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We welcome you to Blaze Real Estate. We are pleased that you have chosen to live in one of the homes we proudly manage for the owners. This handbook is meant to inform our residents of the vital information they need in order to enjoy their rental experience. It will serve as your guide regarding paying rent, handling maintenance, lease renewals, early terminations, Homeowner Association issues, property visits, and a host of other topics. You'll find just about everything you need in this handbook. Through years of experience and training we believe that the policies and procedures in this handbook represent the best options and provide a balance between landlord and tenant relations and protection.

General Information

- **Office hours, numbers and basic company information**

Blaze Real Estate is open during normal business hours 9:00 am to 5:00pm Monday thru Friday Central Standard Time.

Blaze Real Estate 4300

Teckla Suite 1

Amarillo, TX 79109

Phone: 806-414-6021

Maintenance: 806-414-6021

Blaze Real Estate - Core Values

- We commit that our marketing material, and the information on our web site will accurately represent who we are, what we've accomplished and what we do, no exaggerations.
 - We will hire only the best staff, consistently train them and work at moving them to the best possible position of service to our customers.
 - We will always treat customers, vendors and each other with courtesy, respect and professionalism.
 - We are committed to change — to keep up with the changing marketplace and changing technology without sacrificing the all-important priority of great customer service.
 - We are committed to providing our residents with a clean and safe place to live, regardless of the rent, and put their safety high on our list of priorities.
 - We will not tolerate unethical behavior by our staff or vendors.
 - We will follow the laws and code of ethics that regulate our business.
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- We will believe in our staff and create a safe and healthy work environment that fosters respect and opportunity for personal and professional growth.
- We will constantly strive to protect our owners from the liabilities of owning rental properties.
- We will strive to be a leader in the property management industry.

Paying Rent

Payment Options

We offer electronic payment options to assure prompt and secure rent payments. Once you are registered in our payment system you will have a simple electronic option to pay rent each month. As of January 1, 2021 we no longer accept personal checks.

Statements

Blaze Real Estate will send a statement by USPS on your request only.

Due Date

Rent is due on the **FIRST** of the month and is considered late on the Fifth. Please note that Bill Pay through your online bank still mails us a check. If the payment is not received by the fifth, a late fee will be assessed. **EXAMPLE:** Paying bills via the USAA or Bank of America bill pay option. This is **NOT** an electronic payment. They simply cut a check on your behalf and put that payment in the mail subject to all the delays.

Personal Checks

As of January 1, 2021 Blaze Real Estate no longer accepts personal checks.

Automatic Electronic Monthly Payments

Blaze Real Estate can offer you an option with electronic payments that will set up your payment for automatic withdrawal each month. This can be set up in your resident portal for payment and modified by you at any time.

Cash

We only take cash in the office in person. You will receive a receipt for the payment at that time. DO NOT put cash in the drop box or the mail. We will not be responsible for missing cash that never made it to us.

Late Fees

After the due date, rent will not be accepted without the late fees thereafter as stated in the lease agreement. We encourage you pay rent by the 1st to avoid paying any late fees.

Late Payment Contact

Blaze Real Estate will attempt to contact you via email informing you that rent has not been paid successfully. We will also attempt to telephone and send aSMS (text) message to notify you of this late status.

NSF Check or Electronic Payment

The NSF (non-sufficient funds) fee of \$35 is due regardless of the reason. (Your bank may reimburse you for this charge if they were at fault.) If this happens, Blaze Real Estate has the right to request certified funds from that day forward. You will be given 48 hours to make the check good prior to further legal action being pursued. Two NSF charges will result in certified funds (cashier, moneyorder or online payment) being required for all future rent payments.

Payment Contact

Blaze Property may contact you 5 days before the 1st of the month via text or email to remind you of the upcoming payment due.

After the 5th

If rent is still unpaid by the 5th, Blaze Real Estate will begin eviction proceedings. Once this has started, rent will not be accepted without all the legal fees, late fees and administration fees being brought current in certified funds only. No Personal Checks will be accepted if eviction proceedings have begun. Habitual late payments could result in a NOTICE OF LANDLORD'S INTENT NOT TO RENEW.

Unless a written payment agreement is in place, we reserve the right to start eviction proceedings immediately.

Pro-Rated Rent

Rent is always due on the 1st when the lease is executed. Pro-rated rent may be necessary on a mid-month move in. Keys will not be turned over to a resident until the pro-rated rent has been paid. This payment is also subject to late fees in the same manner as a regular rent payment.

Last Month

Rent is required every month, including your last month. **You may not use the Security Deposit to pay rent at any time.** Last month rent is NOT prorated to your move-out date.

Payment Ledgers

Blaze Real Estate keeps close track of all moneys due and paid by each resident. You can get a copy of this ledger for your personal records. Requests must be made in writing via email or the resident portal and the ledger will be emailed to the address on file.

Using the Mail

You may always mail your rent to Blaze Real Estate. We will accept payments by mail from our residents with a warning. Sending payments via mail incurs risk as you are relying on a government agency to deliver something that could cost you dearly if they make a mistake. If the payment is not received until after the 4th of the month, the resident may be responsible for late fees. We encourage all residents to pay electronically.

Bring to the Office

To ensure that payment is received by the 1st you may want to bring it to the office. Office hours are 9:00 to 5:00 Monday through Friday.

Paying Less Than The Balance Due

If there is an outstanding balance due on your account, we will notify you in writing twice. After that, we will refuse payment (return payment) unless it is for the full amount. We will work with you on a payment plan when necessary, but it must be approved by the property manager, in writing. You will not be able to keep a running balance due.

Processing Fees

E-Check – Electronic payments using the E-Check option are free. The processing fee is credited at the time of payment.

Credit Card/Debit Online - Using a credit or debit card on the portal will cause a processing fee to be charged. This amount varies by tenant and rent amount.

Credit Card/Debit in Office – Using a credit or debit card in the office you will be charged 2.6% above payment amount.

These fees are charged by or processor; we simply pass these charges on to the payee.

Payment Arrangements

Payment arrangements may be made at our discretion and will only be made with a \$136 money order to be used on final payment, a written agreement provided at the time of request using our payment agreement form.

Submission of a payment agreement form does not guarantee acceptance by BLAZE Property until a property manager approves the agreement.

