

Resident Handbook

Addendum A to Lease Contract

Table of Contents

Office Contact Information

- Office Locations And Contact Numbers
- Property Managers And Business Development
- Administration Support Team
- Service Team
- Accounting Support Team
- Corporate Staff

Prior To Moving In

- As-Is Condition
- Leasing Sight Unseen
- Tenant Selection Criteria
 - Rental History
 - Current Debt/Income Ratio
 - Real Page Artificial Intelligence "AI" Score
 - Credit History
 - Employment Verification And History
 - Criminal History
 - Social Security Number
 - Pet Criteria
 - Occupancy Standards
 - Lease Terms
- Pet Policy
- Service Animals
- Non-Family Member Occupants
- Application Process And Procedures
 - Holding Fee
 - Application Fee
 - Resident Handbook - Addendum A
 - Supporting Documents To Application
 - Information Required Before Pre Move-In Walkthrough
- Security Deposit

Mars Hill Partner Club

Master Insurance Benefit Package

Fee is \$40.00 per month

Insurance Coverage

Additional Benefits

Tenant Insurance Benefits Package

Fee is \$35.00 per month

Insurance Coverage

Additional Benefits

Insurance Waiver

Insurance References

Texas

Virginia

Utility Information

Pre Move-In Walkthrough

During Occupancy Of The Home

Post Move-In Update

Resident Portal

Communication

Credit Card Usage

Associated Fees

Maintenance Procedures

How To Submit A Work Order

Maintenance Response Times And Access

Common Repair Items that Tenant is Responsible for

Defining Time Sensitive Repairs

Repair Deductible

Resident Troubleshooting

HVAC Maintenance

Rules And Regulations

Access

Appliances

Association Rules And Regulations

Burglaries

Cable, Internet And Satellite

Candles And Fireplaces

Changes Or Alterations To Home

Change Of Household Policy

- Commodities
- Damages
- Emergency Plan
- Service/Emotional Support Animals (S/ESAs)
- Exterior Hose Bibs And Water Shut Off Valves
- Exteriors
- Garbage Disposal
- Guests
- Gutters
- Natural Disasters
- Key And Access Inventory
- Landscaping And Watering
- Lockouts
- Mail
- Mold
- No Smoking
- Paint
 - Approved Mars Hill Paint Colors
- Parking
- Pest Control
- Plants
- Swimming Pool And Hot Tubs
- Trampolines
- Vehicles
- Wall Hangings
- Waterbeds
- Water Damage
- Wood Floors
- Late Rent Procedures
 - Late Fee Rules By State
 - 0-30 Day Timeline
- Ledger Questions
- Lease Renewal Procedures
- Annual/Renewal Condition Updates
- Short Term Lease Renewals
- Early Lease Termination Procedures

Resident Move-Out Procedures

- Being Contacted

Advantages For Home Preparation

Tips For Home Showings

Auto Payment

Move-Out Guidelines

Move-Out Walkthrough

Abandonment

Security Deposit At Move-Out

Summary Of Fees

Office Contact Information

Office Locations And Contact Numbers

 <u>Texas Office:</u> By Appointment Only Office: 512-942-0024	 <u>Virginia/DC Office:</u> By Appointment Only Office: 703-776-9223
Fax: 815-346-5180 Maintenance Emergency Hotline: 512-688-6476 www.MarsHillPropertyManagement.com	

Property Management Team

Property Management Administration - Marketing/Listings			
Group Email: PropertyManager@MarsHillRealty.com			
Name	Title	Email	Phone
Valerie Tillery	Property Management Team Leader	Valerie@MarsHillTexas.com	512-359-5912
Bree Grasso	Property Manager, Texas-North	Bree@MarsHillTexas.com	512-359-5499
Chance Smith	Property Manager, Texas-78626	Chance@MarsHillRealty.com	512-551-1748
Wes Kalk	Property Manager, Texas-Central/South	Wes@MarsHillTexas.com	512-818-5898
Tosalyn Sellers	Property Manager, TX-West	Tosalyn@MarsHillTexas.com	512-774-3775

Ashley Daigle	Property Manager, NOVA West	Ashley@MarsHillVirginia.com	703-828-6540
Joshua Lui	Property Manager, NOVA East	Joshua@MarsHillRealty.com	571-257-3475

Administration Support Team

Marketing - Applications - Contracts - Administration - Portals			
Group Email: SupportTeam@MarsHillRealty.com			
Name	Title	Email	Phone
Cyrene Corpuz-Salting	Support Team Leader; Partner Club Task Force Leader	Cyrene@MarsHillRealty.com	512-368-2541
Mary “Des” Manganaan	Application Processing Task Force Leader	Des@MarsHillRealty.com	512-368-2601
Aurea Vargas	HOAs/Utilities Task Force Leader	Aurea@MarsHillRealty.com	703-563-2611
Levi Sangalang	Contracts Task Force Leader	Levi@MarsHillRealty.com	512-368-2621

Service Team

Work Orders - Make Readies - Walkthroughs - Estimates - Vendor Relations			
Group Email: Service@MarsHillRealty.com; Team Phone: 703-656-9801			
Name	Title	Email	Phone
Mark Sebastian	Service Team Leader	MarkSebastian@MarsHillRealty.com	571-257-3370
Natalie Gomez	Work Order Specialist	Natalie@MarsHillRealty.com	571-491-8877
Travis Fletcher	Maint Tech Supervisor	Travis@MarsHillTexas.com	512-316-9830

Rodney Biehle	TX Maint Tech	Rodney@MarshHillTexas.com	512-955-4684
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Accounting Support Team

New Accounts - Rent - Ledgers - Deactivations - Renewals - Vendor Payment			
Group Email: Accounting@MarshHillRealty.com			
Name	Title	Email	Phone
Jen Meitzen	Accounting Team Leader	Jen@MarshHillRealty.com	512-359-5914
Alicia Coursey	Receivables	Alicia@MarshHillRealty.com	512-359-5913
Melody Shiu	Payables	Melody@MarshHillRealty.com	512-910-3915
Suzanne Lester	Admin Support	Suzanne@MarshHillRealty.com	512-547-6901

Business Development and Marketing Team

New Owner Business - Mars Hill Partner Club: Referral Partners; New Renter Business			
Group Email: BizDev@MarshHillRealty.com; Marketing@MarshHillRealty.com			
Name	Title	Email	Phone
Margaret Strain	Biz Dev and Marketing TL	Margaret@MarshHillRealty.com	512-318-2756
Maika de Vera	Marketing Specialist	Maika@MarshHillRealty.com	703-656-4742
Mandy Forbis	Business Development Associate - Owners	Mandy@MarshHillRealty.com	512-736-8876
Perry Santillan	Business Development Associate - Renters	Perry@MarshHillRealty.com	512-368-2646
Raffy Tatel	IT Manager	Raffy@MarshHillRealty.com	

Corporate Staff

Name	Title	Email	Phone
Edward Lui	Advisory Board President	Edward@MarshHillRealty.com	571-267-8639

Jen Meitzen	Advisory Board Operations Manager	Jen@MarsHillRealty.com	512-359-5914
Brian Tanaka	Advisory Board Designated Broker	Brian@MarsHillRealty.com	512-359-7167
Joshua Lui	Advisory Board Secretary	Joshua@MarsHillRealty.com	571-257-3475
Christine Chapman	Human Resource Manager	Christine@MarsHillRealty.com	717-951-6809

Prior To Moving In

There are a few important topics that need to be outlined and reviewed prior to moving into one of our properties. Our goal is to provide clear expectations so that there are no surprises. The terms “residents” and “tenants” will be used interchangeably throughout this handbook and your lease

As-Is Condition

All of our homes are provided in “As-Is” condition. This means that if the resident would like to make their move-in contingent on any repairs or cleaning, they must request this during the time of application and in writing. This gives the owner the ability to consider the entire application and the potential implications on their budget when making the decision if they would like to accept the application. After an application is accepted, cleaning or repairs can still be requested, but there is no guarantee of approval nor will those requests be considered a condition for move-in.

Leasing Sight Unseen

We do not typically lease properties sight unseen. A member of the household must view the home prior to submitting an application for tenancy. Viewing the home must be “in person” and not via a relative or by means of video. If a Property Manager makes an exception, then a “Mars Hill Realty Group - Sight Unseen Policy Exception” form must be completed at the time of application.

