

Armadillo Properties

Landlord's Rules & Regulations

Including Useful Tips and Maintenance Troubleshooting Procedures

This book contains the official rules and regulations governing all residents of Armadillo Properties managed units. Armadillo Properties reserves the right to amend these Landlord's Rules & Regulations at our discretion. When such changes occur, you will be notified in writing. This version supersedes all previous Landlords' Rules & Regulations books, as well as any policy memorandums that may have been issued from time to time on subjects covered herein. The most recent edition of this book, including any and all changes, can be found on our website: www.ArmadilloProperties.com/Rules

In accordance with Paragraph 31 of the Residential Lease, these Landlord's Rules and Regulations are considered part of the lease agreement. As such, residents agree to comply with this document in its entirety upon execution of the lease.



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CONTENTS

WELCOME TO THE ARMADILLO PROPERTIES FAMILY	3
INTRODUCTION	4
SECTION 1 - MOVE-IN PROCEDURES.....	5
1.1. LANDSCAPING	5
1.2. UNIT CLEANLINESS	5
1.3. MAINTENANCE FAULTS	6
1.4. PEST CONTROL	6
1.5. UNNECESSARY MAINTENANCE REQUESTS	6
SECTION 2 - RULES & REGULATIONS.....	7
2.1. PAYMENT POLICY	7
2.1.1. <i>Payment Methods</i>	7
2.2. PROPERTY DAMAGE	7
2.2.1. <i>Internal Plumbing Stoppages</i>	8
2.2.2. <i>Internal Plumbing Leaks</i>	8
2.2.3. <i>Heating & Cooling (HVAC) Systems</i>	8
2.2.4. <i>Smoke Detectors</i>	8
2.2.5. <i>Supplied Appliances</i>	9
2.2.5.1. <i>Garbage Disposal</i>	9
2.2.5.2. <i>Dishwasher</i>	9
2.2.6. <i>Walls, Paint, & Nail Holes</i>	9
2.2.7. <i>Windows, Doors, Screens</i>	10
2.3. PET POLICY	10
2.3.1. <i>Disability Service Animals</i>	10
2.3.2. <i>Unauthorized Breeds</i>	10
2.4. VEHICLE POLICIES	11
2.4.1. <i>Multi-Family (More Than Two) Unit Parking</i>	11
2.4.2. <i>Single Family / Duplex Unit Parking</i>	11
2.4.3. <i>Vehicle Maintenance</i>	11
2.4.4. <i>Car Washing</i>	11
2.5. SERVICE CALL FEES	12
2.6. PLACEMENT & REMOVAL OF TRASH	12
2.7. LANDSCAPING MAINTENANCE / LAWN CARE	12
2.8. DOOR LOCKS & ALARM SYSTEMS	12
2.9. MAILBOXES	12
SECTION 3 - MOVE-OUT PROCEDURES.....	13
3.1. GENERAL CLEANING	13
3.2. WINDOW TREATMENTS	13
3.3. CARPETS / FLOORING	13
3.4. GENERAL MAINTENANCE	14
3.5. UTILITIES	14
SECTION 4 - PREVENTATIVE MAINTENANCE & TROUBLESHOOTING	15
4.1. SMOKE DETECTOR PREVENTATIVE MAINTENANCE & TROUBLESHOOTING	15
4.1.1. <i>Smoke Detector Testing</i>	15

4.1.2.	Battery Replacement	15
4.1.3.	False Alarms	15
4.2.	HEATING & AIR CONDITIONING (HVAC) PREVENTATIVE MAINTENANCE	16
4.2.1.	Digital Thermostats	16
4.2.2.	Thermostat Battery Replacement	16
4.2.3.	Digital Thermostat Temperature Accuracy.....	16
4.2.4.	Improper Settings.....	17
4.2.5.	HVAC Filters.....	17
4.2.6.	Outside Compressor and Condenser Unit	17
4.3.	GARBAGE DISPOSAL PREVENTATIVE MAINTENANCE	18
4.3.1.	Garbage Disposal Preventative Maintenance.....	18
4.3.2.	Garbage Disposal Troubleshooting.....	18
4.3.2.1.	Disposal Will Not Turn On (And Is Making No Noise)	19
4.3.2.2.	Disposal Will Not Spin (And Is Making A Humming Noise)	19
4.4.	DISHWASHER PREVENTATIVE MAINTENANCE & TROUBLESHOOTING	20
4.4.1.	Dishwasher Preventative Maintenance	20
4.4.2.	Dishwasher Troubleshooting	20
4.5.	CLOTHES DRYER PREVENTIVE MAINTENANCE & TROUBLESHOOTING	21
4.5.1.	Dryer Preventative Maintenance	21
4.5.2.	Dryer Troubleshooting.....	21
4.5.2.1.	Dryer Won't Heat	21
4.5.2.2.	Dryer Making Unusual Noise.....	22
4.5.2.3.	Dryer Won't Start	22
4.5.2.4.	Clothes Take Forever To Dry	22
4.5.2.5.	Clothes Are Covered With Lint	23
4.5.2.6.	Clothes Aren't Dry After Automatic Cycle.....	23
4.6.	PLUMBING SYSTEM PREVENTATIVE MAINTENANCE	23
4.6.1.	When Is It Cold Enough To Freeze?	24
4.6.2.	Actions to Take Prior To Freezing Weather	24
4.6.3.	Actions to Take During Prolonged Absences.....	24
4.6.4.	Actions to Take During Freezing Weather	25
4.6.5.	Actions to Take If You Suspect A Frozen Pipe	25
5.1.	SPECIFIC EXAMPLES OF EMERGENCIES	26
5.1.1.	Clogged Toilets.....	26
5.1.2.	Sewage Backups.....	26
5.1.3.	Broken Pipes / Water Leaks	26
5.1.4.	No Hot Water.....	27
5.1.5.	AC Failures.....	27
5.1.6.	Heater Failures	27
5.1.7.	Roof Leaks	28
5.1.8.	Broken Door, Doorknob, Lock, or Window.....	28
5.1.9.	Structural Damage	28
5.1.10.	No Electricity.....	28
5.1.11.	Sparking / Arcing Wires	28
5.2.	SPECIFIC EXAMPLES OF NON-EMERGENCIES	29
5.3.	EMERGENCY WORK ORDER REQUEST PROCEDURES	29
5.4.	IMPORTANT NOTES	29
APPENDIX A	MOVE-OUT CHECKLIST	31
APPENDIX B	WORK ORDER REQUEST FORM	33

WELCOME TO THE ARMADILLO PROPERTIES FAMILY

On behalf of the Owners and staff, we welcome you to the Armadillo Properties family and wish you every success here in Central Texas. We strive to provide the cleanest, best maintained rental properties in the area, while providing the highest level of personal customer service to our residents.

In order to avoid confusion, conflict, and frustration, it is important that you fully read and understand these Landlord's Rules & Regulations, as well as completing a thorough review of your lease once you are settled into your new home. Combined, these documents clearly define what your obligations as an Armadillo Properties resident are to the Property Owner, to Armadillo Properties, and to your fellow Armadillo Properties' residents; as well as their obligations to you. If you have any questions, you should not hesitate to give us a call.

Welcome

to the

Armadillo Properties

family!

Mike & Denise Zehr
Broker / REALTOR®
Owners



INTRODUCTION

This handbook is designed to inform you of the Landlord's Rules and Regulations that govern all residents of Armadillo Properties managed rental units. It also provides helpful tips that can make your time with us more enjoyable, as well as maintenance troubleshooting procedures that will save you time, money, and frustration.

In accordance with Paragraph 31 of the Residential Lease, these Landlord's Rules and Regulations are considered part of the lease agreement. As such, residents agree to comply with this document in its entirety upon execution of the lease. Failure to do so may be a violation of the lease and could result in eviction proceedings. The most recent edition of this book, including any and all changes, can be found on our website:

www.ArmadilloProperties.com/Rules

You are responsible for reading, understanding, and complying with the Landlord's Rules & Regulations. If you have questions or concerns, please contact our Property Manager:

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Section 1 - MOVE-IN PROCEDURES



With your lease packet, you will find our Residential Lease Inventory and Condition Form. At Appendix A of this booklet, you will find our Move-out Checklist. Using the Move-out Checklist as a guide to how the property should look at move in, you should begin thoroughly documenting the condition of your unit on the Residential Lease Inventory and Condition Form.

You have 7 days to complete a thorough inspection of the unit and return the completed Residential Lease Inventory and Condition Form to our staff.

Failure to complete and return the Residential Lease Inventory and Condition Form within 7 days of receiving keys could make Tenants responsible for any and all faults found from the date of move in through the date of move out.

