

Lease Agreement FAQ - T2M Real Estate

Please Reference Tenant Manual - Landlord Rules and Regulations

What is the move-in condition form?

- Within 48 hours from the date you move into your home, you are required to turn in the "Move-In Inventory & Condition Form" & photos you wish to submit or damages will be deemed minimal or non-existent. This PROTECTS YOUR SECURITY DEPOSIT against "pre-existing" damages! All repair requests are to be submitted in writing separately through our website, or through our maintenance call center. "Emergency" repairs MUST be called into our maintenance call center .
- Tenant Portal - <https://www.t2mre.com/tenant-portal/>
- Maintenance Call Center - 855-559-5525

Who is responsible for property insurance?

- The owner and the home owner's association (if applicable) will provide insurance on the real property. You must get renters insurance and understand that the homeowners insurance does not cover your personal items. All locks are re-keyed between each tenant. Contact your property manager if your doors do not have proper locking devices according to property code and provide a key to your property manager if you chose to change locks at your own expense. We must have a key for access at all times.

When is the rent considered late?

- Rent is late if not paid by midnight on the **1st day** of the month and late charges begin if is not submitted online by 11:59 pm of the **3rd day** of the month. We have a drop box location at the UPS Store, 11844 Bandera Rd #132, Helotes, TX 78023 for your convenience and if you are paying rent late include the late charges with certified funds. Pay NSF checks with certified funds.
- Tenant Portal - <https://www.t2mre.com/tenant-portal/>
- UPS Store Hours - <https://helotes-tx-3720.theupsstorelocal.com/>

TIP Strongly recommend paying 5-6 days prior to end of month, and/or setup recurring payments online. This way if payment is returned for any reason (NSF, Wrong Account Info, ETC...) you have a chance to correct and resubmit payment before it becomes late. Once payment is returned for any reason after the grace period, payment must be made in certified funds to include Returned Payment and Late Fee(s).****

How do I report a maintenance issue?

- Do Not Call your Showing Agent concerning repairs or maintenance. All repair requests are to be submitted in writing separately through our website, or through our maintenance call center. "Emergency" repairs MUST be called into our maintenance call center .
 - Tenant Portal - <https://www.t2mre.com/tenant-portal/>
 - Maintenance Call Center - 855-559-5525
- You will be charged for any unnecessary trip charges or repair charges as a result of your neglect or abuse. If not paid this will be deducted from your deposit. Your move-in condition report is not a maintenance request.

How long should I wait to hear back from someone regarding a maintenance problem?

- In a non-emergency situation, please allow 2 business days. If you have not heard from our office or our vendor in 2 business days, please contact the property manager directly.

What do I do if I have an emergency?

- If this is an after-hours emergency, please call our 24 hour maintenance call center 855-559-5525 (Program this number to your phone). If they are experiencing a high call volume please leave a message and your call will be returned promptly. (Examples of emergencies are active water leaking, flooding, sparks from appliances, fire, gas odors etc.)
For FIRE, GAS or Natural Disasters, call 911 First!

Do I need approval to paint or change something in the home I am renting?

- Any and all changes or modifications to the property must be requested in writing to your property manager for approval. Cable and/or telephone outlets in rent houses may or may not exist. Should there be any existing cable and/or telephone outlets there is no guarantee that they are functioning properly. This is the tenant's responsibility. Additional telephone and/or cable outlets for houses can be arranged for installation through the appropriate cable and/or telephone company servicing your area. All cable service costs are the resident's responsibility for all properties. Should you wish to have a satellite dish installed you will need to get prior written authorization before proceeding.

What Safety Measures should I follow per the lease?

- Check your smoke alarms once a month and report any malfunction to the office (resident is responsible for the replacement of batteries).
- Replace your AC/heater filter at least every month.
- Follow "cold weather" procedures to prevent pipes from freezing during winter months.
- Read and comply with the Homeowner's Association Rules & Regulations concerning patios, balconies, and parking if your unit is a condominium or town home. Residents are subject to fines for violations of these rules. Boats, RVs, and trailers are not allowed on most properties. Request a website link to the HOA Rules & Regs.
- Waterbeds and Trampolines are not allowed without owner approval in writing and a renter's insurance policy in place with a rider addressing the extra liability. T2M Real Estate should be named in the policy as a protected entity.

What is the procedure for giving proper notice to move-out?

- The minimum lease term is through the last day of the month. You must give at least 30 days WRITTEN notice prior to the first day of your move-out month. For example, if your lease ends on Jan 31, you must provide written notice on or before Dec 31. If **not**, you must still abide by lease terms on a month-to-month basis.
- Once a proper written "30 day notice" has been given, you must allow access to the property manager/agents so home can be shown the last 30 days to rent the unit before you move. This is mandatory and you must remove any animals that may deter showing and leave keyless deadbolt unengaged, or it may result in a trip charge according to the lease.
- Added fixtures or ceiling fans must permanently remain on property once showings begin.

What do I do if I need to move before the end of my lease?

- There are options available. Contact our office to discuss these options to terminate your lease early without negative consequences.

How and when do I get my security deposit back?

- Under Texas law, the security deposit cannot be used for rent, not even the last month's rent. The purpose of the security deposit is to cover any damages caused by an occupant or occupant's visitor. It does not apply to "normal wear and tear". You must turn over the property keys and provide a forwarding address. From the time keys are surrendered and the forwarding address is received, deposits are processed within 30 days.

Your WRITTEN LEASE supersedes any information that is provided within the FAQ and/or informational documents provided by T2M Real Estate or its associates.