



Tenant Handbook

RELIANT PROPERTY MANAGEMENT

2077 N. Zaragoza, A105

El Paso, TX, 79938

(915) 206-3936

reliant@reliantep.com

reliantmanager.com

*Keep this copy for your records and reference.

INTRODUCTION

The rules and regulations provided both in your lease and in this handbook are subject to change with notification at any time.

The purpose of this handbook is to help clarify and explain the laws regarding the rights and obligations of landlords and tenants. It should be used as a guide and is not intended as a final authority or source of legal advice. A lease is a legal document; please do not sign if you are unsure of its meaning. Seek legal counsel to clarify if needed. This handbook is provided with the hope that it may provide a better understanding of the rights and obligations of each party and may help prevent conflicts before they occur.

The Texas Landlord and Tenant's Guide is the primary Texas state law regulating legal relationships between landlord and tenant. It supersedes local, county, and municipal ordinances and regulations. Other codes and ordinances also apply to rentals units and agreements. The Texas Uniform Statewide Building Code provides minimum standards for health and safety as does the National Property maintenance code, fair housing codes written by county, state and federal governments.

What is the difference between renting one of our single-family properties vs. renting an apartment or multifamily unit?

You will notice some apartments tend to rent higher than similarly sized single family properties. This is generally because apartment complexes build into the rent the cost of on-site maintenance, landscaping, and grounds maintenance, such as: changing air filters, periodic carpet cleaning, painting when you move out and much more. For this reason, when renting a single-family home, you pay a lower rent and are expected to handle these routine maintenance items yourself. This handbook outlines your responsibilities and our expectations of you as a tenant.

THIS HANDBOOK IS PART OF YOUR LEASE.

Thank you for taking the time to read this booklet in its entirety.

GENERAL RULES & REGULATIONS

YOUR LEASE: In your lease you agree to read and follow the Residential Handbook. You agree to uphold the terms of that lease regarding the property condition, maintenance and paying rent.

THE PROPERTY: You have leased a home. Think of it as your own. During the term of the lease, you are in possession of the home and yard. Your obligations are like those of a property owner, and you are expected to care for and maintain the premises.

ASSOCIATION RULES & REGULATIONS

Tenants in a dwelling that's part of a community, homeowners, or condo association must adhere to all its rules and regulations. The lease will include an addendum confirming that tenants have received a copy of the association's handbook detailing these regulations. This ensures tenants are aware of and comply with the specific requirements of the association governing their residence.

SUBLETTING / RELETTING

Tenants cannot assign or sublet the lease without the landlord's written consent. If seeking early termination, tenants may find a replacement, though the landlord isn't obliged to do so. Any replacement must meet the landlord's approval and sign a new lease, sublease, or lease assignment. Fees apply when tenants or landlords find a replacement. An assignment or sublease without consent is voidable. The tenant remains obligated under the lease unless an agreement states otherwise.

CONTACT INFORMATION

Residents must provide the office with their home, work, and cell phone numbers, including unlisted ones, as well as a contact email address. Notify the office of any changes to these contact details.

RENTAL PAYMENTS

All Rents are due in advance on the 1st day of the month.

Payments should be made:

Via eCheck or Credit Card through the online portal

Via "PayNearMe" with pay slip provided through your Resident Portal.

WE DO NOT ACCEPT CASH OR PERSONAL CHECKS

Instructions will be provided for all forms of payment. If you ever have questions or need clarification, please don't hesitate to reach out—we're happy to help.

All accounting is processed by property address, so to help avoid any confusion, please include your address on all correspondence sent to our office. We also encourage you to use the online portal for submitting maintenance requests and for any questions related to payments.

Rent not received by the 4th of the month is considered late and subject to late fees. Continued non-payment could lead to eviction proceedings and other collection efforts. Any costs associated with rent collection, including legal, attorney, court, and collection agency fees, will be the resident's responsibility. Please note that once legal action begins, payment options may become limited. Additionally, more than two late payments within a 12-month period may result in non-renewal of your lease.

In the event a payment is returned or declined (NSF), a \$50.00 fee will apply to cover bank charges. Any outstanding balance, including rent, late fees, or NSF charges, will need to be brought current promptly using certified funds within 3 days of notification. After an NSF occurrence, future payments may be required in certified funds. After two NSF occurrences within a 12-month period, all future payments will be required in certified funds.