In accordance with Paragraph 15.B. of your Residential Lease, items discovered during the move in inspection which require our attention must be submitted on a separate written work request. Simply annotating them on the Residential Lease Inventory and Condition Form does not constitute a request for repairs. Only those items listed on a separate work request may be addressed by our maintenance staff. A Work Order Request Form is provided at Appendix B for your convenience.

1.1. LANDSCAPING

You should be sure you understand what landscaping you are responsible for in accordance with your lease and check all areas thoroughly for deficiencies. **Any landscaping deficiencies found should be reported to Armadillo Properties within 48 hours of receiving keys along with a written request to have them corrected (at no cost to Tenants).** Items not addressed in a written work request within this timeframe become the responsibility of the Tenants, and must be maintained to standard at move out.

1.2. UNIT CLEANLINESS

Any cleaning deficiencies should be reported to Armadillo Properties within 48 hours of receiving keys along with a written request to have them re-cleaned (at no cost to Tenants). Items not addressed in a written work request within this timeframe become the responsibility of the Tenants, and must be cleaned to standard at move out.

1.3. MAINTENANCE FAULTS

During your move in inspection, ensure that you test all appliances, electrical outlets, lights, ceiling fans, wall switches, door latches and locks, faucets and drains, toilets, etc.... Also thoroughly document the condition of walls, floors, ceilings, windows, screens, etc. Any item in need of repair should be submitted on a separate work request to our maintenance department.

For items requiring regular upkeep, i.e. light bulbs, filters, batteries, etc., if a separate, written request for repair/replacement is not submitted with the inspection form within 7 days of receiving keys, Tenant assumes full responsibility for these items. Other items not reported on the Residential Lease Inventory and Condition Form within 7 days of receiving keys may be deemed the Tenants' responsibility at move out.

1.4. PEST CONTROL

Per Paragraph 17.A (9) of the Residential Lease, pest control is a Tenant responsibility. However, **if you discover a pest problem within 14 days of receiving the keys to your unit, you should report this to Armadillo Properties immediately in a written maintenance request.** Legitimate pest problems reported within this time frame will be treated at no cost to tenants. Please understand that if Tenants report a pest problem and Armadillo Properties contracts a pest control company to service the unit; **if the licensed pest control professionals find no evidence of an active pest problem, Tenants will be billed for the service call.** All pest control issues discovered past 14 days from move in are a Tenant responsibility. This includes pests found inside the unit and pests found outside the unit but within the area the Tenant is responsible for maintaining.

1.5. UNNECESSARY MAINTENANCE REQUESTS

Please understand that these policies exist to ensure you are moving into a property that is maintained to our high standards. They are NOT intended to provide tenants with a license to request one last free cleaning, lawn mowing, pest treatment, etc. after moving in. In fact, **if we respond to a written work request and the responding technician finds no legitimate maintenance issue, Tenants will be billed a service call fee.**

Section 2 - RULES & REGULATIONS

2.1. PAYMENT POLICY

Rents must be received at our offices on or before the 1st of each month, regardless of holidays, weekends, or mail delays. Rents received at our offices after the grace period defined in your lease agreement will incur late fees. For your convenience, we do have a night drop box where payments can be left. Drop box payments are considered received on the last business day prior to the day they are collected from the drop box. Please ensure drop box payments are clearly marked with the rental property address.



2.1.1. Payment Methods

NO CASH or CREDIT CARDS ACCEPTED for rent payments. All payments made in person must be by check, money order, debit card, or other certified funds. We also accept automatic deposits, including military allotments, recurring ACH deposits, or “one-time” ACH payments through our online tenant portal (Processing Fees Apply). If you have had a check or automatic deposit request returned to us without payment for any reason, Armadillo Properties will no longer accept your personal checks or automatic deposit payments. From that point on, you must then pay by one of the following options:

- a. In person with a debit card (\$4.50 Processing Fee)
- b. In person with a Money Order or Certified Funds

If you are paying late rent, a deposit for a military waiver, rent for the last month of your lease, or any other amounts owed at the end of your lease term, we will not accept a personal check. Payment must be made in certified funds.

2.2. PROPERTY DAMAGE

Anyone caught intentionally or neglectfully damaging the property will be held liable for the cost of repairs. Where damages are caused by the Tenants, their family members, or their guests, Tenants may be evicted from the property. Tenants may also be held liable for damage resulting from failure to promptly report to Armadillo Properties any malfunctions or abnormal operation of equipment within the residence. Armadillo Properties reserves the right to enter and inspect the unit at any reasonable time without notice.

2.2.1. Internal Plumbing Stoppages

No sanitary napkins, tampons, paper towels, toys, combs, diapers, deodorizers, wire bowl cleaners, excessive toilet paper, etc. will be flushed down the commode. Tenants are responsible for any and all charges incurred as the result of an internal plumbing stoppage. Even in cases where the cause of the internal stoppage is not determined.

2.2.2. Internal Plumbing Leaks

When internal plumbing leaks occur, tenants must take the following actions:

- a. Close the main water valve and any local valves servicing the leak source.
- b. If you are unable to locate the main or local valves servicing the leak source, shut off the water at the meter servicing the property.
- c. Contact the city water company to shut the water off at the meter if you are unable to do so yourself.
- d. Immediately remove all standing water from the property.
- e. Report the leak to Armadillo Properties as soon as possible.

Tenant is also responsible for taking appropriate measures to prevent the freezing and/or breakage of plumbing lines, including sprinkler systems. SEE SECTION 4.6 PLUMBING SYSTEM PREVENTIVE MAINTENANCE for measures to prevent frozen pipes.

Failure to follow these procedures may result in the tenant being charged for damages to the property.

2.2.3. Heating & Cooling (HVAC) Systems

Tenants are responsible for changing HVAC filters monthly. Failure to do so may result in damage to the unit. Tenants will be responsible for any and all charges resulting from a dirty/missing filter, including but not limited to: dirty coils, blocked drain lines, and broken heating elements.

SEE SECTION 4.2 HEATING & AIR CONDITIONING (HVAC) PREVENTIVE MAINTENANCE for measures to prevent HVAC unit problems.

2.2.4. Smoke Detectors

Monthly testing of smoke detectors, replacement of unserviceable batteries, and immediately notifying Armadillo Properties of missing or unserviceable units are tenant responsibilities. Armadillo Properties will not be liable for loss or damage resulting from unserviceable or missing smoke detectors not previously reported.

SEE SECTION 4.1 SMOKE DETECTOR PREVENTIVE MAINTENANCE for measures to prevent problems with smoke detectors.

2.2.5. Supplied Appliances

Serial numbers and models of all supplied appliances are on file at Armadillo Properties. These appliances may not be removed from the property or replaced with other units for any reason without prior written approval from Armadillo Properties. Violations will result in tenants being charged the full replacement value of the appliance concerned.

NO MILITARY EQUIPMENT (TA-50) or other heavy/excessive items will be placed in dishwashers, clothes washers, or dryers. Tenants are responsible for all damages caused by exceeding appliance capacities.

2.2.5.1. Garbage Disposal

Tenants will be responsible for any and all charges for the service of a garbage disposal if the problem is a result of misuse or neglect, including putting foreign objects such as bones, grease, silverware, etc..... into the unit; and failure to regularly clean the unit to prevent seize-ups. SEE SECTION 4.3 GARBAGE DISPOSAL PREVENTIVE MAINTENANCE for measures to prevent problems with garbage disposals.

2.2.5.2. Dishwasher

Tenants will be responsible for any and all charges for the service of a dishwasher if the problem is a result of misuse or neglect, including putting foreign objects such as bones, grease, etc..... into the unit. Dishwashers **MUST** be run through one complete cycle at least once per week.

SEE SECTION 4.4 DISHWASHER PREVENTIVE MAINTENANCE & TROUBLESHOOTING for measures to prevent problems with dishwashers.

2.2.6. Walls, Paint, & Nail Holes



As a normal course of living in one of our units, we understand that tenants will decorate, items will be hung on walls, furniture will be placed against walls, etc.... Conditions resulting from reasonable décor and minor blemishes will be considered normal wear and tear. The repairs of such conditions will not be billed to the tenant. The following conditions are **NOT** normal wear, and **TENANTS WILL BE CHARGED**:

- a. More than 12 small nail holes in a single room.
- b. Any large nail or screw holes, including wall anchors.
- c. Scuffs on walls more than 3 inches long.
- d. Any gouges breaking the surface of the paint.

- e. Any holes in doors, door frames, or window frames.
- f. Any stains, discoloration, or color/texture mismatch of painted surfaces.
- g. An excessive number of marks, scrapes, or scratches.
- h. Marks made by crayon, pen, or pencil.

