc.
- _____ Grout in the tile to be white
- _____ Mirror washed and free of streaks
- _____ Medicine cabinet cleaned out, shelves, walls, doors washed/wiped clean
- _____ Floors mopped, wax removed, new was applied
- _____ Clean shower/tub enclosure doors of soap residue. Clean out metal track.

PATIO, BALCONY, PORCH, FRONT DOOR and STEPS:
_____ Swept and clean. Free of debris/dead plants & trash

GARAGE, CARPORT and STORAGE AREA:
_____ Cleaned out, trash hauled away.
_____ Garage floor swept and degreased Storage area cleaned out entirely

YARD AREA: (IF APPLICABLE):
_____ Cut grass and remove trash or debris from the property All container plants to be removed

REMOVE ALL TRASH and DEBRIS FROM THE PROPERTY. DO NOT DEPEND ON THE GARBAGE SERVICE TO REMOVE ITEMS ONCE YOU HAVE LEFT THE PROPERTY. DO NOT LEAVE ITEMS FOR THE REMOVAL BY OTHERS.

KEYS:
_____ All keys to Property, Laundry Facility, Storage, Pool, Mail Box, etc.
_____ Returned Return garage door opener with keys

NOTE: If your property has mini-blinds, to wash them, use a cloth, sponge or soft brush and a mild detergent. Use warm or cold water - NOT HOT WATER. Place toweling on floor or sill and wash the blind in sections. If blind is small, it can be washed in sink or tub, one end at a time. It can be hosed-washed if outdoor facilities are available. Rinse off suds thoroughly. Drain out head and bottom rail. Dry with towel to avoid water marks, or hang the blind upside down, separating and tilting the slats to allow it to drain and dry. Weight the cord or keep it taut to minimize kinks and shrinkage while drying.

THIS LIST IS INTENDED AS A GUIDE ONLY IN HELPING YOU DETERMINE WHAT TYPE OF CLEANING IS EXPECTED AND THIS MAY NOT BE A COMPLETE LIST FOR YOUR PARTICULAR PROPERTY

When returning the keys, be sure to provide us with your *FORWARDING ADDRESS* on a business size #10 envelope. Your Security Deposit will be processed and an itemized statement will be sent along with your refund check to this forwarding address within the time period prescribed by law.

ALL PROPERTY KEYS ARE TO BE IN OUR OFFICE ON OR BEFORE 4:00 P.M. ON THE DAY YOUR LEASE TERMINATES, AND BY 12:00 NOON THE FOLLOWING MONDAY IF THE TERMINATION DATE FALLS ON A WEEK-END. PLACE THEM IN AN ENVELOPE AND CLEARLY MARK THE PROPERTY ADDRESS.

***** If there are any discrepancies between the language of this handbook and your Lease Agreement, the Lease Agreement supersedes the content of this handbook. *****