Unpaid charges at the end of the month may be carried over to the following month's account balance. Please be advised that payments are applied to the oldest balance first. If the full balance is not paid by the end of the month, any rent payment received in the following month will be applied toward the outstanding balance. This may result in your current rent not being paid in full and could lead to late fees.

We encourage you to contact our office if you need to discuss payment arrangements so we can work with you to find a solution.

MOVE IN CHECKLIST

Before moving in, you'll have the opportunity to inspect the home and complete a move-in inspection form. A printable version will be provided for you to complete, sign, date, and return to the office. You will also receive a link to Zinspector, where you can complete your inspection online, add notes, and upload photos. Either the printable form or the online submission will be accepted as long as it is returned within 5 days of your move in date.

If the checklist is not returned within the required timeframe, the property will be assumed to be in good condition at move-in, and any defects reported afterward may be considered the resident's responsibility. A copy of your completed move-in inspection will be used at the time of move-out and compared to your move-out inspection to help prevent any misunderstandings.

Please note this checklist is not intended for repair requests, and we encourage you to use the online portal for submitting maintenance requests.

PERIODIC PROPERTY INSPECTIONS

In addition to semi-annual inspections, we may also conduct routine property inspections as part of our agreement with the owner. If any tenant-related concerns are found, you will receive written notice along with time to take care of them. You'll be given advance notice and 14 days to address any maintenance items, repairs, or lease violations identified during the inspection. Any unresolved issues may result in charges being added to your account, which would be due within 7 days of the notice of balance.

If you plan to move out, or if the owner decides to sell the home, we will begin showing the property approximately 30 days prior to the end of the lease. We appreciate your cooperation during this time. Showings will be scheduled in advance on specific days, and you will always be notified beforehand.

DISTURBANCES, NOISE & NUISANCES

Tenants, residents, and guests should behave respectfully to avoid disturbing neighbors. Activities causing significant noise, traffic, or other disturbances could lead to eviction. This includes loud, vulgar language. Music audible outside the rental's boundary is too loud. Familiarize yourself with local county ordinances related to this matter.

PARKING & VEHICLES

Vehicles must be parked in designated parking areas only and are not permitted on lawns, sidewalks, or other non-designated spaces. Vehicle repairs are not allowed on the property, with the exception of tire changes. Parking areas must be kept clean and free of oil or fluid stains, and any spills must be cleaned up immediately. All vehicles must be properly licensed and currently registered.

GUESTS

Tenants cannot allow guests to stay on the property for more than the time

allowed by owners' association rules or for 14 consecutive days, unless they have the landlord's written permission.

WALLS & CEILING

Maintain clean, mark-free walls in your home. Painting or wallpapering the property is not allowed without written permission from the property owner. Pictures can be hung, but ensure walls are undamaged upon move out. All walls, baseboards, and trims must be cleaned before vacating. Smoking inside the property is strictly prohibited. Any violations or resulting damages will be the tenant's responsibility. Check your lease agreement for specific policies regarding smoking and property care.

VINYL, LAMINATE, HARDWOOD FLOORING & CARPET

Clean vinyl floors with warm water and soap. Hardwood floors should be treated with wood cleaner. For laminate flooring, use a gentle cleaner and avoid excessive moisture to prevent warping. Improper cleaning methods may result in damage charges. Carpet care involves weekly vacuuming and annual professional shampooing, which is your responsibility. Professionally clean carpets before moving out and provide the cleaning bill.

LIGHT BULBS

At move-in, all light fixtures and appliances will have the proper bulbs installed. If you need to replace any, please be sure to use bulbs that do not exceed the recommended wattage. While you live in the home and at move-out, we ask that all fixtures and appliances have working light bulbs in place.

HEAT/AC UNITS, SMOKE DETECTORS & CO2 DETECTORS:

To help your HVAC system run efficiently, please replace air filters monthly. Incorrect thermostat settings can cause the system to freeze or not heat properly—recommended settings for the area are no lower than 72 degrees. Keeping windows and blinds closed can also help improve efficiency. Please note that service calls caused by dirty filters may result in a charge.

For smoke detectors and CO2 detectors that are not hardwired, we recommend testing them every other month and replacing batteries as needed. Please report any expired or inoperable smoke or CO2 detectors to our office so they can be properly addressed.

PLUMBING SYSTEMS

Please help keep sinks and toilets clear by avoiding putting items such as hair, grease, lint, wipes, diapers, hygiene products, or other debris into the plumbing

system. Using hair strainers is a great way to help prevent clogs.