Tenant Selection Criteria

Mars Hill Realty Group, Incorporated is committed to compliance with all local, state and federal fair housing laws. We comply with the “Realtor Code of Ethics” and the “National Association of

Residential Property Manager (NARPM) Code of Ethics". We do not discriminate against persons because of race, color, sex, handicap, familial status, national origin, age, sexual orientation or gender identity.

Our Landlords provide a final approval for any applicant that does not meet or fully provide our qualification criteria. Our responsibility is to provide as much information as possible that shows the owner the level of solvency for each applicant. Any information that an applicant can provide to help us demonstrate that will be included and appreciated. We only consider a guarantor's credit worthiness and AI Score to help strengthen your application, but it does not guarantee its acceptance and the owner reserves the right to make the final decision.

All applicants are required to provide the same supporting information so that we are able to complete a full profile for our owners to review. If we are unable to provide a full profile to the owner because the applicant does not have the same supporting documentation as the other applicants, this may impact the owner's decision.

Any of the criteria listed below that is not met, may be approved on a case-by-case basis and will require additional security deposit payments and/or advanced rent payments.

Rental History

A positive rental history is required. There should be no evictions, broken leases or outstanding balances. Verification will be made of the two previous residential addresses provided in the lease application. Failure to provide the requested information or providing inaccurate information may impact our decision to approve the lease application. Additional information gathered from previous landlords may also influence our lease approval. Other factors considered are:

- Leaving a previous rental property in poor disrepair.
- Late payments.
- No rental history from unbiased sources.

Current Debt/Income Ratio

The qualifying criteria is gross monthly income that is three times the total monthly debt. The factors considered are:

- Types of debt.
- Sufficiency of income.
- Ability to verify the stated income on the application.

Real Page Artificial Intelligence "AI" Score

A 700 or above score is required. The software that we use to manage our customer base and application process uses machine learning technology to leverage "AI" in an effort to help identify whether a potential resident would be a good fit for our property. The algorithms

measure 9 different areas, such as collections, bankruptcies, foreclosures and felonies, and provide a number between 0-1000.

Credit History

A 620 or above credit rating score is required. A “Credit Reporting Agency (CRA) Report” will be obtained to verify the credit history of the applicant. Any score that is below 620 will be considered for approval on a case-by-case basis. The following factors will also be considered:

- History of “Write-Offs”.
- Accounts that are in collections.
- Bankruptcies.
- The number of late payments.
- Money owed to previous landlords.
- Money owed to utility companies.
- Guarantor’s credit score

Employment Verification and History

Two (2) years of employment history in the same job (or industry if self-employed). Length of employment may influence whether the application will be approved.

Criminal History

There can be no felony or drug conviction within the past seven years. Applicant cannot be a registered sex offender or pose any health or safety risk to neighbors. Databases will be checked for criminal history and the nature of the crime(s) may impact whether the application will be approved.

Social Security Number

The application will ask for a social security number. If the applicant does not have one then the following can be provided to help demonstrate solvency and a satisfactory criminal/credit background check:

- An Individual Taxpayer Identification Number (ITIN) can be used in lieu of a social security number.
- Background check and Positive Credit History from a third-party source.
- Provide a guarantor to the lease, if the owner approves.

Pet Criteria

Pet criteria vary by homeowner, see MLS listing for details. No dog breeds that have “Pit Bull/Terrier” or “Rottweiler” are permitted. Any bite history or history of attack or dangerous behavior for all animals must be disclosed. This history may influence whether the application is approved. See the section within this document titled “Pet Policy”.

Occupancy Standards

In order to stay within HUD guidelines, more than two occupants per bedroom is not permitted.

Lease Terms

Unless otherwise permitted by law, initial lease terms will be for a 1 year term and renewals will be 1-3 years.

Pet Policy

We will accept up to two (2) pets that are no more than 50 pounds each. Anything other than this will need to be approved by the owner. Pending approval of the owner, there will be a \$250.00 non-refundable pet fee and a \$30.00 per month pet rent for the first pet. Depending on the number of additional pets or type of pets, we may require an additional \$30/mo pet rent and/or deposits, such as an additional \$100.00 payment added to the security deposit for each additional pet. This pet rent is simply payment for the privilege of having a pet on the premises. It does not get applied to any cleaning or damages. Cleaning and damages from pets come out of the security deposit. The resident is responsible for providing receipts for defleaing and deodorizing the property upon move out.

There are certain “aggressive breeds” that are prohibited unless the owner and/or the owner’s insurance approves. The resident would also need to obtain \$1,000,000.00 liability coverage for the pet showing "Mars Hill Realty Group, INC, and (current owner of property)” as “Additional Insured”. The dogs that have been identified either fully or partially of the following breeds are:

- Akitas
- Alaskan Malamutes
- Cane Corsos
- Chows
- Dobermans
- German Shepherd
- Great Danes
- Mastiffs
- Huskies
- Wolf Hybrids
- Siberian Huskies
- Any others that display a dominant or aggressive behavior.

The following breeds are prohibited without exception:

- Pit Bull Terrier
- American Staffordshire Terrier
- Rottweiler

No pets are allowed (even temporarily) anywhere in the house, garage, or yard, unless authorized in advance in writing by Mars Hill Realty. Pet prohibitions apply to all mammals, reptiles, birds, fish, rodents, and insects. If you or any guest or occupant violates pet restrictions, you will be subject to the charges, damages, eviction and other remedies provided for in the lease contract. If a pet has been in the house at any time during your term of occupancy, you are responsible for defleaing and deodorizing the property and removing all pet feces from the yard to protect future residents from possible health hazards. Please provide an invoice to us prior to move-out or it will be deducted from your deposit.

If we inspect the house and determine that an AUTHORIZED pet is damaging the property in any way, displays aggressive behavior, or is a nuisance to the neighbors, you will be asked to repair the damage and/or remove the pet from the premises. Dogs cannot be allowed outside overnight and unattended. If you fail to comply within two days of notification, your lease will be terminated as soon as possible.

Service Animals

By law, service pets for disabled persons may reside at the property without extra rent or deposits. Applicants must provide third party documentation of the necessity of said animal and its status as a service animal. The Mars Hill Realty Group “Assistive Animal Medical Provider” form must be submitted for approval. We will make every reasonable accommodation necessary in these circumstances.

Non-Family Member Occupants

Owner and HOA must approve any non-familial members that will be occupying the property for the length of the lease term.

Application Process and Procedures

The application instructions can be found on our website and all documents must be submitted online. All fees are paid online via ACH bank transfer or Square. There is a 4% fee to cover the cost for Credit Card transactions. Our website link is <https://marshillpropertymanagement.com/>. The following items are required in order to complete the application process. Updates to in-progress applications will be provided to applicants every 2 business days or you can reach out to Applications@MarsHillRealty.com for more information.

Holding Fee

The holding fee is equal to one month's rent. This must be paid at the time of application and may be paid online via Square or bank transfer. **This will be forfeited if you are approved for your application and do not sign the lease within 48 hours of notification of approval.**

This holding fee will be refunded if the application is rejected. This holding fee will become the first full month's rent upon approval. If you pay via bank transfer, make sure you email Accounting@MarsHillRealty.com a copy of your deposit slip and a breakdown of the deposit to ensure the credit is applied properly. For example, \$2,000.00 holding fee, \$100.00 application fee.

Application Fee

Each potential resident, and guarantors, if applicable, over the age of eighteen (18) are required to pay a non-refundable processing fee of \$50.00 per applicant.

Resident Handbook - Addendum A

The policies and procedures need to be reviewed and agreed to by the potential tenant **before** the application is submitted. Indication should not be given that the potential tenant has read and agreed to the addendum on the online application if this has not actively been done.

Supporting Documents To Application

All supporting documentation should be emailed to Applications@MarsHillRealty.com. The following documents should be part of this package:

- Copy of photo identification such as a driver's license or passport
- Proof of income for verification
 - If a W2 Employee - Last three months pays stubs/LES or employment verification document
 - New Employment - Offer letter
 - Self Employed/Retired - Prior year tax returns, Form 1040, Pension Statement and last three (3) month's bank statements
 - No Employment/Insufficient Income - Applicants without sufficient income must submit bank savings and/or checking account statements showing a minimum average balance equal to six months of rental payments. These funds must have been in the account for the last six months. In addition, the potential tenant would need to pay the last two months of rent before move-in and/or an additional security deposit.
 - Two Year Employment History Verification - If employment is less than two (2) years then add previous employment to your online application.
- Home "As-Is" - Any requests for additional repairs or cleaning must be made in writing and submitted as part of the supporting documents package.
- Miscellaneous Documents - There may be additional documents that are required such as a "Sight Unseen Policy Exception Form", "Assistive Animal Medical Provider Form". Any additional, unique information would be provided with the other information that is used when considering a tenant application.