Wall repairs and/or touch-up painting are not to be done by tenants at any time, including at move-out. All valance holes, nail holes, scuffs, etc.... will be repaired and painted by Armadillo Properties after keys are received. Existing curtain and/or valance rods and hooks should be left in place. The cost of repairing any items listed at a. thru h. above will be billed to the tenant.

2.2.7. Windows, Doors, Screens

In accordance with Paragraph 18.D(2)(a) of your Residential Lease, tenants are responsible for all damages to windows, doors, and screens. This includes damages caused by break-ins, vandalism, accidents, and unknown causes. In any event, Landlords will pay the cost of temporarily securing the property and Tenants will be billed for the cost of repair or replacement of damaged windows, doors, and screens.

2.3. PET POLICY

No pets may be kept in or on any property until specifically authorized in writing and after a non-refundable pet fee of \$250.00 per animal has been paid to Armadillo Properties. Tenants moving pets into properties prior to receiving written permission or before paying the non-refundable pet fee will be fined in accordance with their lease agreement. This policy applies equally to temporary pet arrangements, where tenants may be caring for an animal they do not own for a short period of time.

2.3.1. Disability Service Animals

For Animals designated as “Service” or “Emotional Support” in accordance with the Americans with Disabilities and/or Fair Housing Acts, tenants must provide documentation certifying the animal’s status to Armadillo Properties at the time the request for reasonable accommodation is made. Once approved, tenants are required to complete a written Pet Agreement form for our records. No fees will be associated with such requests and/or agreements.

2.3.2. Unauthorized Breeds

Armadillo Properties maintains a list of unauthorized breeds in our offices and on our web site at www.armadilloproperties.com/breeds for your convenience. Tenants considering applying for pet authorization should consult this list prior to purchasing or obligating to purchase any animals.

2.4. VEHICLE POLICIES

2.4.1. Multi-Family (More Than Two) Unit Parking

The number of parking spaces authorized per tenant is clearly defined in tenants' leases. While the number of parking spaces is defined, there are normally no marked or reserved parking spaces for specific units. Tenants are required to park ONLY in spaces clearly marked for parking on a first come, first served basis; so long as the authorized amount of parking spaces per tenant is not exceeded. Driving through, across, over, or parking on grass, flower beds, or sidewalks is NOT allowed at any time for any reason. Tenants found in violation of this policy will be charged for damage to landscaping and sidewalks. Should it become necessary for Armadillo Properties to respond to unauthorized vehicles on the premises, all vehicles on the premises with license plate numbers not on file at Armadillo Properties will be removed at the vehicle owner's expense.

2.4.2. Single Family / Duplex Unit Parking

Tenants are authorized not more than 2 vehicle parking spaces. Parking should be restricted to the garage (where present), driveway, or street space immediately adjacent to the occupied unit. Driving through, across, over, or parking on grass or sidewalks is NOT allowed at any time for any reason. Tenants found in violation of this policy will be charged for damage to landscaping and sidewalks. Should it become necessary for Armadillo Properties to respond to unauthorized vehicles on the premises, all vehicles on the premises with license plate numbers not on file at Armadillo Properties will be removed at the vehicle owner's expense.

2.4.3. Vehicle Maintenance

NO VEHICLE REPAIR will be performed on any premises managed by Armadillo Properties. This includes tune-ups, oil changes, bodywork, brake pad/shoe replacement, etc. Vehicles left on car jacks, with or without current safety and registration stickers will be considered abandoned and towed at the vehicle owner's expense.



2.4.4. Car Washing

Car washing is not allowed on any premises where Armadillo Properties pays the water bill. At properties where the tenant pays the water bill, car washing should be done in accordance with local ordinances.

2.5. SERVICE CALL FEES

Tenants will be charged a service call fee if a maintenance technician is called to the property at tenant's request and no maintenance fault is found; or the technician is denied access to the property, whether or not denial of access is intentional. Common situations that lead to tenants being charged service call fees include, but are not limited to: tripped circuit breakers, dead batteries, active home alarms, un-caged pets in the property, etc. SEE SECTION 4, PREVENTIVE MAINTENANCE & TROUBLESHOOTING for measures to take prior to submitting a work order request. It may save a service call fee!

2.6. PLACEMENT & REMOVAL OF TRASH

Tenant is responsible for removal of all trash/litter in and around the premises. All trash **MUST** be placed at designated locations on days reserved for trash pick-up. If a dumpster is provided, please use the container. Large items such as furniture, mattresses, etc. may not be picked up unless certain requirements are met. Call the appropriate city or county sanitation department for information. Any additional charges for bulk trash pick-up are the tenant's responsibility.

2.7. LANDSCAPING MAINTENANCE / LAWN CARE

For single family homes, duplexes, and all individually fenced backyards, landscaping maintenance and lawn care is the tenant's responsibility. This includes watering, mowing, trimming, edging, weeding, and pruning of lawns, shrubs, trees, flowerbeds, etc. If replacement of existing landscaping (including lawn) is required due to tenant's negligence, tenants will be charged. Where Armadillo Properties is required to maintain the landscape, either as a rule or as a result of the tenant's negligence, Armadillo Properties will use tenant's water at tenant's expense.

2.8. DOOR LOCKS & ALARM SYSTEMS

Change, alteration, removal or addition of door locks or alarm systems on any unit is prohibited without prior written approval from Armadillo Properties. Armadillo Properties maintains the right to enter the property at reasonable hours, with or without notice to the tenant. ***Tenant must provide Armadillo Properties with current alarm code for any active alarm system.*** Upon request, Armadillo Properties will change all locks in a unit at Tenant's expense.

2.9. MAILBOXES

Tenant must contact local post office for mailbox keys. Armadillo Properties does not maintain and is not responsible for community mailboxes or any associated fees.

Section 3 - MOVE-OUT PROCEDURES



Once Tenants have given notice of their intent to vacate a property, they should begin the process of getting the property ready to turn back over to Armadillo Properties. To assist in this effort, we have provided a Move-out Checklist at Appendix A, as well as the specific guidance provided below. Tenants who follow the Move-out Checklist and adhere strictly to the guidance below will maximize their chances of receiving a full refund of their security deposit.

3.1. GENERAL CLEANING

Tenants are responsible for ensuring the property is cleaned thoroughly just prior to move out. This includes cleaning the interior and exterior of the unit, as well as any driveway, patio, deck, porch, garage, etc. Ensure that all cleaned surfaces (especially glass, tile, and plumbing fixtures) are free of water spots, streaks, and/or soap film. The Move-Out Checklist provided at Appendix A should be used to ensure all required cleaning is done to standard. If tenants contract for professional cleaning services from other than Armadillo Properties, and the cleaning does not satisfactorily address all items on the Move-Out Checklist at Appendix A, Armadillo Properties will address shortcomings at Tenant's expense. We will not call the Tenant contracted company to go back out to complete a job they did not do correctly in the first place. Armadillo Properties does offer a guaranteed cleaning service at a very competitive rate. Tenants considering hiring an outside cleaning vendor may wish to ask for a free estimate from Armadillo Properties and compare rates prior to signing a contract.

3.2. WINDOW TREATMENTS

All furnished drapes, curtains, blinds, rods, etc.... must remain in the unit. Drapes and curtains must be dry cleaned at move out. A copy of the receipt for the service must be provided to Armadillo Properties with the property keys no later than the last effective day of the lease. If this is not received we will deduct the charge for the service from Tenants' security deposit.

3.3. CARPETS / FLOORING

Upon move out, tenants must have all carpets cleaned by a professional carpet cleaning company. A copy of the receipt for the service must be provided to Armadillo Properties with the property keys no later than the last effective day of the lease. To meet Armadillo Properties' cleaning standard, a professional 5 Point System must be used. This process includes:

- 1) Vacuum thoroughly 80% of soil up, with edging
- 2) Pre-Spot
- 3) Scrub
- 4) Shampoo and Deodorize
- 5) Hot Water Extraction

In addition, any remaining stains and/or damage to flooring that was not clearly identified on tenants' Residential Lease Inventory and Condition Form as pre-existing at move in must be removed and/or repaired by a flooring professional prior to returning keys. Tenants may use any professional carpet cleaner; however, if the carpet does not meet Armadillo Properties' standard at final inspection, we will contract with a local flooring vendor to correct deficiencies at Tenant's expense.

Armadillo Properties does NOT honor "Landlord Guarantees" that some carpet cleaning companies offer. We will not call the Tenant contracted company to go back out to complete a job they did not do correctly in the first place.