Maintenance Issues

Emergency Maintenance

Blaze Real Estate provides residents several ways to report maintenance issues. The primary and best way to report an issue is using our Live answered 24/7 maintenance line at 806-414-6021. The alternate is to submit a work order through your resident portal to report a maintenance issue. We define an emergency as anything that threatens the health of the occupants or destruction of the property like flood, fire, sewer back up, burst water pipes, burst water heater, etc.

For All Maintenance and Emergency Repairs call: 806-414-6021

Emergency Defined

An emergency is anything relating to the property under the lease that is threatening to life, health, or the property.

Examples

Fire, tree blown on the roof, flood, sewage back up, gas odors, broken water pipes, furnace out (if the weather is below 45 degrees) a/c out (if temperature outside is above 85 degrees). If the emergency is life-threatening, call 911 immediately!

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power or gas off, oven not working, a/c out if the temperature outside is below 85 degrees and/or the property has 2 a/c units and one is still functioning properly. Blaze Real Estate is not liable for loss of food caused by appliance break down.

Warning

If you claim you have an emergency and one does not truly exist, you will be charged back the service charge for the contractor/service representative responding to the call. Crying wolf will cost you money. If you call the Emergency Line for a Non-Emergency and contractors are dispatched to your

home because of this call, you will be charged a \$100 fee. Do not call in an emergency unless it is truly an emergency.

You will also be charged a \$50.00 trip charge if you set up an appointment with any contractor and do not show up for that appointment.

How to submit a work order request

Because we put such a high priority on keeping the property in good condition for the enjoyment of the tenant, we make it easy to request maintenance. Submit work orders using your online portal or calling **806-414-6021**. This line is answered 24/7/365

Resident's Maintenance Responsibilities

Renting a house is not like renting an apartment. Blaze Real Estate does not have a maintenance handyman living in your neighborhood to run to the property and fix things as soon as we are called. There are some items that you can take care of yourself such as clogged garbage disposals, GFCI switches that need to be reset, and minor items as explained in this document that you were presented throughout the lease.

Single-family homes and condos are different than apartments. In an apartment community there is usually a full-time maintenance man on site that can attend to repairs immediately. This is not the case when you rent a single-family home or condo. Keep this in mind:

- Minor repairs, cosmetic repairs, and items that do not substantially affect your lifestyle may not be fixed (i.e. chipped paint, missing screens, doorbells that do not work, etc.).
- Damages caused by abuse or misuse will be charged back to you. We will rely on the servicing contractor to tell us if you caused the problem.
- If plumbing gets clogged due to items you or your children dropped in the toilet, it will be charged back to you. This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Unless the contractor can prove it was not caused by you (i.e. roots in system). Clogged plumbing will be your responsibility.

It is the resident who is responsible for dislodging things that have been flushed down the toilets or sinks. It shall be the responsibility of the resident to make sure there is no item blocking the plumbing. After the resident has tried to solve the problem, Blaze Real Estate will take on the challenge.

If Blaze Real Estate Maintenance or a plumbing company reports that the problem was caused by the resident, i.e., brushes, toys, personal property in the system, the expense of the plumber's visit and repair will be incurred by the

resident. The homeowner will pay for plumbing problems resulting from roots in the system, pipes that have collapsed and other natural (non-resident) causes.

- Monitoring of security systems is not handled by Blaze Real Estate or the owner. Residents will need to make their own arrangements to set up this service at their discretion and their own expense. Note: Wireless security systems (simplisafe) are the only tenant installed security systems allowed.
- We will make every effort to deliver the property to you free of pests. It is the resident responsibility to keep it that way. We recommend you use a licensed professional for any periodic pest treatments. If a larger problem arises concerning large animals or rodents, contact Blaze Real Estate and submit a repair request.
- Lawn care is a resident responsibility. You must do regular mowing, watering, trimming and edging, weeding, raking and other regular lawn care maintenance. Lawn care that is not handled in a timely manner, we will dispatch lawn care service and it will be billed back to the resident. Contact us for our landscaping services.
- Change HVAC air filters at least quarterly.... preferably monthly! The system will run more efficiently, you will save money, and have less dust in your home.

Contractors are just like us – they have families and personal lives. They want to be home at night and weekends with their families. If you insist on meeting a contractor/repairman at your property after hours (weekdays after 5pm, Saturday or Sunday) the resident will pay their after-hours premium for “non-business hours service.” Think of it as a “co-pay” for the convenience of getting non-business hours service. The exception of course is emergencies.

Maintenance Priorities

Everything isn't an emergency. We have established five categories of maintenance priorities and a target response time for each of them. Your requests will be handled in the order that they are submitted with the following response times as guidelines.

Category 1: Emergency Maintenance

Emergency defined: Anything relating to the property under the lease that is threatening to life, health, or the property. Fire (please call 911), flood, sewage back-ups, gas odors (please call gas company), broken water pipes, tree falling on house.

Target: 5 to 8 hours

Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

The Following are NOT Emergencies

Refrigerator out, locking yourself out of the house, power, or gas off, a/c out and the property has two (2) a/c units, oven not working, water heater out. These issues may be inconvenient, uncomfortable, and aggravating, but they are not emergencies.

Blaze Real Estate is not liable for loss of food caused by appliance break down or for damaged belongings due to water leaks. Make sure that you have adequate renter's insurance to cover unforeseen personal losses.

Category II: Urgent Maintenance

Broken windows, plumbing repairs (Not clogged toilets. See notes below), loose railings, wobbly decks, electrical problems. **Target: 2-4 business day service**
Note: during peak seasonal months, target response times for heat and air may be subject to delays due to contractor overload.

Category III: Normal Maintenance

Appliance repair, garage repairs, leaky faucets. **Target: 4-8 business day service**

Category IV: Non-Essential Maintenance

Fence repair, gutter cleaning. **Target: 15 - 30-day service**

Category V: Not a Habitability Issue

Screens; broken lattice; power washing; broken window shade; broken tree limb; missing door stopper; missing doorknob; all light bulbs including stove, chandelier, and refrigerator; and fireplace gas keys. **Target: Point these items out during next property visit or bring up at lease renewal time. These items may not be approved for repair by the owner.**

Resident Damages

Damages caused by unauthorized maintenance vendor, abuse or misuse will be charged back to the tenant. We will rely on the authorized servicing contractor to tell us what caused the problem.