- Online Application - If there is an agent helping the potential tenant find a rental home, please provide their name, phone number and email address on the online application so that we can properly compensate them.

We will not process the application until we have ALL supporting documents and fees. After receiving an application, the support team will email a notice to all parties to either confirm that the application packet is complete or provide notification that information is missing. Once a completed "Rental Application Packet" has been received, a background check will be conducted that includes a criminal, residential, and credit history check. In addition, rental and employment history will be obtained. Unless an exception is made by the owner of the property, a social security number is required for a criminal and credit history check for all applicants.

Lastly, a phone or in-person interview will be conducted and the owner will be contacted with our recommendation. When there are multiple applications, they are all presented to the owner and the most qualified applicant will be chosen.

Three (3) business days, from the time the application is complete, is required for processing the application. To expedite processing time, make sure the application is complete and notify the rental history contacts to respond promptly when Mars Hill attempts to verify the information on the application.

Once the application is approved, an email will be sent providing details on the next steps. The security deposit and pet deposits, if applicable, will be due prior to the pre move-in walkthrough. In addition, the utilities and renter's insurance should also have been completed by the pre move-in walkthrough date. This date is scheduled no more than three (3) days prior to move-in. This is to allow all parties time to address any additional preparation and coordination requirements to be ready at the point that the lease begins. The lease start date will not start sooner than **5 business days** from the date this email is sent to allow sufficient time for walkthroughs, utility coordination, etc.

Information Required Before Pre Move-In Walkthrough

- Utilities are on and in the resident's name and account numbers have been received by our Support Team
- Online tenant portal set up
- Security deposit, pet fees, pet deposit, pet rent and any other amounts due
- Renter's insurance has been obtained and declaration sheet has been sent from the insurance company

Security Deposit

This is typically equal to one (1) month's rent and is required to be paid prior to the pre move-in walkthrough. We may ask for up to an additional (1) month's rent if certain qualifying criteria are

not met to help offset the risk of the application and/or rent to be paid in advance. Codes and/or keys to the home will not be released until this is paid. Roommates must designate one individual on the lease for the security deposit to be refunded to at the end of the lease.

Mars Hill Partner Club

All of our residents are enrolled in the “Tenant Program” of our “Mars Hill Partner Club”. All costs and benefits apply only when Mars Hill is managing the tenant’s property. Residents will choose from the following two “Resident Benefits Packages”:

Master Insurance Benefit Package

Fee is \$40.00 per month

Insurance Coverage

- \$100,000 Renters general liability insurance coverage
- \$10,000 Content coverage
- Renters Insurance claims assistance
- *Additional \$1000 pet damage protection
- *Additional \$1000 bed bug protection
- *Additional \$500 mold remediation protection
- *Additional \$1000 loss of rental income protection

*Deductibles and other limitations may apply. This applies to damage to owner property that the resident will be responsible for repairing or replacing. The \$250 deductible is on the liability side, the liability claims benefit the property. In the extra endorsements (pet damage, bed bug and mold), the benefit is for the management company but typically the remaining balance of what is left over from a liability claim the management company will charge back to the resident.

For more details:

<https://drive.google.com/file/d/15pxZfNiAGldFRk-VQ7zvzHTRuRBtPo62/view?usp=sharing>

Additional Benefits

- Newsletter with Mars Hill discounts provided by our preferred vendors
- HVAC air filters will be delivered to the home per the manufacturer specifications (monthly, quarterly, semi-annually). (if applicable - \$120 value)
- 24 Hour Emergency work order hotline
- 24 Hour Office line monitoring during weekday and weekends 8am - 5pm CST
- Pre move in walkthrough and house orientation (\$150 value)
- *Mars Hill Financial Assistance - Eligible for Rent assistance program
- Mars Hill Grace Pass - one time forgiveness for returned payment or late fee (Up to \$50 value)

- 24/7 Tenant Portal Access to all lease records
- Renter to Owner Concierge Program
- Unlimited Home Buying Consultation
- Sign up on RentReporters.com to improve your credit score for when you are ready to buy a home. Use the referral link <https://prf.hn/click/camref:1011lcMku> and promo code "RRA20" for a \$20.00 discount.
- *\$50 Monthly commission credit toward toward home purchase (if represented by Mars Hill - \$600 value)
- Appraisal reimbursement provided by American Financial Network when buying or refinancing a home (\$500)
- Preferred 5%-50% discounts off the nightly rate when booking your next vacation at any home in the Mars Hill Vacation Rentals portfolio of properties.
- 10% discount on Mars Hill Maintenance work.

Tenant Insurance Benefits Package

Fee is \$35.00 per month

Insurance Coverage

- If the tenant prefers to provide their own insurance, the following is required:
- Proof of renter's insurance prior to the move in date
- Must provide a minimum of \$100,000.00 in general liability coverage
- Must name both Mars Hill Realty Group, Inc. and the owner as "Additional Interest"
- This insurance must be maintained throughout the length of the lease and any renewals. If there is a failure to maintain renters insurance, this could result in an eviction
- The insurance company must email the "Declarations" page to Mars Hill prior to the "Pre Move-In Walkthrough". Codes/keys will not be released until this information is received.

Additional Benefits

- Newsletter with Mars Hill discounts provided by our preferred vendors
- HVAC air filters will be delivered to the home per the manufacturer specifications (monthly, quarterly, semi-annually).(if applicable)
- 24 Hour Emergency work order hotline
- 24 Hour Office line monitoring during weekday and weekends 8am - 5pm CST
- Pre move in walkthrough and house orientation (\$150 value)
- *Mars Hill Financial Assistance - Eligible for Rent assistance program
- Mars Hill Grace Pass - one-time forgiveness for returned payment or late fee (Up to \$50 value)
- 24/7 Tenant Portal Access to all lease records
- Renter to Owner Concierge Program
- Unlimited Home Buying Consultation

- Sign up on RentReporters.com to improve your credit score when you are ready to buy a home. Use the referral link <https://prf.hn/click/camref:1011lcMku> and promo code “RRA20” for a \$20.00 discount.
- *\$25 Monthly commission credit toward home purchase (if represented by Mars Hill - \$300 value)
- 5% discount on Mars Hill Maintenance work.

*Deductibles and other limitations may apply

Insurance Waiver

Unless prohibited by law, residents waive any insurance subrogation rights or claims against the Landlord, Owner and their insurers. If property is affected by mold, water damage, HVAC failure or other issues that result in uninhabitability, tenants will make a claim with their renter's insurance.

Insurance References

Although we recommend signing up for the Mars Hill Partner Club “Master Insurance Benefit Package”, if you have selected the “Tenant Insurance Benefit Package” and do not already have an insurance company, we would recommend working with one of the following:

Texas

- **State Farm** - Todd Hargrove - 512-863-2587, Todd@Toddhargroveinsurance.com
- **Farmers Insurance** - Rob Hilton (Spanish/French speaking available) - 512-864-1719, rhilton@farmersagent.com
- **Safeco** - Evans, Ewan and Brady (Spanish speaking available) - 512-869-1511, MelanieA@eebins.com

Virginia

- **Comparion** - Olivia Devescovi - 571-212-3380; Olivia.devescovi@comparioninsurance.com
- **State Farm** - Jim Chen (Spanish/Chinese speaking available) - 410-766-4484; jimchenagent@gmail.com
- **Farmers Insurance** - John Weis (Spanish/Korean speaking available); 703-475-4333; jweis@farmersagent.com
- **Central Insurance** - Danaher-Skewes and Associates (Sharon Brown) - 703-969-6286; Sbrown@danaher-skews.com

Other Options

- Liberty Mutual Insurance - 844-237-5603
- USAA - 800-531-8722

REMINDER: Please also make sure they list our company address as follows: Mars Hill Realty Group, PO Box 5059, Georgetown, TX 78627

You are required to maintain your policy throughout the length of the lease and any renewals. You will be in default of the lease if you fail to maintain Renters' Insurance during the entire length of your residency and renter agrees to be automatically enrolled in the "Master Insurance Benefits Package" at \$40.00 per month to avoid not having renter's insurance. Prior to being enrolled, we will provide thirty (30) days notice before implementing billing. We will upload this to your portal that we created for you.