3.4. GENERAL MAINTENANCE

Ensure all light bulbs, appliance batteries, HVAC and vent hood filters are in good working order, and that they are the correct size and type for the equipment they are installed in. In fixtures with multiple bulbs, please make sure all bulbs match and are the appropriate styles for the intended purpose; i.e. vanity bulbs in vanities, candelabra bulbs in chandeliers, etc. Install a fresh water filter in refrigerator (where equipped). Ensure water softener has appropriate level of salt (where equipped). Also be sure to remove all trash, used cleaning supplies, and personal items when you leave the property. All provided trash cans, including any outside dumpster that are not for community use, should be empty and cleaned prior to turning in keys.

3.5. UTILITIES

Per the special provisions of your lease, **you must keep all utilities servicing the unit turned on for at least 5 business days after turning in keys.** Failure to do so will result in a \$50 Disconnected Service Fee being charged to you. For example, if keys were turned in on a Wednesday and assuming no federal holidays: Thursday would be Day 1, Friday Day 2, Monday Day 3, Tuesday Day 4, and Wednesday Day 5. Utility services may be discontinued on Thursday, Day 6.

Section 4 - PREVENTATIVE MAINTENANCE & TROUBLESHOOTING

4.1. SMOKE DETECTOR PREVENTATIVE MAINTENANCE & TROUBLESHOOTING

Smoke detectors are required by local, state, and federal statutes in all rental properties. **DO NOT REMOVE OR DISCONNECT** the smoke detectors in your unit for any reason, other than to change the batteries. Providing smoke detectors is a Landlord responsibility. Maintaining them is a Tenant responsibility. The following information is provided to assist Tenants in meeting that responsibility:

4.1.1. Smoke Detector Testing

It is best to test all your smoke detectors around the same time each month. This will ensure that they will be working when you need them. To test the smoke detector all you have to do is press the button on the cover. It should make an ear piercing sound. If you have trouble reaching the button you may use a pencil or a broomstick to press it. If the alarm does not sound when the test button is pressed, replace the battery. If the alarm still fails to sound when the button is pressed, or if your smoke detector operates on 110 volts, immediately submit a written work order request to Armadillo Properties for replacement of the unit.

4.1.2. Battery Replacement

Battery replacement after moving in is a Tenant responsibility. When the battery gets low it will “chirp” every 30 seconds until the battery is replaced. Do not rely on the signal to tell you when to replace the battery. Personally check each detector every 30 days. When a battery dies, **DO NOT** remove it until it can be replaced with a new one. Most battery powered smoke detectors use a 9-volt battery. Detectors in newer homes are hard wired into the homes electrical circuits. Know which ones you have **BEFORE** attempting to remove the cover!

4.1.3. False Alarms

Occasionally, smoke from cooking, steam from a shower, or dust buildup on the unit sensor will set off the smoke detector. Regularly clean your smoke detectors to avoid false alarms from dust build-up. If the alarm is sounding due to steam or smoke from a known, harmless source, take the following steps:

- 1) Open windows and doors to allow the smoke or steam to escape.



- 2) Turn the HVAC fan switch, located on the thermostat, to ON; not automatic. (Don't forget to switch it back when the detector is no longer sounding.)
- 3) Use a newspaper or a towel to fan the steam/smoke away from the detector.

If the alarm is sounding and no harmless source can be easily identified, evacuate the unit and call the fire department immediately.

NEVER DISCONNECT OR REMOVE BATTERIES FROM A SMOKE DETECTOR, even when the alarm is sounding. If the above measures do not eliminate the alarm sounding shortly after steam or smoke from a known, harmless source is no longer visibly present, call Armadillo Properties.

4.2. HEATING & AIR CONDITIONING (HVAC) PREVENTATIVE MAINTENANCE

HVAC systems are rarely thought of until they stop working. It is important to note that, like with many other appliances in your home, Tenants do bear some responsibility in keeping these units functioning properly throughout the year. The following procedures will help ensure you are comfortable in your home, whatever the outside weather is like; will save you money on your energy bills; and will ensure you are not held responsible if there is a problem with the HVAC system.

4.2.1. Digital Thermostats

One of the quickest ways to SAVE YOU MONEY is to regularly check your digital thermostat for some common, easily resolved problems. These issues include dead or improperly installed batteries, loose wires, improper settings (Celsius vs. Fahrenheit), and inaccurate temperature readings.

4.2.2. Thermostat Battery Replacement

If your thermostat is a digital device, make sure there is a fresh battery, properly installed before creating a work order. Installing used batteries from other devices, even when those devices are functioning properly, will usually not fix a thermostat problem. Also, installing the batteries backwards may damage the device. If we send a technician to service your HVAC system, and the only problem they find is a dead or improperly installed thermostat battery, you will be billed the service call fee.

4.2.3. Digital Thermostat Temperature Accuracy

An easy way to test whether your thermostat's temperature is accurate is to use a digital thermometer to test the room temperature. Verify that the digital thermometer and the thermostat match. If they do not, this could mean that your temperature sensor is faulty, please create a work order so that this can be fixed.

4.2.4. Improper Settings

Another common thing that may prevent your system from heating or cooling properly is incorrect programming. Check to ensure the unit is set to Fahrenheit, not Celsius. If the unit is programmable, ensure the desired temperatures are set for the correct days and times. If we send a technician to service your HVAC system, and the only problem they find is an improperly programmed thermostat, you will be billed the service call fee.

4.2.5. HVAC Filters

A clean system runs more efficiently which SAVES YOU MONEY. Dirty HVAC filters will cause the system coils to become clogged, which can restrict airflow to the point where the system actually freezes (ice will form). It will also cause the drain line to become clogged; forcing the normal condensation that should flow out the drain line to overflow into your home. If either of these happens, the Tenant will be billed for the cost of cleaning the system, extracting any water from the property, and the cost of repairing any water damage to the home. These costs are very expensive. So, change your HVAC filters every 30 days! This will prevent dirty coils and clogged drain lines while keeping your energy consumption low. If you notice moisture in/around the HVAC closet, contact us IMMEDIATELY.

All central heat & air conditioning systems have filters. If you cannot locate yours please call our maintenance department. They will be happy to assist you. If the filter is a washable type, clean and reinstall it monthly. If it is disposable, replace it with a new one every month. Whichever type it is, ensure that it fits snugly on all sides and stays down securely. Contact us immediately if the filter that is in place when you move in is dirty, not the right size, missing, damaged, or installed incorrectly.

4.2.6. Outside Compressor and Condenser Unit

Keep grass, dirt, and other obstructions away from the outside unit. Be careful when mowing and trimming not to cut electrical or copper lines, and not to throw grass onto the unit. If needed, switch the unit off and clean it with a water hose.

Keep pests away from the outside unit and/or drain. Ants are attracted to the magnetic field generated by the switches in the unit, and can prevent them from functioning properly. Many pests are attracted to the water coming from the drain line of the unit, and can clog the line, causing water to overflow inside your home. Remember, pest control is a Tenant responsibility, and any damage caused by a failure to control pests can be charged to Tenants.

Make sure pets do not chew on lines running to your outside air-conditioner. Animals like to make resting places around the unit and will chew on these. Hair from these animals also gets sucked into the system coils causing a lack of airflow.

Finally, make sure the drain line (usually plastic or copper) is exposed and is free to drain. Do not bend or kink this line. Most drains come out somewhere around the outside unit. Some may be tied into a drain system in your house.

4.3. GARBAGE DISPOSAL PREVENTATIVE MAINTENANCE

When you operate your disposal, you should use cold water, not hot. Hot water can melt fats which makes it easier for them to clog the disposal mechanism and your pipes. Running your disposal with cold water also helps to keep the mechanism cooler when it's running. When you are not operating your disposal, it is fine to run hot water through it.

Whether you use them to grind waste or not, your garbage disposal units need to be maintained on a regular basis to prevent seizing of the motor. The following maintenance procedures should keep your unit working correctly for many years:

4.3.1. Garbage Disposal Preventative Maintenance

There are several steps you can take to help keep your disposal unit clean, running well, and last longer. These steps should be done at least quarterly.

- 1) If you do not use the unit often, you should run it for 30 to 60 seconds periodically while the cold water is running to prevent sediment buildup.
- 2) Place ice cubes in the disposal, grind them up, and flush with cold water. This will help sharpen the blades and remove buildup from the inside of the disposal.
- 3) Pour a cup of vinegar into the sink drain and let it sit for about one hour, then flush down with very hot water. This will help to remove scale build-up.
- 4) Grind several orange or lemon peels in your unit periodically. The citric acid will clean food particles from the blades, kill germs, and leave a clean fresh scent behind.
- 5) If you plan to NOT use the disposal for long periods of time you should spray WD-40 light lubricating oil into your garbage disposal to inhibit rust formation.