If plumbing gets clogged due to items dropped in the toilet (toys, brushes, diapers, napkins, any personal items), clogged or misused garbage disposal, the cost of the plumber will be resident responsibility (minimum \$150). This is not considered equipment failure and you should do everything you can to handle these issues by yourself. Buy a plunger. Unless the contractor can prove it was not caused by you (i.e. roots in system, pipe collapsed, septic tank backup), we assume the problem was caused by people, not by a defect of the property. Clogged plumbing is often resident responsibility but will be reviewed on a case by case basis.

After Hours Maintenance Charges

If you schedule with the contractor after normal business hours, you will need to pay any afterhours premium charges. Our contractors work normal business hours and are

only available after hours for true emergencies (and for additional compensation). They have families just like you and do not want to be working evenings, weekends and holidays.

Scheduled Maintenance Visits

It is possible that the homeowner has selected from our list of six proactive maintenance procedures that may be done without your prompting. We will let you know when contractors will be coming to the property to address issues like gutter cleaning, HVAC servicing, termite inspections, fall landscaping, etc.

Division of Maintenance Responsibilities

Below is a visual of maintenance items to remind you of what things you are responsible for and what Blaze Real Estate is responsible for.

Landlord vs. Resident's Responsibilities

Item	Landlord	Resident
Water systems breakdowns	X	
Clogged plumbing in house		X
Clogged plumbing between house & street	X	
Broken garbage disposals	X	
Reset garbage disposal		X
HVAC breakdowns	X	
Setting HVAC controls		X
Changing furnace filters		X
Electrical system failures	X	
Resetting GFI switches		X
Replace all light bulbs		X
All utilities (unless provided by community)		X
Mandatory association dues	X	
Termite treatment and rodents	X	
Household pest control		X
Maintain yard fencing	X	
Lawn mowing & trimming		X
Shrubbery & pine islands maintenance		X
Security system repairs	X	

Security system monitoring		X
Microwave turntable		X
Smoke detector installation	X	
Smoke detector batteries		X
Exterior drain hose bibs (winterize)		X

Maintenance chargebacks

If the contractor we send to the property tells us the maintenance is due to your negligence, such as crayons in your garbage disposal, toys flushed down a toilet, GFI switch not re-set just to name a few, Blaze Real Estate will notify the resident via email and place the charge to your payment ledger. Failure to pay the bill will result in an outstanding balance on your account. This will need to be paid with your next rental payment or late fees will continue to accumulate.

Air Conditioning and Furnace Filters

To improve the air quality of the home, reduce allergy problems and save money, you need to change out the furnace filter at least every 3 months. Failing to do this will likely increase your utility bills.

Critical Issues in the Lease

Right of Access

Our policy is to respect your right of privacy at all times. Under normal circumstances, we require that the resident be present for all actions inside the home. We will attempt to contact the resident to schedule an appointment for all actions to include walk-thru's and maintenance prior to visiting the property. However, we must be able to get into the property in an emergency and will maintain keys and the right to access as needed. The lease gives us that right between to access the home at any time, but we prefer to respect the residents right to a secure environment and will always attempt to schedule access at least 24 hours in advance. We will call in advance unless we are dealing with an emergency. We respect your privacy and understand your need to control what happens in the home in which you are living. Courtesy will always drive us, so do not worry about someone stopping in unannounced unless water is flowing out the front door!

Move-In Inspections – Inventory and Condition Form

A photo and or video walk-through is performed before and after each tenant lease. This in conjunction with the resident move-in checklist offers a double-check of issues and existing conditions. Residents may review the walk-through as well as perform their own.

The move-in inspection done by the resident is designed to document the condition of the property at the time the resident takes possession, so that you are not held responsible for pre-existing damages. This will be the benchmark we will use when you vacate the property to establish charges for damages. After you sign the official move-in inspection, we cannot add to the list. See your lease for more details.

Lease Renewals (30 to 90 days out)

Your lease automatically renews on a month to month basis at the end of the lease term unless one of us notifies the other in writing of our intent to terminate the tenancy. If you do nothing, your lease will automatically renew on a month to month basis. We do not allow this under normal circumstances without permission from Blaze Real Estate. Month to month fees will apply. Typically, it is the current market value for the home with an additional \$200.00 added to it. We track all our lease renewals and will begin to contact residents 90 days from lease expiration to find out your intentions of either renewing the lease or vacating the home.

Notices to Vacate must be in writing per the lease agreement. Letters, emails to our staff are marginally accepted. Your safest bet is to notify us of your lease termination via the resident portal and when you are in receipt of the Residents Renewal Form 90 days out from lease expiration. Be sure you receive a response confirming receipt of your notice.

Rent Increase and Renewal Process

The lease term will have a clearly marked end date in paragraph 3. According to the lease, Blaze Real Estate can send you notice that the lease rate will change 30 days prior to lease end. This is a non-negotiable lease change and does not require your signatures to implement. We strive to maintain good relationships with residents and conduct business fairly on the lease rate. Residents also need to understand that the owners home insurance and property taxes are usually items that go up in cost every year. It is commonplace in this market to ask for \$25 to \$100 a month rental increase. ***Keep in mind, that how the resident has conducted themselves during their tenancy will reflect come renewal time.***

Subletting

Subletting is when you move another person in to share the rent (without adding them to the lease) or move out of the home and let someone else pick up the rent. There is no subletting allowed without company written approval. Fines for violations are stiff. We need to approve all adult residents living in the property. If one of the current residents or occupants on the lease needs to move out, coordinate this action with Blaze Real Estate. Do NOT sublet to another resident or occupant without written permission from Blaze Real Estate. We have a procedure to add a renter to the lease. Contact us first!

Early Termination – Para 28 of the Lease

This Paragraph will offer more explanation to Paragraph 28 of the Texas lease agreement. In Paragraph 28, there is a clause that will allow a current resident wishing

to terminate the lease early to take the below steps. Once these steps are completed, and the home is turned over in good condition, the existing lease will be terminated early and all deposits can be refunded in accordance with the lease agreement.