After the first 14 days of tenancy, residents are responsible for clearing minor clogs, as plumbing blockages are not covered under the lease unless caused by a mechanical issue. Service calls for preventable clogs, including those caused by hair or improper use, may result in a charge. You may try using a plunger to clear minor blockages before requesting service.

OUTSIDE

Grilling

Please use caution when operating outdoor grills. For safety, grills should be kept at least 10 feet away from the home and any structures to help prevent fire hazards or damage, such as melted siding. Grills should not be used in enclosed areas, on balconies, or under overhangs. We also recommend using a splatter mat under your grill to help protect patios and decking from grease stains or damage.

Yard & Shrubs

Tenants must keep the yard in good condition by regularly maintaining the lawn and landscaping, including mowing, trimming shrubs, raking leaves, removing weeds, and cleaning gutters (if applicable). You are also responsible for winterizing any irrigation systems.

Any damage due to lack of care—including dead grass, shrubs, flowers, or other vegetation, as well as broken or missing sprinkler heads—may result in charges. If you come across any unsafe or unfamiliar maintenance tasks, please contact your property manager for guidance.

PEST CONTROL

We provide an initial pest control treatment at move-in. After that, ongoing pest control is the responsibility of the tenant. We're happy to recommend a trusted pest control provider if you need assistance.

If pest control services are scheduled at your request, the cost may be added to your rental account. Please note that bed bug treatments are always the responsibility of the tenant.

PROPERTY MODIFICATIONS

We want you to enjoy your home, but any changes or improvements to the interior or exterior of the property must be approved by management before work begins. This includes things like painting, fixture changes, landscaping

updates, or any cosmetic or structural modifications.

Please submit your ideas, plans, and photos for review so we can make sure everything is approved in advance. Unless the owner agrees otherwise in writing, all costs for approved modifications are the responsibility of the tenant.

Depending on the request, we may also ask for a brief description of the work, contractor information, and timing details to help with the approval process.

SECURITY ALARM / DISH TV

Do not install systems like security monitoring, alarms, or satellite dishes without our written permission. For installation requests, contact us for guidelines and approval. We will provide written instructions, require your signature, and specify the installation location.

ADA MODIFICATIONS

A physical modification is any change requested by a resident with a disability to make a unit or common areas more accessible and comfortable to use. Examples may include installing grab bars, wheelchair ramps, or designated accessible parking.

For more information or to submit a request, please contact our office so we can assist you.

PETS

No pets of any kind are allowed on the property unless you have written permission from us. It will be in the form of a pet addendum with all pets allowed listed. We require you to obey all local ordinances. Having a pet on the property is a privilege and may be revoked at any time without terminating your lease agreement.

INSURANCE

Renters insurance is required for all tenants, with the owner and Reliant Property Management listed as additional interested parties. A copy of the insurance declaration page must be provided before keys are released. If insurance is not maintained, a policy may be placed on the property and the cost added to your rent.

Renters insurance is included in the Beagle's Renters Kit. If you are enrolled in this program, you are automatically covered and no additional action is required. If your insurance provider is unable to meet the requirements, you will need to select one that does.

EMERGENCY MAINTENANCE

For after-hours maintenance emergencies, please submit a work order through your online portal and call 888-502-9685 to reach our emergency line. If prompted, please leave a message with details of the issue. Non-emergency requests will be handled the next business day.

The following are examples of emergency maintenance situations:

1. Sewer backup or no working toilets

If the sewer line is backed up and no toilets in the home are working, this is considered an emergency. However, if your home has more than one bathroom and at least one toilet is functioning properly, it is not considered an emergency.

2. Water leak or broken water line requiring shut-off

If there is a major water leak or a broken water line that requires the main water supply to be turned off, this is an emergency. Many plumbing fixtures have individual shut-off valves (sink, toilet, water heater, etc.). If safe to do so, please turn off the affected valve to help reduce damage. We recommend locating these shut-off valves when you move in.

3. No heating or cooling

A complete loss of A/C during hot weather or no heat/water heater during cold weather is considered an emergency. If one system is working (for example, one A/C unit in a home with multiple systems), it is not considered an emergency. Please also check and regularly change air filters, as dirty filters can cause system issues. In extreme temperatures, systems may temporarily freeze; if this happens, turn the unit off for 4–6 hours before trying again.

4. No electricity (not due to nonpayment)

A full loss of power not related to nonpayment may be an emergency. Please check your breaker box inside the home (and any exterior panel if applicable) and reset any tripped breakers. Many outlets in kitchens, bathrooms, garages, and outdoor areas also have GFCI reset buttons. Checking these first may resolve the issue quickly.