4.3.2. Garbage Disposal Troubleshooting

Follow the below steps to troubleshoot common issues prior to submitting a written work request.

CAUTION:

NEVER PUT YOUR HAND IN THE DISPOSAL UNIT. Even if the motor doesn't accidentally start up, the cutting jaws are sharp enough to cut your fingers.

4.3.2.1. Disposal Will Not Turn On (And Is Making No Noise)

If the disposal will not turn on and it is NOT making a humming sound, then there is an electrical problem. This may seem obvious, but make sure the disposal is plugged in.

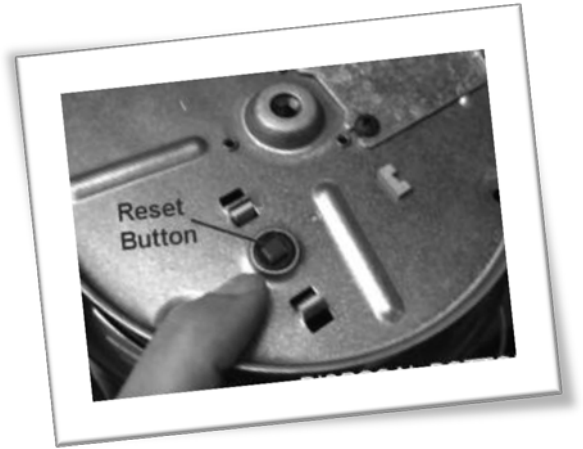
If it is plugged in, then press the Reset button found on the bottom of the unit. If it has tripped, the button will be popped out.

If that does not work, check to see if the circuit breaker has tripped and turned off in the electrical service panel.

If the breaker has not tripped and the reset button is not popped out, then it's either a faulty switch or a faulty garbage disposal.

Contact the Maintenance Department and submit a written work order request.

DO NOT ATTEMPT ANY FURTHER REPAIRS.



4.3.2.2. Disposal Will Not Spin (And Is Making A Humming Noise)

If the garbage disposal won't turn on but makes a humming sound when you flip the switch, turn it back off immediately. This means that you have a stuck flywheel and the reset button on the unit itself or the fuse or circuit breaker in your electrical service panel is about to trip and turn off very quickly. The flywheel is stuck because something is lodged between it or the impeller(s) and the shredder ring.

To start the repair, turn off power to the garbage disposal at the electrical service panel (circuit breaker).

Reminder: Don't ever put your hand down into the garbage disposal hopper (grinding chamber).

If one is provided, take the offset wrench that came with the disposal unit and insert the wrench into the flywheel turning hole in the bottom of the unit. If you don't have the wrench you can pick one up from the hardware store.

Once the wrench is inserted, turn it clockwise to dislodge the stuck impeller or flywheel. When it dislodges, you'll feel the flywheel turn freely.

Once freed, turn the power back on at the panel but don't turn on the disposal yet. Go back to the disposal and press the reset button.

Run some tap water into the disposal and quickly flip the switch on and off turning the disposal on for a short burst. Turn on and off again quickly. That should spin the flywheel and the dislodged obstruction should be washed down the drain.

If this does not resolve the problem, contact the Maintenance Department and submit a written work order request. **DO NOT ATTEMPT ANY FURTHER REPAIRS.**

4.4. DISHWASHER PREVENTATIVE MAINTENANCE & TROUBLESHOOTING

Whether you wash your dishes by hand or use the dishwasher provided, the dishwasher needs to be maintained on a regular basis in order to keep it functioning properly and in good repair. The following preventive maintenance steps will go a long way toward preventing costly repairs and extending the life of the unit.

4.4.1. Dishwasher Preventative Maintenance

Every two months, run the unit with a quart of white vinegar added to the tank (no dishes or detergent for this). This removes any deposits left behind in the tub, and actually helps keep the drain clear.

Use a rinse-aid, such as Jet-Dry, in your dishwasher, unless you have a water softener. In this case, do NOT use a rinse aid! We recommend a solid form rinse aid, not a liquid. The liquid dispenser only injects a couple of drops of liquid into the unit at the end of the wash cycle. This does not take into account varying degrees of water hardness in different areas. The solid version is always working right thru the wash and rinse cycles. Hang it in the left front corner of the upper rack for the best distribution.

If you can see hardened calcium or lime deposits and/or rust stains, you should run the empty dishwasher through a complete cycle with a calcium, lime and rust remover (such as CLR). This should be done at the first sign of buildup to prevent damage to the unit.

4.4.2. Dishwasher Troubleshooting

Step 1: Check to make sure it's receiving power. If the unit plugs into a wall outlet, check the cord, the plug, and the outlet to make sure they're functioning properly. Also check the switch that controls the outlet to make sure it's turned on. Most built-in dishwashers are wired directly into a circuit. Check the main electrical panel for a blown fuse or tripped circuit breaker, and restore the circuit. If your home is an older one, the dishwasher may be wired to a separate electrical panel; look for a blown fuse or breaker at this panel, and restore the circuit.

Step 2: Make sure the door is tightly closed and latched. The dishwasher will not operate until the latch is properly engaged. To check the latch, close and latch the door, holding the latch tightly in place. Then, still pressing the latch closed, turn the control

knob to the ON position. If the dishwasher works, the latch is faulty and should be cleaned, tightened, or replaced.

Step 3: Make sure the water is turned on and the water temperature is high enough. A breakdown in the water heater could stop flow of water to the dishwasher. Test the hot water in the kitchen sink or bathroom. If you can draw hot water, the water heater may not be at fault.

Step 4: Make sure the controls on the control panel are properly set. The newer push-button controls can be very sensitive; make sure the buttons are firmly pressed into position.

If you've gone through these four checks without finding the solution, it's time to dig deeper into the dishwasher. Contact the Maintenance Department and submit a written work order request. **DO NOT ATTEMPT ANY FURTHER REPAIRS.**

4.5. CLOTHES DRYER PREVENTIVE MAINTENANCE & TROUBLESHOOTING

Clothes dryers are one of the largest power consumers in your unit. Performing these simple steps will help ensure your dryer is functioning at its peak efficiency and will save you money on your energy bills.

CAUTION: A blocked dryer exhaust is a serious FIRE HAZARD. Tenants are responsible for ensuring dryer vent hoses remain free of obstructions, uncrushed, unkinked, and properly attached at both ends.

4.5.1. Dryer Preventative Maintenance

Ensure the lint trap and lint screen are cleaned after every load. Lint buildup will cause the dryer to have to work extra hard to dry your clothes, using energy unnecessarily. In extreme cases, excessive buildup can cause a fire. Occasionally, lint will make it past the screen/trap and find its way into the housing of the dryer. Periodically disconnecting the vent hose from the back of the dryer and vacuuming the inside of the vent hose and the inside of the dryer housing from the point the vent hose connects to will prevent excessive lint buildup in both areas. At the same time, the area under the dryer should be cleared of lint and debris. After reconnecting the vent hose, be extra careful when repositioning the dryer to ensure the hose does not get kinked or crushed.

4.5.2. Dryer Troubleshooting

Follow the below steps to troubleshoot common issues prior to submitting a written work request.

4.5.2.1. Dryer Won't Heat

If you have a gas dryer, check the supply line valve to ensure it is fully open.

If you have a gas dryer, check circuit breakers/fuses. Electric dryers use two fuses or circuit breakers. The drum can still turn if just one fuse/breaker is bad, but there will be no heat. You may need to replace both fuses or reset both circuit breakers to correct this problem.

If this does not resolve the problem, contact the Maintenance Department and submit a written work order request. **DO NOT ATTEMPT ANY FURTHER REPAIRS.**

4.5.2.2. Dryer Making Unusual Noise

If you hear a thumping sound or see vibrations, the dryer may not be level. Each leg of the dryer can be adjusted up or down and the dryer should be level front to back and side to side.

Check for small items caught in the dryer drum. Coins, buttons or paper clips can get caught between the drum and the front or rear of the dryer. Always check pockets before loading a washer or dryer!

If you hear loud thumping, the clothing may be knotted or balled up. You may not be loading the dryer correctly. Remove the knotted items and give them a shake before reloading to complete the drying cycle.

If this does not resolve the problem, contact the Maintenance Department and submit a written work order request. **DO NOT ATTEMPT ANY FURTHER REPAIRS.**

If you have a gas dryer and hear a clicking sound, this is normal. It is the gas valve opening and closing.