- Pay the amount listed in paragraph 28. B. (4). This amount MUST be paid up front to the property manager. This fee will cover the costs to put the home back on the market and the effort to re-lease the home on behalf of the outgoing resident requesting to break the lease agreement early. Payment can be made through the resident portal, mailed in, or dropped off in person. No action will be taken to begin to market the home until this payment is made.
- Offer the property manager a firm move out date. Example – the home will be ready to turn over to a new resident no later than “x” date. This date is especially important in our marketing efforts to inform any potential residents when the home is going to be available.
- Assist with all showings. It is in the outgoing tenant’s best interest to assist with all the showings to facilitate attracting a new applicant. Allowing for time to show the home when requested and to make the home look as nice as possible will only aid in renting the home quickly.
- New Resident Applies. The property manager may be in contact with the outgoing resident to verify move out dates, or to propose a plan for move out to work with an incoming applicant. Once a new potential resident has applied, been accepted, delivered a security deposit, and signed a new lease agreement – the outgoing residents lease can be terminated early.
- Vacate the home in accordance with the lease. All the same standards apply in cleanliness and condition as indicated by the signed lease agreement. The deposit refund will be determined once the outgoing resident vacates and the home has been inspected. Fees can still be assessed if the home is left dirty, or there are any damages to the home.
- Provide the property manager a forwarding address. This will be used to send a copy of the terminated lease amendment and the balance of all security deposits. With these actions being completed, the current lease will be terminated early, and the outgoing resident will have fulfilled the lease, and all of their responsibilities to that lease in good standing.

IMPORTANT: All rent payments, utilities, and upkeep of the home are the responsibility of the outgoing resident up to and until the day the lease starts with the approved incoming tenant.

Lawn Care

In most circumstances, the resident will maintain their own yard. One of the differences you have when renting a house (as compared to a town home or

apartment) is you are responsible for lawn care unless there is an agreement between the resident and Blaze Real Estate that the landlord will maintain the yard. Refer to the lease as to who has responsibilities for the lawn care.

Properties equipped with automatic sprinkler systems will be set by management to water 3 days per week for a minimum of 10 minutes per area serviced. Turning off the automatic sprinkler system will be considered a violation of the lease terms. The resident is responsible for the cost of watering the lawn.

Properties not equipped with automatic sprinklers are responsible for watering the lawn as described in the lease.

If the resident would like to request that Blaze Real Estate maintain the yard, this can be arranged. The cost involved will usually be added into the lease agreement raising the monthly rent anywhere from \$75 to \$150 per month depending on the size of yard.

Failing to maintain the yard will create serious problems for the HOA and homeowner. This will generate complaints from the neighbors and there could be fines assessed.

Residents will receive a \$25 charge for any complaint letters from the local HOA or City of Amarillo regarding any lawn maintenance issues.

Pest Control

Homeowners will cover the cost of one yearly pest treatment usually in early fall.

The resident is responsible for any further pest control for bugs. We strongly recommend you use a licensed pest control company to manage pests rather than doing it yourself. If you need assistance connecting with a pest control company, we can refer you to the one we use. Residents can review the pest control policy in your lease.

Contact with the Owner

Blaze Real Estate is your management company and will be your only contact during your tenancy. If someone calls or shows up at your door claiming to be the owner (or agent representing the owner or lender), you should be suspicious and not invite them into the home. Do not assume they are who they say they are. Always protect yourself from people who claim to have some authority over the property. If the owner is planning on doing a walk thru at your home, you will be notified well in advance. If someone shows up to your door claiming to be someone wanting to enter the property without you being notified, do not let them in and refer them to us for permission.

Housekeeping Documents

Pets (Authorized and Unauthorized)

Many owners will allow pets, and some will not. You can have pets with written permission and a pet fee. If you bring in an unauthorized pet, no matter who the pet belongs to, no matter how long they have been there, we assume you had it the day you moved in and you will pay penalties and daily rates listed in paragraph 9 of the lease. Remedies for unauthorized pets are – additional pet fees, removal of the pet, or termination of the lease. This is at the sole discretion of the property manager.

Smoke Detector

We will count smoke detectors at your move in to make sure there is one on every level of the home and one in every bedroom to comply with the Texas Property Code. You are responsible for keeping good batteries and replacing batteries as needed in all smoke detectors. Let us know if they do not work after attempting to change batteries.

Renter's Insurance

The home is covered by the homeowner under a landlord policy, but your personal property is not included. We strongly encourage you to maintain renter's insurance while you are in the property. Contact your insurance carrier to obtain a policy. Renter's insurance will also cover the contents of your house. In addition, it will cover things like the lost contents of a freezer or refrigerator when the power goes out, or the damage caused by a burst water heater. We are not responsible for such things, so you need good insurance coverage for your personal belongings while you're renting.

Property Visits

It is the policy of Blaze Real Estate to perform six to eight “touches” throughout the year. 4 are external visual inspections and do not involve entering the property. 1 semi-annual inspection and preventative maintenance visits and possibly two optional visits at our discretion with 3-day notice given to the resident. In some cases, an owner may require a bi-annual assessment to be completed. These arrangements will be made with you far in advance with appointments scheduled.

This should only take less than 30 minutes. We would request that you be present. We are not there to address housekeeping, but to access property issues and report to the owner regarding any deferred maintenance they need to address. This will also be a time to point out any concerns you may have with the home so it can be documented at that time.

Utilities

Get Utilities Connected Before Move-in

You must make sure utilities are on before you take possession of the property. If you fail to make these arrangements, you may be in the property a few days before the utilities are on. We think we can tell you which company to call, but this is sometimes a moving target and we often do not have the right numbers. If you fail to have the utilities on in your name at move in, there will likely be chaos, frustration, arguments, and costs. Our concierge service Citizens Home Services may reach out to you to assist in turning on utilities.

Keep Utilities On and Bills Current

Failure to keep utilities on (and bills paid) during your stay may result in a default in your lease. Never turn the heat or air conditioning off during your vacations, especially during cold weather. When utilities are off, there is an increased possibility for burst water pipes, mold, break-ins, etc. Keep garage doors closed during cold snaps, as garages often do not have the insulation houses do and pipes freeze easily. Always keep utilities on .

Keep Utilities on through the Move-out Inspection

You must keep utilities on through the move-out inspection according to your lease agreement. If they are not on for our inspection, your lease calls for a \$75 re-connect service charge plus hard costs.

Homeowner Association Issues

If a Homeowners Association manages the community, you need to get familiar with the basic rules and regulations and follow them to avoid fines and penalties. Some HOA's are aggressive about enforcement of their rules and resisting them will only cause you grief and cost you money. Review the HOA's website to get familiar with the rules in the community.