Utility Information

Residents are responsible for all utilities to the home unless an exception is made on the lease. Utilities include services to the property such as electric, gas, telephone, cable and internet. Any utilities that are covered by the HOA payment will be the responsibility of the Landlord. Residents are required to maintain utility service in their name up to two (2) days prior to the lease start date and two (2) days after your lease end date. This guarantees that utilities will be on when the pre move-in walkthrough is conducted with the tenant (two days prior to the lease starting) and also ensures that the utilities are on when the move-out walkthrough is conducted. Please email the utility account numbers to us prior to the Pre Move-in Walkthrough.

All utility services are subject to interruption, temporary termination or increase in billing or usage in connection with, or for the purposes of repairs, alterations or improvements to the Leased Property, surrounding buildings/common areas, or for emergency reasons. Management shall not be liable for, nor shall constitute default by Management for any such increase, interruption, or temporary termination of utility services, nor is Management responsible for the availability of any utility, nor cost or fee thereof. Utility services shall include but not be limited to: electricity, water, sewer, trash/waste removal and gas. If a tenant cancels utility service prior to the lease end date, they will be charged a \$50 administration fee and could be liable for any utility reconnect fees incurred by the management company.

Pre Move-In Walkthrough

Two (2) days prior to moving in, a representative from Mars Hill will walk the property with the residents to document its condition. Mars Hill uses detailed photos and written notes so that an adequate comparison can be made upon move-out.

Primary reasons for this walkthrough are:

- Review the completed Inventory and Condition form with the Property Manager that documents the current condition of the property
- Verify that the tenant has completed necessary steps required for move-in such as

- The utilities are on in the resident's name
 - The security and pet deposits are paid
 - The renter's insurance has been obtained
 - If applicable, additional deposits and/or rents are collected
- Review important basic components of the home such as
 - Air filters
 - Smoke detectors
 - Water shut-off valves
 - Electrical circuit breakers
 - HVAC condensate lines
 - Other property specific items that require the resident's attention and answer any questions the residents might have at this time
- Verify that the home is ready for move-in
 - If something catastrophic occurred at the property we want to find out BEFORE the day of move in. The property is rented in "As-Is" condition, so the purpose is to be certain there are no emergencies to address.
- Key Coordination
 - Once the tenant responsibilities have been met (rent and deposits are paid, insurance declaration page is sent, and utilities are on), the house keys/smart lock code will be released by a staff member, not the Property Manager doing the walkthrough. Under no circumstances can a resident move in prior to the lease start date. Some homes will be upgraded with a smartlock and a new passcode will be issued in lieu of keys. Homes with SmartLocks will only have the front door lockable from the exterior, all other doors will only be lockable from the interior.
 - The tenant is responsible for rekeying the keys to the mailbox belonging to their rental property. This can be done by contacting your local post office and presenting them a copy of your lease. It's important to call them first to make sure.
 - Tenant is responsible for removing and storing the lockbox, if there is no SmartLock. The Property Manager or anyone in the Service Team can be contacted if assistance is required.

Walkthroughs will not be scheduled on major holidays. Weekend scheduling is strongly discouraged and will be subject to a \$200 fee.

During Occupancy Of The Home

As manager of the property, the role of Mars Hill is to ensure that the tenants have an easy way to communicate what is needed to ensure that the property is well maintained. By accurately documenting the condition of the home at move-in, there are no surprise charges to the tenant at move-out. We offer an easy process to initiate work orders and have service standards that our teams are measured by internally. The “Resident Handbook” is just one communication tool we use to provide our tenants as much information as possible to make working with us easier.

Post Move-In Update

Within the first five (5) days of occupancy, the Resident will walk the home and make a note of any cosmetic and/or mechanical defects found on the property that were overlooked in the pre move-in walkthrough. **It is important to be thorough and detail the pre-existing condition of the property accurately to prevent inaccurate assignment of financial responsibility during move-out. The Resident will be held responsible for any defects found upon move-out not already listed on these forms.**

Any damages or defects found need to be detailed in an email and sent to your property manager along with supporting photos. The Property Manager will save the information with the existing Pre Move-In documentation which is visible through the Resident Portal. If any of these findings require a service call then the Resident will need to submit a work order through the Resident Portal at this time..

It is important to be as detailed as possible and to list anything that is not in “Excellent” condition to avoid being charged for repairing at the time of move-out. Any recommendations for repairs will be made at the discretion of Mars Hill, especially if they represent a safety risk or a significant impairment to the property.

Resident Portal

Each resident, with a separate email address, will be invited to set up their “Resident Portal”. This can be accessed 24 hours a day to pay your monthly rent, submit maintenance work orders, check your balances and review or print your lease and other important documents. When you submit a message, it shows up as an alert on our systems, which are checked regularly to provide you prompt service. See the [portal payments](#) document if you need assistance with setup and use of your portal. For security reasons, we **primarily** accept payments through your “Resident Portal”. A \$1.00 convenience fee is added to each portal payment, and is subject to change with periodic Resident Handbook updates. **(This will increase to \$10 on 7/1/2026). If you pay rent through any other method (for example: Mailing a check,**

certified funds, or ACH) a \$25.00 administration fee will apply. The exception is to use the fee-free payment method below.

Regarding payment via the resident portal, we do not have access to your bank account. We do not “pull” money out of your account. Any money sent to us for rent is due to either the automatic or manual payment that the resident sets up.

Fee-Free Payment Method

Online Resident Portal is the preferred payment method. As a fee-free alternative, residents may submit rent payments by cashier's check or money orders mailed to the management company at the following address:

Mars Hill Realty Group

Attn: Rent Processing
PO BOX 5059
Georgetown, TX 78627

Payments must clearly include the Resident's name, property address, and unit number (if applicable) to ensure proper credit. Mailed payments must be received by the due date stated in the Lease Agreement. The risk of delay in delivery rests with the tenant, and management is not responsible for postal delays. Cash payments or personal checks are not accepted by mail. While the fee-free mailing option is available to all residents, the Resident Portal is the preferred payment method due to faster processing and reduced risk of postal delays.

Communication

As the property manager, our tenants are expected to communicate to or through Mars Hill on all matters pertaining to the rental property. Mars Hill will determine what needs to be approved by the owner and what is within our contractual rights to administer.

As the managing agent for the owner, all communication needs to go through Mars Hill using the contact information within this document. A work order should be opened through the tenant portal for any property maintenance issues, for example. The HOA should be contacted by the tenant directly should there be any issues pertaining to day-to-day occupancy. Typically, the tenant gets a quicker response as the resident of the property or they are able to physically go up to the HOA office and speak with them directly. If the leaseholder does not have the authority to coordinate with the HOA (this would have been identified at lease signing) then Mars Hill is happy to engage with HOA as needed.

Credit Card Usage

Mars Hill does provide the ability for our residents to use a credit card when necessary for their convenience.

Associated Fees

Payments made by credit card are subject to a convenience fee charged by the third-party payment processor. The fee generally falls within a range of approximately 2.5%–3.5% of the transaction amount, depending on the card network, card type, and processing method used.

The calculation method may vary by card type. In some cases, the fee may be calculated based on the individual resident's payment amount, while in other cases the fee may be calculated based on the average rent amount billed at the time of processing, which may cause the exact fee to fluctuate.

All payment processing fees are determined solely by the third-party payment processor, are not retained by the property manager or owner, and may change from time to time without prior notice. By choosing to pay by credit card, the resident agrees to pay any applicable processing fees assessed at the time the transaction is submitted.

Maintenance Procedures

Below are the business processes that we have put in place to make our tenants experience an easier one. Please contact any of our staff should you have suggestions for areas of improvement or accolades of a job well done.

How To Submit A Work Order

All work orders must be submitted online through your portal. You can follow up with a phone call, especially if it is an emergency. All work orders submitted through the portal will automatically alert the company maintenance team as well as the owner of the home and decrease the response time.