4.5.2.3. Dryer Won't Start

The door latch may not be engaging. Check the latch and around the door seals for lint and clean completely so that the door closes properly.

Check the power supply, including fuses and circuit breakers. When replacing a fuse, be sure to use a time-delay fuse.

If you have a push knob or start knob, it may not be engaging correctly. Remove the knob and clean behind it, removing any dirt and lint.

If this does not resolve the problem, contact the Maintenance Department and submit a written work order request. **DO NOT ATTEMPT ANY FURTHER REPAIRS.**

4.5.2.4. Clothes Take Forever To Dry

Clean the lint filter. A filter loaded with lint reduces the air flow necessary for quick drying. You can recycle the lint!

Clean the outside exhaust vent. If the outside vent is not opening and closing properly, moisture is trapped inside the dryer drum. Run the dryer for 5 or 10 minutes. Hold your hand under the outside exhaust hood to check air movement. If you do not feel air coming from the vent, it is blocked and must be cleaned thoroughly.

Check the dryer vent exhaust pipe. Be sure it is connected properly and has no kinks.

Reduce the size of each load. An overcrowded dryer does not allow clothes to tumble freely and receive heat evenly.

Be sure the dryer is in a room that is above 45 degrees F. It cannot work efficiently in a room that is too cold.

Check the air circulation around the dryer. If your dryer is in a closet, there must be ventilation openings at the top and bottom of the door. The front of the dryer requires a minimum of one inch of airspace and the back should have at least five inches.

Do not allow fabric softener dryer sheets to block the air flow into the lint trap or grill. Never use more than one sheet per load.

If this does not resolve the problem, contact the Maintenance Department and submit a written work order request. **DO NOT ATTEMPT ANY FURTHER REPAIRS.**

4.5.2.5. Clothes Are Covered With Lint

Clean the lint screen! If the screen is full and can hold no more lint, then the lint is going to stay on your clothes.

4.5.2.6. Clothes Aren't Dry After Automatic Cycle

The load may not be connecting with the sensor strips because it is too small or the dryer is not level. Small loads should be dried on Timed Dry rather than Automatic Dry.

Clean the moisture sensor strips. The moisture sensors are usually two metal strips located inside the front edge of the dryer drum. If they become coated with residue from fabric softener sheets, they won't work properly. Clean them with a cotton ball and rubbing alcohol.

4.6. PLUMBING SYSTEM PREVENTATIVE MAINTENANCE

When water freezes, it expands. If this happens in an enclosed environment, pressure builds until something gives to relieve the pressure. That's why a can of soda explodes if it's put into a freezer to chill quickly and forgotten. When water freezes in a pipe, it expands the same way. If the resulting pressure is not relieved, the pipe bursts, water escapes and serious damage results.

Homes and apartments in Texas are vulnerable to winter cold spells. Water pipes are likely to be located in unprotected areas outside of the building insulation, and tenants tend to be less aware of freezing problems, which may occur only once or twice a season. Pipes in attics, crawl spaces and outside walls are all vulnerable to freezing, especially if there are cracks or openings that allow cold, outside air to flow across the pipes.



4.6.1. When Is It Cold Enough To Freeze?

When should you be alert to the danger of freezing pipes? That depends, but in southern states and other areas where freezing weather is the exception rather than the rule (and where houses often do not provide adequate built-in protection), the temperature alert threshold is 20° F.

This threshold is based upon research conducted by the Building Research Council at the University of Illinois. Field tests of residential water systems subjected to winter temperatures demonstrated that, for un-insulated pipes installed in an unconditioned attic, the onset of freezing occurred when the outside temperature fell to 20° F or below.

This finding was supported by a survey of 71 plumbers practicing in southern states, in which the consensus was that burst-pipe problems began to appear when temperatures fell into the teens. However, freezing incidents can occur when the temperature remains above 20° F. Pipes exposed to cold air (especially flowing air, as on a windy day) because of cracks in an outside wall or lack of insulation are vulnerable to freezing at temperatures above the threshold. However, the 20° F temperature alert threshold should address the majority of potential burst-pipe incidents in southern states.

4.6.2. Actions to Take Prior To Freezing Weather

Water freezes when heat in the water is transferred to subfreezing air. The best way to keep water in pipes from freezing is to slow or stop this transfer of heat.

Report un-insulated exterior pipes so that they can be properly wrapped and/or insulated. This includes exposed pipes in unheated areas (garages, attics, etc....) of the unit.

Report cracks/holes in outside walls and foundations near water pipes, so that they can be sealed with caulking to keep cold wind away from the pipes.

4.6.3. Actions to Take During Prolonged Absences

When you are going to be away from the property for an extended period during the winter, be careful how much you lower the heat. A lower temperature may save on the

heating bill, but there could be a disaster if a cold spell strikes and pipes that normally would be safe, freeze and burst. Keep the internal temperature set at or above 60o F and implement one or more of the preventive measures in Section 4.6.4 below.

4.6.4. Actions to Take During Freezing Weather

The best solution when you are concerned about a serious overnight freeze is to drain the water system. With no water in the pipes, there can be no freezing. To drain the system, shut off the main valve and turn on **EVERY** water fixture (hot, cold, and exterior spigot lines) until water stops running. It's not necessary to leave the fixtures open, since the system is filled mostly with air at that point and not subject to freezing. To refill the system, simply turn on the main valve and let each fixture run until the pipes are full again.

Kitchen and bathroom cabinets can keep warm inside air from reaching pipes under sinks and in adjacent outside walls. Leaving cabinet doors open during cold spells will allow the warm inside air to circulate around the pipes and prevent freezing.

Letting the faucets drip during extreme cold weather can prevent pipes from bursting as well. A small flow of water will not prevent freezing, but the open faucets will provide relief from the excessive pressure that builds between the faucet and the ice blockage when freezing occurs. If there is no excessive water pressure, there is no burst pipe, even if the water inside the pipe freezes.

A dripping faucet wastes some water, so only pipes vulnerable to freezing (ones that run through an unheated or unprotected space) should be left with the water flowing. The drip can be very slight. Even the slowest drip at normal pressure will provide pressure relief when needed. Where both hot and cold lines serve a spigot, make sure each one contributes to the drip, since both are subjected to freezing. If the dripping stops, leave the faucet(s) open, since a pipe may have frozen and will still need pressure relief.

4.6.5. Actions to Take If You Suspect A Frozen Pipe

If you open a faucet and no water comes out, don't take any chances. Contact the Maintenance Department and submit a written work order request. If a water pipe bursts, turn off the water at the main shut-off valve (usually at the water meter or where the main line enters the house); leave the faucet(s) open until repairs are completed. Don't try to thaw a frozen pipe with an open flame; as this will damage the pipe and may even start a building fire. You might be able to thaw a pipe with a hand-held hair dryer. Slowly apply heat, starting close to the faucet end of the pipe, with the faucet open. Work toward the coldest section. Don't use electrical appliances while standing in water; you could get electrocuted.

Section 5 - MAINTENANCE EMERGENCIES

We, at Armadillo Properties, want to make sure your home maintenance emergencies are dealt with quickly. So how do you know when your situation is a bona fide Home Maintenance Emergency? The following is a guide to help you understand what Armadillo Properties will consider an emergency, and what will be considered routine maintenance:

A maintenance emergency is anything relating to the property that is threatening to life, health or the structural integrity of the property itself, and cannot wait until the next business day for repair.

5.1. SPECIFIC EXAMPLES OF EMERGENCIES

5.1.1. Clogged Toilets

A clogged toilet is only an emergency if there is only one toilet in your home AND you have made every effort, including plunging, to clear the stoppage yourself; but were unsuccessful. If this is the case, turn off the water supply valve behind the toilet, shut the lid and clean up any mess, then follow the emergency work order request procedures outlined at [SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES](#).



5.1.2. Sewage Backups

Sewage backup will be considered an emergency only when raw sewage is actually backed up into the toilet, bathtub, or sinks and will not drain. Many times, these situations are the result of a problem with the city's sewer system. However, it can also be the result of a home plumbing or septic system (in equipped homes) failure. If you are experiencing this problem, please follow the emergency work order request procedures outlined at [SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES](#).

5.1.3. Broken Pipes / Water Leaks

A broken pipe that is gushing water into any portion of the residence or a leak that cannot be contained by collecting the runoff with a pail/pan is definitely a bona fide home maintenance emergency. You should immediately turn off the water valve to the broken pipe / leak area, or at the main water cut off to the property. Do everything within your power to contain and or remove any water or flooding and, if necessary, contact other residents who may be affected by the leak. Once this is done, follow the

emergency work order request procedures outlined at SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES.