Blaze Real Estate will keep on file a current copy of HOA rules for your inspection and provide a copy with your lease.

If an owner is charged any sort of fine for any violation, the resident will ultimately be charged for that plus an administrative penalty from Blaze Real Estate.

Here are some of the most common issues we deal with on a continual basis:

Yards

Hands down, the number one complaint we get from owners is letters from the City or HOA stating that your yard is too long. In around 95% of our homes, the resident is responsible for the yard maintenance. When they fail at maintaining the yard to the City or HOA's liking, the owner gets a violation letter. Often time, this is the first violation of any kind the owner is receiving about anything from the City or HOA and they typically make a very big deal about this assuming the resident is not maintaining the yard at all.

If Blaze Real Estate receives a letter from an owner, who has received a letter from the City or HOA – **we will charge the resident \$25** regardless of what the letter is for and even if the resident has already complied with the request. Reason is, at some point the City or HOA did not falsely put that letter into the mail for no reason – something had to have triggered this. In addition, Blaze Real Estate must deal with the administrative time and cost to put the corrective action in motion to ensure the City or HOA request is met.

Parking

Most communities have rules about where you can and can't park. Follow the rules and you will avoid violations and fines. Make up your own rules, and you will hear from them. If there are additional parking rules for your community these will be provided at the lease signing.

Access to Amenities

Occasionally there are keys, passes and codes to gain entry to the community amenities. If you have trouble with any of them, let us know and we will help you secure them. HOAs often try to prevent renters from using the amenities, and there is nothing we can do to change that. Friendliness and cooperation usually help a lot in getting help with these things. Be prepared for the HOA to require you to stop by their office with a copy of the lease, your Identification cards (Driver's License) and sign waivers to use their amenities such as the pool or playgrounds.

Mailbox Keys

Most of the time we will provide you with a mailbox key if we are provided one from the homeowner. However, the safest and most correct way to obtain a key is to have the local post office make a new key for the box they assign to you. This way YOU (the tenant) will have the only access to mail in that box.

Parking for Boats, Trailers, and RV's

One of the biggest complaints coming out of the HOA's is when a resident parks a boat, trailer, or RV at the residence. This could be in the driveway or street parking near the home. Most HOA's have rules about when a boat, trailer, or RV can be parked at the residence. If a resident owns a boat, and has that boat in storage, the HOA will only allow that boat to be temporarily parked at the home over a weekend.

An example would be before and after a weekend fishing trip while gear is picked up and dropped off. Any overnight parking if found will result in a letter sent to the owner. The same holds true for trailers, large commercial trucks, or RV's. A good rule of thumb is that if it is other than a passenger car or truck, the HOA would not want it parked at the residence more than a few hours.

We ask that residents be aware of these rules. The end state is still the same – if we must deal with an HOA complaint, we will have to fine the resident \$25 per occurrence.

Foreclosure Issues

Most homes have mortgages on them and take a priority position over your lease. Occasionally an owner will fall behind on mortgage payments, and a foreclosure would then threaten your rights in the property. Blaze has no part in the owners mortgage or payment status.

What to do if you receive a foreclosure notice

If you receive any notices about a pending foreclosure, forward a copy to our office immediately so we can check it out with the owner. Most foreclosures are called off by the lender in the final days, so do not panic. You may have several options including staying in the property until the end of your lease.

Renter's Rights in Foreclosure

In May of 2009, congress passed into law the "Renters Rights in Foreclosure Act" guaranteeing renters the right to remain in a foreclosed property until the anniversary date of their lease. If a foreclosure takes place, you will be paying rent to the lender, but you won't have to move under the new law. Contact your property manager for more information.

Showing Instructions and Move-Out Procedures

Your lease agreement authorizes Blaze Real Estate to show the property for rent the last 30 days of your lease. We will place a sign in the yard and place a key box on the property to begin showing the property to prospective tenants.

**YOU DO NOT HAVE TO BE PRESENT AT TIME OF SHOWING!
IN FACT, IT IS BETTER IF YOU ARE NOT**

A key box is a locked container in which a key to the property is placed. The key box can be opened with a special combination specific only to that particular key box, with the codes guarded by our staff and our security measures. This will allow only licensed

Realtors either from Blaze Real Estate, or other real estate companies to gain access to the property for a showing.

You may withdraw your authorization to allow a key box on the property by providing written notice to Blaze Real Estate and by paying the Landlord a fee of one (1) month's rent as consideration for the withdrawal. Blaze Real Estate will remove the key box after receipt of the notice is received, along with the required fee.

Removal of the key box does not alleviate your obligation to make the property available for showings.

Blaze Real Estate may still show the property at reasonable times to prospective tenants. (Paragraph 14 – lease agreement)

Resident understands that failure to allow for reasonable showings as well as not keeping the Property "showable", can constitute default of the lease, and the security deposit, in its entirety, may be forfeited for this reason.

Showing time will record if you deny or cancel showings.

There is a \$50 fee for each denied, canceled showing, or if the property is unable to be accessed for showings.

Do not lock the keyless deadbolt on the front door. If there is a security system, call our office to confirm that we have the correct security code.

The Lease Agreement also requires you to secure your pets or remove them from the property if they would interfere or prohibit showings.

Residents will be charged trip charges or even lose their deposit if they prevent or prohibit showings.

Do not allow any prospective residents in your home unless they are accompanied by their real estate agent, or a staff member from Blaze Real Estate. If they show up unaccompanied by an agent - refer them to our office to make arrangements to see the property. If you have any questions call our office. 806.414.6021.

MOVE-OUT PROCEDURES

Now that you are moving out, your lease agreement requires that you leave the property in a clean and undamaged condition. We have every intention of returning your security deposit as long as you have fulfilled your agreement with us.

As stated and agreed to in your lease, all leases will end on the last day of the month.

We DO NOT prorate rent for an early move-out. Your rent payment in the last month should be paid in full before the 5th as usual.