Maintenance Response Times And Access

The submitted work order will be acknowledged by the service manager by noon on the following business day. If we will be sending our in-house Maintenance Technician (MT), our MT will expedite the completion of this repair for you by accessing the home remotely and you will not need to be present for the repair. Our Maintenance Technician will provide 24 hours notice for the appointment, please be sure to notify our team if you need additional time to put away pets or have questions. If we will be using an outside vendor, we will make every effort to assign you a vendor and provide the vendor's contact information to you by the end of the next business day that you submit that work order.

If the vendor is not being responsive to you, please notify us within 24 hours of receiving the vendor contact information and we will re-assign a new vendor after giving them one 24 hour

extension. However, please also note that your cooperation to be responsive is just as important to getting work orders completed.

If it has been documented that a resident is not being responsive to the vendor and/or our company to secure a scheduled date of repair within 7 days of the vendor assignment, the work order will be closed out and the resident will be charged a \$70 administration fee.

If it is a time-sensitive work order that requires immediate vendor access, the resident has a contractual obligation to cooperate with coordinating a scheduled date and time of repair. If coordination is not done within the same day of the reported work order, the Property Manager will inform the resident of the time of access and work with the vendor to access the home via a spare key or pin code and the resident will be charged a \$100 administration fee + a \$75/hour fee for our Property Manager to supervise

Common Repair Items that Tenant is Responsible for:

These are repair items we see frequently that, barring any unusual circumstance, are normally items that the tenant bears 100% of the repair responsibility because it was most likely caused by them.

- Toilet Clogs - Normally due to excess toilet paper
- Slow Shower/bathroom sink drains - Normally due to hair; not using strainer properly
- Slow Kitchen sink drains - Normally due to excess food; not using strainer properly

Defining Time Sensitive Repairs

Time Sensitive work orders will be responded to as soon as the request comes in. Some of the time sensitive repairs are also emergencies. Emergency situations are defined as potentially life or health threatening issues.

Here is a list of Time Sensitive situations:

Security:

- Actual fire on property (call 911 first)
- Break in/Burglary (call 911 first)
- Broken door/window that cannot be secured and located on first floor
- Alarm that does not turn off and continuously sounding (try to unplug first)
- In-home sprinklers that are running (shut off water main)
- Fence broken and there is a dangerous pet situation in the yard or neighbor's yard.

Structural:

- Storm damage to roof with potential water penetration

Plumbing:

- No usable bathroom in the property

- Burst water supply lines (shut off water main or call fire department/911 if you cannot locate)
- Water heater failure/no water in home
- Sewer backup into home

Electrical:

- High voltage electric hazard (turn off breaker)

HVAC:

- No heat in the property and the outside temperature is below or forecasted to be below 32 degrees (use space heaters)
- No air conditioning in the property and the outside temperature is above or forecasted to be above 90 degrees (use fans or portable A/C unit)

NOT an emergency:

- Noisy neighbors at any hour of the night (annoying, but not emergency - talk to neighbor/police)
- Locked out of home (call locksmith and send us new copy of key)

HVAC Maintenance

If the property is on a filter delivery program, this will be specified in the listing. The exact filter size(s) will be delivered to your door **per the manufacturer specifications (monthly, quarterly, semi-annually** - depending on the type of filter) so that the resident has a visible reminder to change the filter. This should result in a unit that operates more efficiently and ultimately lower utility costs for the residents. The resident is required to change the filter every time it arrives in the mail. Failure to change filters will result in a full HVAC servicing that will be billed to the resident at move-out. Residents should pour ¼ cup bleach in the primary condensate pipe every 6 months. If the resident is not on the filter program, they should change the filter according to the frequency on the lease at their own expense.

Repair Deductible

This fee is applied to every work order submitted. **If there is more than one vendor required on a work order, a repair deductible will be charged for each vendor invoice. Please do not delay the reporting of a time sensitive work order in order to save repair deductible fees because that could lead to further damage that a tenant could be liable for.** Check the lease for exact details, but it typically ranges from \$25-\$100. Renting a home forms a partnership between the owner and resident. This partnership is financial and it also extends to the maintenance of the property. If the damage was caused 100% by the resident, then the entire repair cost will be charged to the resident. The management company reserves the right to make that decision based on evidence from the vendor and the details that the resident provides.

Resident Troubleshooting

See the ["Resident Troubleshooting Guide"](#) for simple, effective solutions to common work orders that we receive. You could save yourself a repair deductible and solve the problem quicker!

Rules And Regulations

Access

Our goal is to schedule appointments with the residents for access to the property. If we do not have a response from the resident within 24 hours or need to access the property sooner than the scheduled time, any Mars Hill agent, employee, vendor, contractor or representative may enter the property for any inspection or work purposes with a 48-hour notice to the tenant.

Appliances

If the home is equipped with appliances and you choose to use your own, the unused appliance is to remain at the property and is the resident's responsibility to move the appliance back to its original location upon move out. Tenant agrees to obtain written approval from their property manager prior to moving appliances.

Association Rules And Regulations

If the dwelling unit is located within a Community Association, Homeowners Association or Condo Association, residents will be required to follow all rules and regulations of that Association. The resident will need to go to the website for the appropriate association and carefully read the "Association Rules and Regulations"; it is the resident's responsibility to read, be aware of, and follow all rules and regulations listed. Any fines or restrictions imposed on the resident as a result of failure to comply with the rules and regulations will be the financial responsibility of the resident. Most fines can be avoided if the resident will comply promptly to any letters of noncompliance that we forward to them. We may need the assistance of the tenant to provide information as needed to the HOA or Community Association in compliance with the relevant Covenants and Restrictions. The resident is expected to coordinate directly with the HOA on all resident day-to-day matters. We find that this gets a more immediate result for the resident. Of course, if there are issues contacting the HOA or getting a response from them, we are available to help. The resident would need to submit a work order request through your portal and our service team will respond.

Burglaries

If your home is burglarized, any damage caused to the property is the responsibility of the resident. Immediately report any burglary and/or property damage to MHRG.

Cable, Internet And Satellite

A resident shall not alter or permit any alteration to the outside of the premises without the written consent of MHRG. This clause pertains to TV antenna or satellite dish receiver installations. MHRG reserves the right to refuse permission to mount any cable or satellite

equipment to the dwelling. In such cases, the equipment may be mounted to a non-permanent anchor (i.e., a post in the yard). If consent from Mars Hill is given, the dish and installation is at the resident's cost. The resident may not install any antenna on the common roof or grounds of a multi-unit residential building. Residents are responsible for any damage or claim resulting from the installation of internet, cable or satellite services. Residents are responsible for complying with HOA rules and regulations for satellite installations and for the removal of satellite dish receivers.

Candles And Fireplaces

Candles may be used only with supervision. Some of our homes that are equipped with a fireplace may have a "no use" policy for the fireplace due to the age of the home. Check with the management office to see if the fireplace in the home you are renting can be used. Before any fireplace use, be sure to open the damper before starting any fire. If you are unfamiliar with how to do this, check with the Maintenance Division. If smoke is coming out of the front of the fireplace, put out the fire immediately and ventilate the house. Do not use soft woods in fireplaces such as pine, fir, and redwood because burning these wood types will cause a buildup of creosote in the flue, which can cause fires. Use hardwoods such as oak, walnut, etc. Do not overfill the fireplace and create a blazing fire that could cause damage to the firebox or cause a house fire. Use a fireplace screen at all times when using the fireplace to prevent damage, particularly to the flooring. Check to see if fireplace coals/ashes/embers are cold before removing them from the fireplace. Never store hot or warm coals in a container, such as a garbage can, paper bag or any other container. Never store the garbage can in the garage or against the house. Store any warm or hot coals away from any combustibles or the residence for at least two (2) days before disposing of them; check them again before disposing. Most gas fireplaces require the use of a key to turn on the gas. Please be sure to keep track of the provided key and turn off the gas whenever it is not in use. If you cannot get the fireplace started or are unfamiliar with its operation, please contact the Maintenance Division for assistance. If the home has a propane tank for use in the fireplace, the resident is responsible for refilling the unit and providing proof to MHRG upon move out. If the fireplace is used, the tenant must also clean and service the fireplace and provide receipt upon move-out.

Changes Or Alterations To Home

You must not alter the premises nor change any partitions, doors or windows, nor add locks, paint, satellite dishes, wallpaper or contact paper or put decals, staples, or "stickers," etc. into/onto the walls, ceilings, doors or trim (including the garage) without our prior approval. All changes to the property must be approved in advance by MHRG to avoid potential repair costs upon move-out.