5.1.4. No Hot Water

A broken or inoperable hot water heater is only an emergency if there is no other way to heat water in the home, or if the water is leaking into the home, as in the “Broken Pipe” scenario above. If there is no other way to heat water (i.e. heating pots of water on the stove), or if water is leaking into the home, follow the emergency work order request procedures outlined at SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES.

5.1.5. AC Failures

A broken or inoperable air conditioning unit is only an emergency if the outside temperature is predicted to exceed 100o F before the start of the next business day. Prior to submitting a work order request, emergency or otherwise: check all fuses and/or circuit breakers; make sure the thermostat is set to COOL and AUTO; and check batteries in DIGITAL thermostats (where equipped). If the problem still persists and the outdoor temperature has exceeded 100 degrees, follow the emergency work order request procedures outlined at SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES.

NOTE: Outdoor temperature is determined as reported by Weather.com or local weather services at the time the work request is received.

5.1.6. Heater Failures

A broken or inoperable heating unit is only an emergency if the outside temperature is predicted to fall below 40o F before the start of the next business day. Prior to submitting a work order request, emergency or otherwise: check all fuses and/or circuit breakers for electric heaters; check the pilot light on gas heaters; make sure the thermostat is set to HEAT and AUTO; and check batteries in DIGITAL thermostats (where equipped). If the problem still persists and the outdoor temperature is predicted to fall below 40o F before the start of the next business day, follow the emergency work order request procedures outlined at SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES.

NOTE: Outdoor temperature is determined as reported by Weather.com or local weather services at the time the work request is received.

CAUTION: natural gas has the unmistakable odor of rotten eggs. If you suspect an appliance is leaking gas, turn off the appliance and turn off the gas supply to that appliance (you should be able to find a shut-off handle somewhere on the supply

line). Report the problem to your gas provider immediately, and then call Armadillo Properties.

5.1.7. Roof Leaks

A leaky roof is an emergency only in the most extreme cases, where the ceiling is in jeopardy of collapsing. If in doubt, contact our maintenance staff and they may investigate on an emergency basis. While awaiting repairs, you should place buckets or pots under the leak to protect the residence from further damage.

5.1.8. Broken Door, Doorknob, Lock, or Window

These items will only be considered emergencies if they prevent the resident from securing the unit from both within and from outside the unit. If this is the case, follow the emergency work order request procedures outlined at SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES.

5.1.9. Structural Damage

Damage to the structure of a property is an emergency when it immediately threatens the integrity of the property or the health or safety of the residents. If this is the case, follow the emergency work order request procedures outlined at SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES.

5.1.10. No Electricity

Power outages are an emergency only when there is no electricity throughout the unit. Partial outages do not constitute an emergency. Prior to submitting a work order request, emergency or otherwise: call your utility service provider to determine if they can resolve the problem; check all circuit breakers by flipping them to the OFF position and then to the ON position; reset all GFI breakers (these are the little buttons sometimes found on outlets in bathrooms, kitchens, laundry rooms, and garages); check any fuses and replace if burned out. If you have done all these things and are still experiencing a total power outage, follow the emergency work order request procedures outlined at SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES.

5.1.11. Sparking / Arcing Wires

While this condition may not warrant an emergency work order request, it is important to know what to do in this situation. First, turn off the circuit breaker controlling power to the affected area. Next, unplug the sparking wire. If the problem was inside a wall switch or outlet, follow the emergency work order request procedures outlined at SECTION 5.3 EMERGENCY WORK ORDER REQUEST PROCEDURES.

5.2. SPECIFIC EXAMPLES OF NON-EMERGENCIES

Normally our maintenance department will not respond after-hours to any of the following non-emergency maintenance issues:

- Installation of fuses or resetting of circuit breakers
- Broken or inoperable refrigerators, stoves, dishwashers, microwaves, compactors, washers, dryers, etc....
- Pest control problems
- Lock-Outs: It is the Tenant's responsibility to contact a locksmith to gain entry. The locks may not be changed or rekeyed unless absolutely necessary - and it is the Tenant's responsibility to ensure that Armadillo Properties receives 2 keys for any new lock or re-keyed lock.
- Any water leaks that can be controlled by utilizing a pail, pan, etc. to catch the water, or the closing of a supply valve i.e.
 - Household sink, basin or bathtub leaks or stoppages
 - Leaking/dripping faucets, toilets, or drain pipe (Do not run water through pipe)

5.3. EMERGENCY WORK ORDER REQUEST PROCEDURES

If you have determined that your problem is a bona fide home maintenance emergency, or if you have ANY situation that seems immediately hazardous, damaging or detrimental, please call our office immediately.

During office hours, dial (254) 547-2919, ask for maintenance and explain your situation to them. You must then follow up with a written work order request. This can be done in person at our office, via email to **repairs@armadilloproperties.com**, from our online request form on the tenant portal at **www.armadilloproperties.com** or faxed to us at **(254) 547-0669, ATTN: Maintenance Department**.

After business hours, or on holidays, dial **(254) 535-2088** and leave a detailed voice message with your name, property address, a detailed description of the problem, and the phone number where we can reach you. After leaving your message, please remain near the phone as our service personnel may require additional information to properly respond to your call. Then follow up with a written work order request, the same as above.

5.4. IMPORTANT NOTES

First, the After Hours Emergency Maintenance Phone is a monitored line; therefore, calls will not be answered. You must leave a voicemail message clearly stating your emergency and how to contact you. Only valid emergency requests will be responded

to. Armadillo Properties retains the right to determine the validity of emergency maintenance requests.

Next, Tenants are responsible for moving any personal items and keeping pets a sufficient distance away from the area to be repaired or item/equipment to be serviced. Maintenance staff will not move personal items and may refuse service if threatened or interfered with by a pet!

Finally, don't be the one who cries wolf. Leaving messages constantly saying "It's an emergency" and "I need someone immediately," may soon begin to delay response time to your calls, and with good reason. We have real emergencies to deal with, so save phrases like "as soon as possible", "emergency", and "immediately" for when you truly need them. If you're in doubt, describe what damage or risks are being caused to the property or yourself. For example, "My sink is leaking, and the water is soaking into the floor" or "My fuse box just blew up, there are sparks coming out, and I'm afraid to go near it."

Hopefully, this information will help you understand our emergency system, and make the process more manageable for everyone.

Section 6 - SUMMARY

Please remember, we strive to provide you with the highest quality service and hope to make your stay with us as pleasant as possible. Please do your part by adhering to these rules and regulations, by being respectful of your fellow residents, and by letting us know when there is something in need of our attention.

We hope you find this booklet to be a useful tool. Referring to the materials contained here before contacting us may help avoid confusion, conflict, and frustration for you, other residents, our staff, and our property owners.

Finally, we welcome your suggestions for ways we can improve our services. Feel free to contact us at any time with your questions or concerns.



Armadillo Properties
2602 E Hwy 190
Copperas Cove, Texas 76522
Office: (254) 547-0505
Fax: (254) 547-0669
Email: Manager@armadilloproperties.com
Web: www.ArmadilloProperties.com

APPENDIX A MOVE-OUT CHECKLIST

The following instructions must be complied with prior to turning in keys:

LANDSCAPING	
<input type="checkbox"/> mow, trim, & edge yard	<input type="checkbox"/> weed all flower beds
<input type="checkbox"/> fill any holes created by persons or animals	<input type="checkbox"/> neatly trim all bushes
<input type="checkbox"/> clear yard of any fallen fruit from fruit trees	<input type="checkbox"/> treat all ant beds
Remove:	<input type="checkbox"/> trash <input type="checkbox"/> animal feces <input type="checkbox"/> wasp/bee nests <input type="checkbox"/> personal items <input type="checkbox"/> excess fruit from limbs
Sprinkler System:	<input type="checkbox"/> turn off <input type="checkbox"/> leave operating instructions
EXTERIOR – CLEAN:	
All surfaces of the following, ensuring you remove any dust, dirt, debris, oil, grease, cobwebs, etc...	
<input type="checkbox"/> patios	<input type="checkbox"/> decks
<input type="checkbox"/> sidewalks	<input type="checkbox"/> driveways
<input type="checkbox"/> porches	<input type="checkbox"/> light fixtures
<input type="checkbox"/> shutters	<input type="checkbox"/> screens
<input type="checkbox"/> windows	<input type="checkbox"/> doors
<input type="checkbox"/> gutters	<input type="checkbox"/> downspouts
<input type="checkbox"/> trash dumpster (where provided) should be emptied, cleaned, and left inside the garage or beside unit	
GARAGE – CLEAN:	
<input type="checkbox"/> all oil, grease, and paint off floor	<input type="checkbox"/> walls
<input type="checkbox"/> remove cobwebs	<input type="checkbox"/> sweep floor
KITCHEN – CLEAN:	
Stove (glass surfaces with warm soapy water only): <input type="checkbox"/> inside <input type="checkbox"/> outside (front & sides) <input type="checkbox"/> under burners	
<input type="checkbox"/> pull out (being careful not to damage floor) and clean cabinet sides, countertop edges, and floor in stove cavity	
Vent Hood:	<input type="checkbox"/> topside <input type="checkbox"/> underside <input type="checkbox"/> filter (replace if necessary)
Dishwasher:	<input type="checkbox"/> inside <input type="checkbox"/> outside
Disposal:	<input type="checkbox"/> ensure unit is empty <input type="checkbox"/> flush with hot soapy water
Microwave:	<input type="checkbox"/> inside <input type="checkbox"/> outside <input type="checkbox"/> plate
Trash Compactor:	<input type="checkbox"/> inside <input type="checkbox"/> outside
Refrigerator/Freezer: <input type="checkbox"/> inside <input type="checkbox"/> outside <input type="checkbox"/> door seals <input type="checkbox"/> coils <input type="checkbox"/> empty drip pan	
<input type="checkbox"/> pull out unit (be careful not to damage floor) and clean wall, cabinet sides, countertop edges, and floor	
BATHROOM – CLEAN:	
Toilet (clean & disinfect): <input type="checkbox"/> bowl <input type="checkbox"/> base <input type="checkbox"/> tank <input type="checkbox"/> cover <input type="checkbox"/> cover <input type="checkbox"/> seat	
In vicinity of toilet: <input type="checkbox"/> walls <input type="checkbox"/> floors <input type="checkbox"/> cabinets <input type="checkbox"/> tub sides	
Clean/remove soap residue, water spots, calcium, lime, & rust from: <input type="checkbox"/> tub / shower enclosures (no rings)	
<input type="checkbox"/> shower heads <input type="checkbox"/> shower doors / curtains <input type="checkbox"/> sinks <input type="checkbox"/> faucets <input type="checkbox"/> soap dishes <input type="checkbox"/> plumbing fixtures	
UTILITY ROOM – CLEAN:	
Washer:	<input type="checkbox"/> inside <input type="checkbox"/> outside <input type="checkbox"/> under <input type="checkbox"/> behind <input type="checkbox"/> detergent/bleach dispensers
Dryer:	<input type="checkbox"/> inside <input type="checkbox"/> outside <input type="checkbox"/> under <input type="checkbox"/> behind <input type="checkbox"/> lint trap & screen
CARPETS – CLEAN:	
<input type="checkbox"/> must be cleaned by professional carpet cleaning company using 5 point cleaning system	
<input type="checkbox"/> must remove all stains not identified at move-in by tenant on Residential Lease Inventory and Condition Form	
<input type="checkbox"/> must turn in ORIGINAL, paid cleaning receipt to Armadillo Properties with unit keys at move out	
OTHER ITEMS – CLEAN:	
Fireplace: <input type="checkbox"/> inside <input type="checkbox"/> outside <input type="checkbox"/> tools <input type="checkbox"/> replace logs if they were present at move-in	
Utility Closets: <input type="checkbox"/> inside <input type="checkbox"/> wipe down HVAC units <input type="checkbox"/> wipe down hot water heater	
Cabinets & Drawers: <input type="checkbox"/> inside <input type="checkbox"/> outside <input type="checkbox"/> remove all contents <input type="checkbox"/> wipe exteriors with furniture polish	
Countertops: <input type="checkbox"/> clean/remove all streaks, soap residue, and water marks	
Sinks: <input type="checkbox"/> clean/remove all streaks, soap residue, water marks, calcium, lime, and rust deposits	
Chrome Surfaces: <input type="checkbox"/> clean and polish (remove all streaks, soap residue, water marks)	
Mirrors & Windows: <input type="checkbox"/> clean/remove all streaks (windows inside and out)	
Hard Floors: <input type="checkbox"/> sweep, mop, and remove any marks DO NOT WAX!	
Paneling: <input type="checkbox"/> dust and polish with furniture polish	

OTHER ITEMS – CLEAN (continued):**Drapes / Valances:** ☐ must be professionally dry cleaned and the receipt provided at time of move out**Doors:** ☐ clean both sides and remove any marks**Walls / Ceilings:** ☐ clean and remove any cobwebs and marks**Light Fixtures:** ☐ clean inside and out, leaving glass streak free**Ceiling Fans:** ☐ clean fixture, globes leaving glass streak free, and tops and bottoms of blades

- | | | | | |
|--|--|--|---------------------------------------|---|
| <input type="checkbox"/> window enclosures | <input type="checkbox"/> window frames | <input type="checkbox"/> window sills | <input type="checkbox"/> screens | <input type="checkbox"/> blinds |
| <input type="checkbox"/> baseboards (all) | <input type="checkbox"/> switch covers | <input type="checkbox"/> outlet covers | <input type="checkbox"/> cable covers | <input type="checkbox"/> air grills / vents |
| <input type="checkbox"/> doorbell chimes | <input type="checkbox"/> smoke detectors | <input type="checkbox"/> co2 detectors | <input type="checkbox"/> thermostats | <input type="checkbox"/> alarm boxes |

ITEMS THAT MUST BE REPLACED

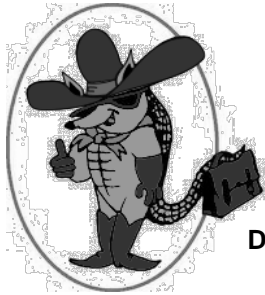
- ☐ all burned-out or missing LIGHT BULBS - with appropriate wattage and type for fixture (including appliances)
- ☐ all STOVE DRIP PANS - if they cannot be cleaned to appear like new
- ☐ A/C FILTER - must be new and properly installed
- ☐ REFRIGERATOR WATER FILTER (WHERE EQUIPPED) - must be new and properly installed
- ☐ all missing or dead BATTERIES - programmable thermostat, smoke detectors, CO2 detectors, etc...
- ☐ all missing DRAIN STOPPERS
- ☐ all missing GARBAGE DISPOSAL TOOLS
- ☐ all missing BATHROOM DOOR KEYS (one per bathroom)
- ☐ all broken or missing LIGHT SWITCH, CABLE, OR ELECTRICAL OUTLET PLATES
- ☐ all broken or missing DOOR STOPS (including TIPS)
- ☐ all discolored, broken, or missing TOILET SEATS AND LIDS
- ☐ all missing or moldy CAULK OR GROUT

FINAL CLOSEOUT PROCEDURES

- ☐ remove all excess trash from property – DO NOT leave trash in unit's trash can (you will be billed for removal)
- ☐ remove all cleaning supplies and personal property
- ☐ close and lock all windows and doors
- ☐ turn off all lights and appliances, including the heating and air conditioning unit
- ☐ turn off all water faucets and spigots, inside and out
- ☐ turn in all remote controls (garage door opener, ceiling fans, alarm systems, etc...)
- ☐ turn in original receipts for professional carpet and drape cleaning
- ☐ turn in all keys to the property, including garage door and storage buildings (if provided)

WARNING:

Do not use liquid bleach to clean walls, countertops, etc... Even in a diluted form, liquid bleach can permanently stain surfaces and damage flooring.

APPENDIX B WORK ORDER REQUEST FORM

Property Address: _____

Tenant's Name: _____

Tenant's Phone: _____

Tenant's Email: _____

Detailed Problem Description: _____

ATTENTION: The normal time to process a routine work request is 3-5 business days. If you have not been contacted by a technician within 5 business days, please contact us immediately, so that we can get your maintenance issue resolved promptly.

NOTE: Repair Requests and Completion of Repairs: Subchapter B of Chapter 92 of the Texas Property Code governs the rights and obligations of the parties during the repairs. All requests for repairs must be in writing and delivered to Landlord. Tenant may not repair or cause to be repaired any condition, regardless of the cause, without Landlord's permission. All decisions regarding repairs, including the completion of any repair, whether to repair or replace the item, and the selection of repairmen, will be at the Landlord's sole discretion. Landlord is not obligated to complete a repair on a day other than a business day unless required to do so by the Property Code. If the Tenant causes a condition requiring repair, then the TENANT will be billed for the repair and Landlord must receive prompt payment.

"I certify that I fully understand the above notices. I also understand that if the condition causing the repair/service call is found to be caused by my actions or my negligence, I will be responsible for paying the invoice."

Signature_____
Date_____
Received By_____
Date