The following information is provided to help you get your security deposit returned without any misunderstandings:

- According to the terms of your lease, Blaze Real Estate has 30 days to return your security deposit. Security deposits will be mailed to the forwarding address left with the office within 30 days after the move-out inspection.
- Remember to CLEAN your rental property inside/outside to avoid any charges against your deposit. Refer to the Move Out Checklist for further information.
- Cooperate with showings of the property for sale or rent, keeping the home in a presentable condition. Your lease agreement authorizes us to place a keybox on the home, containing a key to show the property, during the last 30 days of your lease or at any time the Landlord lists the property for sale. You may withdraw the authorization to place a keybox on the property by providing written notice and paying 1 month's rent as consideration for the withdrawal. Landlord will remove the keybox within a reasonable time after receipt of the notice of withdrawal and payment of the required fee.

If agents are denied access or are not able to access the property because of tenant's failure to make the property accessible, resident will be charged a trip charge of \$50.00.

Failure to allow reasonable showings during the final 30 days of the lease constitutes default of the lease. The security deposit, in its entirety, can be forfeited for this reason. *Please cooperate with our agents.*

PREPARING FOR MOVEOUT

- You must provide the office a complete Forwarding Address.
- All Keys, Garage Door Openers and Gate Remotes, Etc. must be turned in by the expiration date of the lease agreement, or pro-rated rent will be charged daily until they are turned in. Post Office keys: If mailbox keys were originally issued by the Post Office, should be turned in to the Post Office with a change of address notice.
- We will conduct a final move-out inspection after all furnishings have been removed and all CLEANING accomplished and the keys are turned in to Blaze Real Estate, to document the condition that you leave the property--**We will send out a photographer to do move-out pictures. He/She will not be able to tell you what charges will or will not be charged against your security deposit.**

The property manager will compare the move-in pictures with the move-out pictures along with your move-in check list, and the reports from the maintenance personnel after you move-out to determine if there will be any charges against your security deposit.

We do not do move out inspections with residents present at the property. Remember the photographer will only take move-out pictures. He/She will not be able to tell you what charges will or will not be charged against your security deposit. They are only there to document the condition of the property.

- Utilities must be on during the inspection. If the Utilities are not on for the move-out inspection, residents will be charged a \$50 trip charge. Any delays caused by the Utilities not being turned on will delay the return of your security deposit.
- Residents are not permitted back on the property after vacating.
- Call utility companies and arrange for final readings. (Remember: Utilities must be left on for the move-out inspection).

The following suggestions & helpful reminders are listed to ensure the maximum return of your security deposit. Also here are some helpful reminders of items that many people overlook or forget upon vacating. Please use this checklist as a guideline.

The condition of the property will be evaluated according to, but not limited to, the following:

INSIDE

- All personal belongings must be removed from the premises.
- **PAINTING:** Please remove all nails – **DO NOT PATCH, SPACKLE OR SPOT PAINT NAIL HOLES**, or touch up paint without approval. If you paint & it does not match or if you do a poor job of filling holes, you will be charged for necessary painting to match the existing paint or to redo spackling. Charges for painting depend on length of time in the property and whether it exceeds normal wear & tear.

- **CARPET CLEANING: Residents are required to have the carpets PROFESSIONALLY CLEANED at the time of move-out.** This must be done after you have completely removed all your belongings and vacated the property. A receipt from a professional carpet cleaning company must be provided to us when you turn in your keys. **DO NOT** rent machines from a store or use home cleaning machines. Only professional cleaning is acceptable.

Be sure to have any spot treatments or pet treatments done as needed. If any Odors or Pet Odors re-surfaces after you have vacated the property, the resident will be responsible for charges incurred to remove the odor. If the cleaning is not done to our satisfaction, residents will be charged for any additional expense.

- Clean vinyl, wood and/or tile flooring. Clean and dust all baseboards.
 - Clean or replace Air Conditioner filters with pleated filters as you vacate the home.
 - Walls, baseboards, and ceiling must be cleaned and free of cobwebs and lint.
 - Clean fireplace, hearth, and mantle, remove ashes and debris. Be sure hot ashes are properly extinguished prior to disposing.
 - Clean ALL wall switch plates and outlet covers.
-

- Clean ALL windows inside and out, clean windowsills, mini-blinds and vertical slats.
- Clean mirrors, windows, and sliding glass doors with glass cleaner. Also, clean window and sliding glass door tracks.
- Clean ceiling fans and light fixtures - Replace burned out or missing light bulbs, be sure to use the correct wattage and type. Replace broken globes. Make sure the ceiling fan blades including the top and light kits are clean. Also check the ceiling surrounding all fans. Often dust has gathered by the fans and adheres to the ceiling. One of the easiest ways to clean this is to lightly sweep the ceiling with a broom.
- Smoke alarms must be operative. Replace batteries, as necessary.
- Clean ALL closets, storage spaces and shelving free of dust, spider webs and miscellaneous debris.
- KITCHEN: Clean Kitchen appliances inside and out, replace burned-out light bulbs:
- Clean oven, stove and under drip pans. If the drip pans and rings on the range are not clean and in like-new condition, it would be more economical for you to replace them yourself, rather than to be charged for them. Foil covering drip pans is not acceptable.
- Clean oven/range hood vent including filter.
- Wash out refrigerator and compartments, including freezer. Don't forget to wash off the top exterior of the refrigerator and clean the rubber gasket around refrigerator and freezer door. Clean bottom vent.
- Clean dishwasher. Run empty dishwasher one last time. Use the normal amount of soap you would use for a full load. Wipe down the gasket and the door and do the surrounding areas.
- Be sure garbage disposal is clean and free of debris. (Do not use fingers to check) Return/replace sink stoppers.
- Clean all countertops, cabinets, and drawers.
- Clean all cabinets, inside and out.
- Clean all drawers, inside and out.
- Clean sinks, faucets, and countertops. Return stoppers to sink.
- BATHROOMS:
- Clean counter tops, sink(s), soap dishes, tiles, fixtures, tub and/or showers. Be certain they are free of mold/mildew, soap scum, scale and rust.
- Clean mirrors, light fixtures and medicine cabinets.
- Clean all cabinets and cabinet drawers – inside and out.
- Clean toilets inside and out and remove all lime deposits. Clean toilet seat surfaces, top and bottom.
- Mop or vacuum flooring.

Do not use scouring powder to clean acrylic or fiberglass tubs. It will ruin the finish

OUTSIDE:

- Lawns must be neatly mowed and edged, trees and shrubs trimmed or pruned, yard watered and all trash and debris removed.
 - Any animal droppings are to be picked up and disposed of.
 - All trash and garbage must be removed from the premises (including curbside).
-

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away.
- Replace damaged screens and windows.
- Walkways, driveways, patios and garage floors must be cleaned and free of oil, grease and other debris.
- Repair any pet damage and spot treat carpets as needed with pet deodorizer.
- Clean outdoor light globe(s) and replace burned out or missing light bulbs.