Change Of Household Policy

When the household composition changes, or if there is a roommate situation and one roommate is moving out and the other resident(s) are remaining, the remaining roommate(s) will

be completely responsible for the original rent amount and must be able to qualify on their own before the outgoing roommate is removed from the lease. Each resident is jointly and severally liable for all Lease contract obligations. If you or any guest or occupant violates the Lease contract, all residents are considered to have violated the Lease contract. If there is a dispute regarding amounts owed, it will be resolved among the roommates. Mars Hill will not get involved. Security Deposit is never disbursed until the property is turned back over to Mars Hill. The security deposit will then be dispersed to the primary lease holder who has indicated such responsibility on the lease. Each person that signed the lease is fully responsible for the terms of the lease. This includes any damage done to the home after the departing roommate leaves. If the remaining roommate(s) would like to introduce a new roommate to the property, that roommate must be approved by Mars Hill and will need to undergo the same application process as the original residents. Mars Hill may require the group of remaining roommates to sign a new lease. There will be a \$75 administrative fee for any lease changes in regards to change of household and potentially a rent increase.

Commodes

Do not use commodes, drains, or other plumbing fixtures for any purpose other than use for which they are intended. No debris such as sweepings, rubbish of any kind, disposable diapers, feminine hygiene products, cat litter in the commodes.

Damages

The tenant is responsible for all damages done by any guests, any occupants, or any pets or assistant animals.

Emergency Plan

It is imperative that upon moving in, you formulate an emergency/escape plan for any type of disaster, including, but not limited to, fire, flood, collapse of a tree, or natural weather disaster. Please familiarize yourself with natural disaster preparations and procedures, including any natural disaster preparedness, warning systems and evacuation routes. As part of your natural disaster preparedness, please notify Mars Hill if you intend to evacuate and provide contact information so that we can contact you after the storm. Remember to take your pets!!

Service/Emotional Support Animals (S/ESAs)

The one requirement for a person to legally qualify for an S/ESA is that the person has a letter from a physician, psychiatrist, social worker, or other mental health professional. On his/her letterhead that states the person is under his/her care, is emotionally or psychiatrically disabled, and prescribes for the person an emotional support animal. Without this letter, if the person presents an animal as an ESA, he/she is in violation of federal law; an offense punishable by fine and imprisonment, if convicted. Please use the Mars Hill Realty Group [Assistive Animal Medical Provider](#) form.

Exterior Hose Bibs And Water Shut Off Valves

In the winter season, be sure to take appropriate measures to prevent the pipes from freezing. The resident is responsible for any frozen pipes at the property due to them not taking the appropriate measures to protect the home. If you are going to be out of town and forgot to winterize the home (i.e., going home for Christmas), please contact MHRG so that we can take steps to protect the home in your absence. The resident will be charged a service fee for a vendor to winterize the home but the alternative could be extensive damage due to tenant neglect.

Exteriors

The exterior of the home must be kept clean and free of debris. The tenant may not use any exterior decks, porches, or yard for storage unless there is a storage building specifically for that purpose. Only exterior furniture, planters and grills are allowed. Holiday decorations must be removed within 2 weeks after Holiday.

Garbage Disposal

Do not empty ashtrays, grease, string, metal objects, food peelings or any non-food items into disposals. The garbage disposal is **not** a trash can. Please use a sink strainer to catch larger food particles that can be disposed of in the garbage can.

Guests

Any guest stay over 14 days requires written permission from the Landlord. Unauthorized occupants will be assessed a \$100 fee per day until vacating the property or added to the lease per MHRG policies.

Gutters

It is your duty to report any gutters that are clogged or any damaged or malfunctioning downspouts. It is the resident's responsibility to make sure gutters are kept clean and must provide receipt prior to move out.

Natural Disasters

Avoid them.

Key and Access Inventory

You will have possession of your home until you surrender all "Key Inventory Items" such as keys, remotes, gate and pool passes. The tenant will need to contact the office to return the keys to the management office. The tenant will continue to be charged the daily rental rate for each day they maintain possession of the keys.

If there is a Smart Lock installed, then the tenant agrees that the primary way to secure access to the home will be through the primary door in which the Smart Lock is installed. In lieu of a rekey, a new code will be provided to every new resident once they have paid their security deposit, obtained renters insurance and conducted their pre-move-in walkthrough.

Landscaping and Watering

The tenant is responsible for watering the lawn and foundations three times per week or per the city ordinance. Unless specified otherwise in your lease agreement, the tenant is responsible for maintaining the lawn to include mowing, weed eating, edging, trimming bushes and shrubs and trimming tree limbs that are up to eight feet in height. All tree limbs within 10 feet of the property, power lines or other structures on the property that are higher than 8 feet must be promptly reported as a work order in your portal. Landscaping includes prompt removal of snow and ice and using proper treatment of sidewalks for adequate safety.

Lockouts

If the tenant finds themselves locked out of the home, they can contact the property manager to coordinate if the keys can be picked up. If this is not possible then the tenant may be directed to the service team. The tenant will be responsible for all locksmith costs. Keys not returned within 24 hours will be subject to a \$50 service fee. After-hours services will incur a \$100 service fee.

Mail

If the tenant receives any mail that could belong to the owner or previous tenant, please send us a photo of the package label/front of the envelope so that we can instruct you to either "Return to Sender", arrange for a pick up or dispose of it.

Mold

If there is no visible mold and the tenant requests a mold inspection, the property management company will conduct a mold inspection to remediate. If there are no dangerous levels of mold present, the tenant agrees to pay for the test.

No Smoking

No smoking allowed in the home/garage by tenants/guests.

Paint

Any painting must be of the entire wall and the color must be approved by Mars Hill. This avoids the "polka dot" effect when painting small areas of the wall. Paint must be done at a professional level, clean cuts at the corners and edges and full coverage with no spots, otherwise the walls could be subject to repainting upon move out at the resident's expense.

Approved Mars Hill Paint Colors

- Sherwin Williams 6141 Softer Tan for walls option 1 - (Sheen: Eggshell)
- Sherwin Williams 7029 Agreeable Gray for walls option 2 - (Sheen: Eggshell)
- Sherwin Williams 0055 Light French gray for walls option 3 - (Sheen: Eggshell)
- Sherwin Williams 7006 Extra White for door and trim - (Sheen: Semigloss)
- Sherwin Williams 7006 Extra White for ceiling - (Sheen: Flat)

Parking

The resident is responsible for following all the rules and regulations for parking by checking with the HOA or Condo Association. Management company is not liable for any parking or towing fees.

Pest Control

Mars Hill is committed to providing and maintaining homes without any sort of pest infestation. The resident is responsible for notifying Mars Hill within three days of accepting possession of the property if there are any signs of pest infestation. After this period, the resident shall be responsible for all pest infestation treatments, with the exception of termites. The resident is responsible for charges accrued from pest control and extermination if Mars Hill confirms the resident introduced pests and caused the infestation. Tenants may also be responsible for payment of lost rent and other expenses related to the cleanup and treatment of the neighboring dwelling. If the property is deemed infested, the tenant will take all steps necessary to comply with the treatment protocol of the assigned Pest Management Company. Tenant's failure to cooperate shall be considered to be in default of the Lease and tenancy may be terminated.

Plants

Indoor pots must have plastic bowls or saucers to prevent discoloring to flooring.

Swimming Pool and Hot Tubs

No hot tubs or above-ground swimming pools are allowed without owner approval. If your home has an in-ground swimming pool, you will be required to sign a separate Swimming Pool Addendum in which it will be either the resident or owner's responsibility to maintain the pool.

Trampolines

No trampolines are allowed on the property at any time.

Vehicles

Wrecked cars, cars with expired license plates, expired inspection stickers, or cars with flat tires are not permitted to remain on the property. Residents are to make sure no fluid from any

vehicle leaks on the driveway or in the garage. Residents will be responsible for any staining of concrete.

Wall Hangings

Hang any pictures and decorative items with small picture hooks or nails. Do not put nail holes in wallpapered walls.

Waterbeds

Waterbeds are allowed on the first floor only and residents must furnish us with proof of liability insurance.

Water Damage

Residents must take care to avoid water damage to the property. Water damage can result from failure to ensure that shower curtains are completely inside the tub or shower doors are completely closed, splashing, or standing water on any surface (including both tile and linoleum).