MOVE OUT CHECKLIST

Your move-out is not considered complete until all keys, garage remotes, and other access devices have been returned to the property management office. Rent and any applicable late fees will continue until this step is finalized.

When you move out, our maintenance manager will complete a final inspection to assess the condition of your home. This inspection will be compared to your move-in inspection, and any applicable charges for repairs, cleaning, or damages will be deducted from your security deposit, if necessary.

Please note that once you have vacated the property, re-entry is not permitted unless prior approval is given by Reliant Property Management, so be sure to remove all belongings before turning in your keys. Any items left behind after move-out or eviction may be considered abandoned and may be removed or disposed of at the owner's or property manager's discretion.

Security deposits are typically processed and mailed to the forwarding address provided at move-out, usually within about 30 days after all move-out requirements have been met. Please note that tenants remain responsible for all rent due, and the security deposit may not be used toward rent.

WEAR & TEAR VS DAMAGES

Your security deposit is designed to cover any tenant-responsible damage to the home—not the normal changes that happen over time with everyday living. It's helpful to understand the difference between normal wear and tear and damage. Normal wear and tear refers to the expected, natural aging or light deterioration of a home that occurs simply from regular use.

In contrast, damage refers to deterioration that results from negligence, misuse, accidents, abuse, or a failure to report needed repairs in a timely manner. Please note that dirt and unclean conditions are not considered normal wear and tear. Instead, they are generally viewed as the result of lack of routine care or cleaning.

The purpose of this guide is to help clearly distinguish between normal, expected aging of a rental home and damage that may be charged against the security deposit. This helps ensure fair and consistent evaluation of the property's condition at move-out.

WEAR AND TEAR	DAMAGES
Wear and Tear Worn out keys or lock that doesn't latch	Damages Lost or unreturned keys or broken/missing locks
Slightly loose hinges or handles on doors	Damage caused by forced entry, misuse, or using feet to open doors
Closet door off track due to rollers, tracks, or hardware worn out over time or poorly installed	Missing door, or door that has been forced, slammed, or pulled off track INCLUDES BENT OR DAMAGED TRACKS DUE TO MISUSE OR IMPROPER USE
Worn or discolored carpet from use	Stained or burned carpet
Carpet seam lifting at edges	Torn or missing carpet; Carpet damaged by pet or tenant
Scuffs and light scratches on laminate flooring due to excessive foot traffic	Laminate with deep scratches, chips, or holes and/or stains
Worn or discolored countertops due to daily use	Burned, cut, stained, scratched, or water damaged countertops, not using cutting boards

WEAR AND TEAR	DAMAGES
Damaged ceiling, walls, or cabinets caused by rain or plumbing leak reported by tenant	Damaged ceiling, walls, or cabinets caused by overflowing tub, toilet, or sink, leak not reported by tenant
Drywall cracks from settling, minor nail holes and scuffs on walls	Large or excessive holes in the walls caused by nails, screws, modifications, furniture, or tenant
Lightly faded, chipped, cracked paint, or loose wallpaper	Wall paint peeling from damage, unauthorized painting, ripped wallpaper, or writing on walls
Dirty window screens or damaged by excessive winds	Torn or missing screens
Window not closing properly, sun damaged latch	Broken window glass, or broken latch from misuse
Sun damaged blinds, curtains, or drapes	Missing blinds, curtains or drapes, broken/missing vanes, rods, or pull strings
Worn toilet flapper, fill valve, or other internal parts	Missing or broken toilet seat, tank, or bowl
Sprinkler system that stops working due to age or normal failure	Sprinkler damage caused by mowing, vehicles, digging or landscaping, tampering with the system
Soil erosion from rain or weather, Dead shrubs, trees, or grass due to natural aging, drought, or seasonal changes	Dead shrubs, plants, grass, or trees due to lack of watering, or damage caused by pets, tenants, chemicals, improper irrigation use
Garbage disposal that stops working due to age	Garbage disposal damage caused by putting in improper items, causing jams or motor failure
Musty odor in home	Urine, pet, or smoking odor in the home

CONTRACT

We, the undersigned tenants, have read and understand the terms of this Tenant Handbook. We have received a copy for our records.

We understand this is a binding contract separate from the Lease Agreement.

*This signed page will be kept in your file and a copy can be provided to you for your records upon request.

Reliant Property Management

Date

Signature of Tenant

Date

Printed Name of Tenant

Signature of Tenant

Date

Printed Name of Tenant