In our experience, after the work and stress of moving out, residents may be too tired to clean the house. We recommend to residents to allow us to clean the home – **see attached sheet on Blaze Real Estate \$575 cleaning service.** (This will not cover outside lawn issues)

If you hire a professional cleaning service you should provide them a list of what we expect, and ensure they complete the work. Hiring a professional cleaning service (maid service) will not guarantee the home is clean.

Please follow the above instructions carefully. If the house does not meet the prerequisites after the inspection, applicable charges will be made with no exceptions.

Residents are not permitted back on the property after vacating.

Upon leaving, please be sure to fully secure the property by locking all windows and doors. Do not lock the Keyless Deadbolts!!!

Rental Verifications:

We often receive requests from mortgage companies and other landlords wanting a rental verification of a tenant's rental history. Usually they want this information filled out and returned to them immediately. We are happy to comply; however, we require a \$25.00 processing fee in order to cover the costs and time associated in performing this service.

POSSIBLE CHARGES TO SECURITY DEPOSIT

We have compiled a list of average charges. Nothing herein shall be construed as a limitation on agents' rights to pursue resident for damages not specifically listed:

These are minimum charges and prices may not include trip charges or labor. Pricing is subject to market rates and may be higher or lower than the amounts listed below. Blaze Real Estate reserves the right to adjust these prices without notice to the tenants.

GENERAL CLEANING CHARGES:

Clean Carpet \$150 +
 Oven or Stove \$75 +
 Vent Hood \$35+

Replace Range Pans \$40+
Refrigerator \$50 +
Freezer \$20+
Counters/Cabinets \$5+ each
Toilet \$30+ each
Drawers/Sinks \$5+ each
Bathtub \$30+
Dishwasher \$20 +
Mirrors \$10 + each
Mini-Blinds \$20+ each
Windows \$10 +each
Vertical Blinds \$35+
Floors \$30 +
Ceiling Fans \$25+ each
Patio \$25 +
Sliding Glass Door \$25+
Clean Garage \$50 +
Cleaning dirty vent hood \$35 +
Furniture Removal \$75 +
Cleaning walls (per wall) \$35+
Re-keying when no keys are returned 85+
Trash Removal from interior of house 65+
Trash Removal from exterior of house \$65+
Wash windows and tracks \$20+ each
Cleaning Fireplace \$35 + does not include chimney

DAMAGE/REPLACEMENT CHARGES:

Tub stopper/Drain covers \$15+
Blind Wand \$5+
Drip Pans (all 4) \$45+
Vertical Slats \$15+
Vertical Blinds \$100 +
Light Bulbs \$5+ each
Mini-Blinds \$40 +
Specialty Bulbs \$15 +each
Light Fixtures \$100 +
Screens \$35+
Door Replacement \$100 +
Window \$200+
Light Globes \$25+
Oven Rack \$30+
Toilet Seat \$40+
Switch Plates \$5+ each
Reinstall Doors on Track \$30+
Battery for smoke alarm \$10.00+
Service call / Trip Charge \$45+

These minimum charges are subject to change at any time without

notice. COST AND LABOR WILL BE CHARGED FOR:

Counter Repair, Carpet Replacement, Vinyl Replacement, Drywall Repair,
Painting, Mow and Trim Lawn, Trim Shrubs, Trim Trees

All Keys, Garage Door Remotes, Gate Remotes, Pool Keys, etc. must be turned into the office at the scheduled time. Be sure to leave keyless deadbolts unlocked.

Cleaning Services - \$575

After many requests from outgoing residents and owners, Blaze Real Estate can offer a flat-rate cleaning service for the homes that we manage. This service is offered to both residents and owners and will include maid service, and professional carpet cleaning.

For a flat fee of \$575, Blaze Real Estate will provide the following cleaning services:

- Top to bottom – “hotel ready” maid service
 - Clean all bathrooms
 - Clean kitchen – stove, microwave, counters, refrigerator
 - Wipe down all blinds, ceiling fans, bannisters, light fixtures
 - Sweep and mop all hard surfaces
 - Remove minor trash
 - (Excessive trash removal will incur additional fees)
 - Sweep off any exterior living spaces – front and back porches
- Professional Carpet Cleaning – entire home
 - Spot stain treatment
 - Pet treatment where needed
 - Steam Clean all carpets in the home

This service is not a money-making effort by Blaze Real Estate. It is offered to ensure that the home is getting cleaned, and that we will be held accountable. Too many problems have occurred in the past when residents claim they clean the home – and we must re-clean it on their behalf. Or, the owner has left the home in “clean” condition, only to find that the resident is very displeased with the move in condition. Everyone has a different level of clean, but in the end, it is on Blaze Real Estate to deal with an unclean home.

We encourage all owners and residents to take advantage of this program. As we like to say – if it's not done right, WE (Blaze Real Estate) will be responsible for the home being clean and will make it right.

OUTGOING TENANTS: This fee CAN NOT be taken out of the security deposit and will need to be paid for up front.

Frequently Asked Questions:

When is my Move-Out Inspection?

The property manager is responsible for documenting damages to the property when you move out that will be the basis for charges against your security deposit. This inspection will be done within a few days of you completely vacating the property. We cannot do a complete move out inspection until you have completely vacated, so don't schedule your inspection until you're sure when you'll be totally moved out. If you are not completely out of the home when the inspector arrives, it will cost you money for their return trip.

Why is there a lockbox on my door?

The lease gives us the right to market the property during the last 30 days of your stay. We will install a lockbox and put a sign in the yard. Courtesy will always drive our showing and calls will always be attempted prior to our showing prospective tenants. If you resist this and try to prevent showings as described in the lease, you will forfeit your security deposit so cooperate with us and we'll make the transition smooth.

What happens if I limit showings?

During the final days of your occupancy it is important that you continue to comply with your lease agreement, especially as it relates to making the property available to be previewed by prospective buyers or tenants.

How do I get my security deposit back?