Wood Floors

If the home you are renting is equipped with wood floors, furniture cushions or floor protectors must be used at all times.

Late Rent Procedures

Rent is due by the first day of each month. Please notify Mars Hill if you are unable to pay your rent on the first day of the month. **If not received by the first day, rent is considered late and will be reflected in your rental history.** If rent is not paid by the second day, a reminder email will be sent to the resident and the owner will be notified. If rent is not paid by the third day, a phone call will be made to the resident and the owner will be updated. Payments through the portal that come back as NSF (Non Sufficient Funds) will result in the temporary suspension of the tenant portal so that payment can be made with certified funds and deposited at a local Wells Fargo bank.

Late Fee Rules By State

*The following late fee rules will be applied to new renewals and leases:

Texas - late charge equal to 10% of one full month's rent will be applied on the 4th of the month.
Virginia - late charge equal to 10% of one full month's rent will be applied on the 6th of the month.

*Residents who signed a lease under our legacy late fee rule (\$50 late fee on the 4th and \$10/day thereafter) will do so until their next renewal.

If rent is not paid by the sixth day and no arrangements have been made for paying the rent, legal proceedings will begin for eviction and a three-day notice to vacate will be issued. Please make sure to pay late fees, returned check fees, trip charges, maintenance fees/repair deductibles, filter delivery fees and other fees when the monthly rent is paid. All funds received will be first applied to the balance on the resident's ledger prior to the rent. Late fees will be capped at 10% of the rent or the remaining balance due.

If a resident needs one-time assistance with rental payment they can contact their property manager and complete an application for the Mars Hill Financial Assistance program and be eligible for rental assistance. This assistance is limited to 5% of the resident's monthly rent payment and must be paid back before the lease terminates or it will be deducted from the security deposit.

0-30 Day Timeline

- 1st - 1st of the month (i.e. August 1st) , rent is due.
- 2nd - (i.e. August 2nd) - Propertyware auto alert sent to tenant on a DAILY basis regarding late rent until balance is paid; Propertyware auto alert sent to owner
- 3rd - (i.e. August 3rd) - FIRST CALL - Property Manager calls resident and updates the owner
- 6th - (i.e. August 6th) - SECOND CALL - Property Manager calls resident
- 7th - (i.e. August 7th) - FINAL CALL - Property Manager calls and emails tenant (BCC: Broker and Owner) - "Need to hear from you by Noon on the 8th or this matter will be forwarded to an eviction attorney."
- 8th - (i.e. August 8th) - Forward to eviction attorney if no payment is made.

Ledger Questions

If the tenant has questions about their ledger, they would need to email Accounting@marshillrealty.com. A response should be received within 24 hours.

Lease Renewal Procedures

The Lease requires sixty (60) days' written notice to vacate. Prior to that deadline, the tenant will receive an email asking them to contact the office with their intentions regarding renewing their lease or vacating the home. If the tenant would like to renew the lease, they would need to contact us as early as possible before the sixty day window so that we may provide any information regarding any change in lease terms. This will help the tenant make an informed decision before the sixty days' notice is due. If the tenant is intending to renew their lease, Mars Hill will schedule a renewal inspection of the property with the tenant and send, through

DocuSign, an “Extension of Residential Lease” for the tenant's electronic signature. Once the property has been inspected and the “Lease Renewal” document returned, we will execute the Lease Renewal and provide the tenant with a copy. If the tenant has to set up an auto payment to pay their rent, please remember to delete the old auto payment information and create a new one with the new rent amount and lease dates to match the tenant's renewal document.

Annual/Renewal Condition Updates

Every year a Mars Hill Property Manager will reach out to coordinate documenting the condition of the property. The Property Manager will reach out through an email offering the option of conducting the documentation of condition in-person or coordinating with you to perform the documentation virtually. If the virtual option is chosen, then the Property Manager will respond with an email providing instructions on conducting a virtual documentation of the condition of the property. This email will provide 3 easy steps and a listing of the photos that need to be provided. The Property Manager will reach out via phone, if needed, for any additional coordination.

Short Term Lease Renewals

There are occasions in which a tenant may want to renew their lease but require a term shorter than a year. This will result in a minimum 10% premium increase over the current rental rate. Although this is not typical, we use the ability to do this as a tool to satisfy a tenant's need as long as the owner is amenable.

Early Lease Termination Procedures

Any early terminations other than those allowed per the terms of the lease will require at least 60 days written notice to vacate and will result in an early termination fee of one month's rent and a cost of relet fee of one month's rent. Tenant agrees to provide a new lease termination date that is no sooner than the last day of the month following the month in which the notice is given. An amendment with a new agreed upon lease termination date is contingent upon receipt of payment for the early termination fee and cost of re-let fee. A Lease Amendment will be prepared to officially change the new lease end date once termination fees have been received. Failure to pay this prior to move-out will expose tenants to additional costs and liability such as collection costs, court costs, and attorney fees.

Resident Move-Out Procedures

Being Contacted

As a resident, you agree to have other agents contact you to show the home. We will put the property on the market, including MLS, social media, Mars Hill website and third-party websites, 45-60 days prior to your lease end date or move-out date, whichever comes first.

Agents will be instructed to make an appointment with you via ShowingTime and provide 12 hours notice. We will give out your phone number to showing agents so they can directly contact you in case further coordination/communications is needed. This number will only be published to licensed real estate agents.

Failure to Show

Failure to show the home can be very cost prohibitive for the Landlord since they will lose the opportunity to secure a tenant while the home is occupied and must now wait until it is vacant to begin marketing the home. As a resident you agree in the lease to cooperate with showings and afford future tenants the same benefit you received. It is reasonable to provide the marketing team with specific days/hours that you may so that these can be published to showing agents. **If Tenant, without reasonable justification, refuses to permit Landlord or agents to show Premises for sale or lease, tenant agrees to pay a Failure to Show fee equal to one month's rent and Landlord may recover damages, costs and reasonable attorneys' fees.**

Advantages For Home Preparation

It is to everybody's benefit to prepare the home for the market. Preparing the home for showings will increase the chances that we can find a future renter quickly. Here are some advantages:

- Once we secure a renter, we take the home off the market and you will experience fewer visitors.
- If you will be vacating the home early, you are still responsible for rent through the last day of your lease. However, if a new tenant can move in early, we will refund you any prorated days that they move in during the period of your tenancy.

Tips For Home Showings

Here are some simple steps you can take to prepare the home for showings:

- Be flexible with visitors. Although we ask for a 12 hour notice, sometimes you may have real estate agents with out-of-town prospects who have a limited window to see a home. If you can be flexible with showing the property, that will allow a maximum amount of prospects to see the home.
- Vacate the property. All prospects will be accompanied by a real estate professional. If you are not at home, they will feel more comfortable and not rushed when viewing the property. Remove and/or secure pets during showings.
- Be practical. Put away valuables, medication and anything else that may be important to you.
- Create a good first impression. Turn on the lights and close the toilet lids prior to vacating the home. Clean up the clutter as best you can and try to maintain a clean household during this process. Try to consolidate moving boxes to one room.

Auto Payment

If auto payment was set up to make rent payments, please remember to delete the auto payment after the last month's payment or make sure that it will end according to the lease end date.

Move-Out Guidelines

In addition to what is in the lease, it is helpful to know what some common security deposit deductions are so that the tenant can adequately prepare. Prior to move-out, please review the pre and post move-in photos and documents that can be found in the tenant portal and make sure that all items are addressed that need repair/upkeep. The tenant is responsible for turning over the home in the same condition or better upon moving out. It is much less expensive to make repairs/upkeep at the tenant's own expense than if we have to hire vendors. For example, it will be relatively inexpensive to remove all personal belongings from the home and make sure all light bulbs work if the tenant does it, but if we have to coordinate it, vendors that we use have rates that are usually in the \$75/hr - \$100/hr range. Some other items to remember are:

- Removing all personal items from the home, garage, and yard. This includes all drawers, closets, attics, cabinets and basement storage areas.
- Replace all burned out light bulbs with bulbs that match what is existing in that fixture.
- Replace any batteries (i.e. smoke detectors, smartlock, etc.) if they are low.
- Cut and edge the lawn and trim all bushes and tree limbs; Make sure weeds are removed from garden beds. Replace dead bushes or grass. Remove all pet droppings from the yard.
- Ensure caulk is clean or properly removed and re-caulked.
- Make sure you are using our preferred vendor for cleaning and carpet cleaning, or you could be liable for additional cleanings.
- Make sure all keys, remotes, fobs, passes, are accounted for and turned in.

Move-Out Walkthrough

The resident must be moved out by 11:59 p.m. on the day the lease ends. The following are other actions that the tenant will need to complete:

- All keys, fobs, pool passes, parking passes, and garage openers should be kept in the home in a labeled zip lock bag so that we know what is accounted for.
- A representative from Mars Hill will conduct a move-out walkthrough within 48 hours. The purpose of this walkthrough is to compare the condition of the home after move-out to how it was before the resident moved in. This is done by using the "TAR Inventory And Condition Form (I&C)", if in Texas, or the "Greater Capital Area Association of Realtors (GCAAR) Property Inspection Report, if in Virginia, that the resident filled out one week after moving in. Any cosmetic or mechanical defects found in the home not listed by the resident at move-in will be the responsibility of the resident.
- Residents are not expected to be present for the walkthrough, though they may choose to be. If you choose to be present, you must notify our office so that we can send you the date of our appointment. Move-out walkthroughs will not be conducted on major holidays or weekends.

The tenant will receive an email through the portal listing any additional financial responsibilities they may have in order to make the property ready for the next tenant. These items will be acted on immediately by our service team and be deducted from the security deposit. An itemization form will be sent out with the final security deposit refund.

Abandonment

If the tenant fails to pay rent and the property has been unoccupied for at least 14 days with no notification and communication with the property management company, the property will be considered abandoned and the tenant is in breach of this lease.

If the property is considered abandoned, Mars Hill will deliver written notice to the tenant, by affixing it to the inside of the main entry door or to the outside if entry is not possible. Tenants will have 21 days to pay rent. Failure to do so will result in a lease termination 30 days from when the notice was given. Landlord will provide the tenant with photos of any personal items left in the property and allow the tenant 24 hours from the date of notice to remove personal items. After 24 hours, Landlord may dispose of all personal property at the tenant's expense.

Security Deposit At Move-Out

The security deposit is determined at the time the rental application is approved, and the amount is clearly stated in the lease. This is meant to secure a complete and faithful performance by the resident of all terms and conditions of the lease agreement. If the resident becomes in breach of the lease due to physical damages or any charges that have not been

reimbursed through the term of the lease, the lease may be terminated and the costs will be taken out of the security deposit. The following are important points about the management of the security deposit:

- You can expect to receive the Itemization of Security Deposit within thirty days of your move out date. If you do not provide a forwarding address upon your move out, you will not receive an itemization of security deposit or any refundable portion of the security deposit.
- The security deposit can never be used as the last month's rent. If the last month's rent is not paid, it could lead to additional late fees, a negative rental verification history, and/or a possible eviction on your record which could negatively impact your credit.
- Tenant agrees that no interest will be accrued and paid on the security deposit

If Tenant fails to pay any balance due after move-out, Landlord may refer the account to a licensed collection agency or attorney. Tenant agrees to pay all reasonable costs of collection, including collection agency fees, court costs, and attorney's fees to the extent permitted by law. Any unpaid balance may also be reported to credit reporting agencies.

Summary Of Fees

- **After Hours Charge** - If a walkthrough must be conducted outside of normal business hours, the tenant may be subject to a \$200 convenience fee
- **After Hours Work Order Charge** - If a work order must be conducted outside of normal business hours because the tenant is not ok with remote entry, they will be subject to a \$90 tenant trip charge.
- **Certified Letter** - \$20 if any resident caused a situation that demands a certified letter.
- **Changes in Lease** - There will be a \$75 administrative fee for any modifications to lease requested by the tenant. This can include change in move-in date, move-out date, and changing lease holders.
- **Collection Fee** - \$350 should any resident account be sent to a collection agency.
- **Court Costs** - If any court costs are incurred, residents will be responsible for actual court costs plus a \$100 administrative fee for any filings.
- **Daily Rent** - Residents will be charged prorated rent for each day they are in possession of the home until all keys are surrendered.
- **Early Disconnect Fee** - If a tenant cancels utility service prior to the lease end date, they will be charged a \$50 administration fee and could be liable for any utility reconnect fees incurred by the management company.
- **Early Termination Fee** - Resident agrees to be charged an Early Termination Fee equal to one month's rent if they terminate the lease prior to the lease end date (also see Re-let Fee)
- **Expedited Move In** - If you must move into the property within three business days of the application acceptance, a \$150 fee is charged.

- **Failure to Connect Utilities** - \$50 per utility service. Residents will also be responsible for any bill Mars Hill receives for the dates of your tenancy. Mars Hill retains the right to terminate utility services held in Mars Hill's name at any time.
- **Failure to Show Home** - Failure to cooperate with showings during your tenancy is a breach of lease. Tenant agrees to pay a fee equal to 1 month's rent for failure to cooperate with showings. All scheduled showings will provide a 12 hours notice.
- **Failure to Schedule a Work Order** - \$70 will be charged to the resident for failing to schedule a work order within 7 days after submitting it through the portal and receiving vendor contact information.
- **Failure to Schedule a Time-Sensitive Work Order** - \$100 + a \$75/hour fee for our Property Manager to supervise will be charged to the resident for failing to schedule a work order within 24 hours after submitting it through the portal and receiving vendor contact information.
- **HOA Violation Fees** - Residents will be responsible for all HOA violation fees incurred during their residency in addition to a \$10 processing fee.
- **Residents Benefit Package** - \$40/mo or \$35/mo depending on the package selected. The Filter Delivery Service is included in both packages. (If applicable)
- **Holdover Fee** - as per lease
- **Late Fees - Late/NSF Fees** - A ten percent (10%) late charge will be applied on the fourth (4th) day for Texas. A ten percent (10%) late charge will be applied on the sixth (6th) day for Virginia properties.
- **Re-let Fee** - Resident agrees to be charged a Re-let fee equal to one months' rent if they terminate the lease prior to the lease end date. (also see Early Termination Fee)
- **Lockouts** - Any borrowed keys must be returned within 24 hours. If it is not returned within 24 hours, the resident will incur a \$50 fee. If you require our assistance after business hours, the resident will incur a \$100 after hours service fee.
- **Mailbox** - Residents are responsible for getting new copies of keys to their cluster mailbox.
- **Rent Payments** - \$1 convenience fee for portal (This will increase to \$10 on 7/1/2026). Please contact our accounting team for our bank account details. \$25 administration fee If you pay rent through any other method (for example: Mailing a check, certified funds, or ACH).
- **Rekeys** - The required and authorized rekeying process is at no charge to you. However, if any unauthorized rekeying is done, such as buying and replacing your own locks, there will be a \$100 fee in addition to the cost of authorized rekeying to be done by a locksmith.
- **Returned Payment/NSF Fee** - A \$35 fee will be applied anytime a check or payment is returned unpaid for any reason by the Tenant's bank.
- **Service/Maintenance Fee** - A \$25-\$100 fee (as per lease) is applied to every work order submitted.
- **Trip Charges** - Unnecessary trips for service and maintenance will be subject to the cost of the service plus a trip charge of \$90. Unnecessary trip items include those that are of the resident's responsibility including but not limited to, changing light bulbs, smoke

detector batteries, or HVAC filters. Trip charges also occur if a vendor, member of the management team, or an agent makes an appointment with the resident and cannot access the home or the resident is not prepared for the appointment (i.e. move-in walkthrough, etc.)

- **Unauthorized Pet Fee** - If there is an unauthorized pet at the property, there is a \$100 initial violation and a \$10 per day violation fee until the pet is removed from the property.
- **Unauthorized Resident** - \$100 per day.
- **Other charges and fees as outlined in the lease.**

I have read Addendum A - Resident Handbook and agree to all the terms included. I agree to all future changes to this handbook and will be notified when those are published.

___ I agree that I have seen the property and confirm my acceptance of the current condition of the property.

___ I agree that I will accept the property sight unseen and have completed the "Sight Unseen Addendum".

TENANT

DATE

TENANT

DATE

TENANT

DATE

TENANT

DATE

Distribution:
Mars Hill Library
MarsHillPropertyManagement.com
ZipForms
PW Tenant Portal