Our greatest desire is to give you all your security deposit back. You can control this by taking great care of the home during your residency and making sure that it is clean and free of debris for your move out inspection. During the move out inspection we will take your move in inspection and compare it to the current condition of the home. We will have to charge for the items not identified at move in.

What are maintenance charges to me if all items are not satisfactory at move-out?

We pay maintenance contractors and cleaning companies to do the work. They charge us standard retail rates for quality work. You will pay the cost to repair or replace the item(s) back to the original condition. Save yourself money and return the house to its

original condition when you move out. Do not forget to turn in keys, garage remotes, pool passes, gate passes and mailbox keys!

Once you have determined the charges for repairs, can I get back in and do it myself?

No. Once we have completed the move-out inspection, you will not be allowed to return to the property. Complete all cleaning and repairs prior to the move-out inspection.

Where will the security deposit check be mailed?

The deposit will be mailed to the address that you give us in writing. If no address is given in writing within 30 days of lease end, the security deposit will be forfeited per the lease agreement.

What happens if I accidentally take the garage door remotes?

If the remotes are missing at move-out, we will charge you for them. Because garage door remotes are expensive and some brands are hard to find, we will give you 5 days to return the remotes to our office. If we receive them within 5 days, we will take the charge off the move-out inspection.

Do I have to be present during the move-out presentation?

No. We understand the difficulties in scheduling time away from your job. Your presence is not required at the move-out. Move-Out Inspections are scheduled Monday through Friday between 9 am and 5pm, not on holidays or weekends.

What if I do not have the time to do house cleaning, carpet cleaning, flea treatment, landscaping or other repairs?

We have reliable people who can do these things for you. We are happy to help. However, if you don't handle this, we will deduct the cost of the invoices from your security deposit. Carpet and flea treatment receipts must be provided at time of move out inspection.

How is the security deposit disbursed if there are roommates?

We will disburse the funds according to written instructions signed by all Residents. If all cannot agree, Blaze Real Estate will disburse one check to all Residents on the lease.

What are my responsibilities if I had a pet?

The pet addendum calls for some specific items that you must do at move-out:

- Have the carpets professionally cleaned and deodorized. Have a receipt ready for Blaze Real Estate when you do your move-out inspection or funds will be withheld to have the carpets cleaned and deodorized.
-

- Remove all evidence of the pet. Watch for food dishes, pet hair, leashes, pet waste, holes in the yard, and repair any damage caused by the pet. Owners are particularly sensitive to pet damage, so we will be too.
- Get rid of all pet related odors.
- Ensure there are no pests, ie flees and tics, left behind from your pet.

How do I handle utilities?

You are responsible for your utilities through the day of the inspection. Contact your utility companies and alert them of your moving date. Notify Blaze Real Estate in writing concerning your last day of occupancy so we can make arrangements to keep them on.

Utilities must NOT be turned off prior to the Move-Out Inspection! If utilities are off before the Move-Out Inspection is completed, you will be charged \$75 per provider to get them turned back on. Once a date is set for inspection, do not change it unless you have decided to stay in the property. If you move out a day early or a day late, leave the utility change date alone.

What happens if my deposit is insufficient to pay all I owe?

You must make arrangements to settle up your account within 30 days of your move-out. Every effort will be made to give you time to pay what you owe. Unsettled accounts will be reported to the Credit Bureau and turned over to collection agencies for processing.

What happens if I am not out the date I expected to be out?

You are still under the lease and rent is due. Keep utilities on until the move-out inspection to keep from paying any fines. If you do not give us clear instructions (e.g. I am out, you have the property.) we will be slow to enter the property and remove your personal items. If you do not notify us of your change in move-out date, you will incur a

\$75.00 Trip charge. Please be sure to keep us informed so we know when you are completely out and can take over the property. Your rent stops when we do the move-out inspection, so let us know when you are out.

Miscellaneous

Lockouts

We all lock ourselves out of our homes from time to time. If this happens outside of regular business hours, we will be unable to help you as we do not carry a locksmith on staff that can come out at 2 AM. The cost incurred is resident responsibility.

During business hours you will be charged \$25 for the cost of staff to come open your door for you. If you need an extra key, we keep one under lock and key at our office. You can always get a copy during normal business hours. If you change the locks, you must provide notice to Blaze Real Estate in writing of this and provide us a copy of the keys.

Home Warranties

Some owners have purchased a home maintenance warranty on the property. Although they generally respond in a timely manner, they need your full cooperation to get their contractors into the property to make the necessary repairs. Since we don't control these contractors, there's not much we can do to create urgency for them. As our relationship grows, you will become accustomed to the quick, efficient service you receive from our contractors handling your maintenance requests. Please be aware that your experience with home warranty contractors may not be the same. You'll be contacted by the home warranty company for covered repairs and will make your own scheduling arrangements directly with them. You may be asked to pay the contractor their service fees at the time of service, which ranges anywhere from \$40 to \$125 per contractor. You will then submit your receipt from the home warranty contractor and be reimbursed by Blaze Real Estate for these fees.

Buying A Home

The Home You're Renting

Blaze Real Estate will be happy to assist you in purchasing the home you are leasing provided the owner is willing to sell, and all parties agree to the terms. A sale of this type could take place at any time during your residency; it would not necessarily have to coincide with the end of your lease term. If you are interested in purchasing the home you're currently leasing, please contact us to discuss further.

A Home Outside Blaze Real Estate

Blaze Real Estate is also a real estate brokerage. In Texas, to conduct property management, a real estate broker's license is required. We will also be happy to assist you in purchasing a home that is not a Blaze Real Estate managed property. We have several agents that cover the Amarillo area willing to walk you through the purchase process. This can happen when you give your notice to vacate per your lease requirements, or in the event you want to move sooner, you may choose to exercise the Early Termination clause as stated in your lease. Your property manager and agent can advise you ahead of time what the steps are so you can plan accordingly.

This will conclude the Blaze Real Estate Resident Handbook. Should you have any questions or concerns outside of this document, feel free to contact us for further information.

I acknowledge that I have received the current edition of the Blaze Real Estate Resident handbook version 10-4-2021

I understand This handbook in its most current form is available on the Blaze Real Estate website blazeproperty.com.

I understand that is my responsibility to read the contents of the handbook and become familiar with the policies and procedures of Blaze Real Estate rentals.

Signature: _____ Date: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Signature: _____ Date: _____

Signature: _____ Date: _____
