



Tenant Welcome Guide

Greetings! SmartEgg Properties welcomes you as a new resident. To achieve a successful tenant/management relationship, we have prepared this Tenant Welcome Guide to assist you with your tenancy. We recommend that you keep it in a convenient location so you can refer to it easily. You will find maintenance guidelines, rental payment instruction, general information, tenant responsibilities and more. Our contact information is listed below. We wish you a successful and enjoyable tenancy in your new residence!

SmartEgg Properties

P.O. Box 10743 Austin, TX 78766

Office Hours: Monday - Friday 9:00 AM to 6:00 PM

www.smarteggmgmt.com

Contact

Main number: 512-910-4408

info@smarteggmgmt.com

Emergency Calls

Should an emergency maintenance issue arise, please call 512-910-4408 x1. Once you give them your information and address they will be able to pull the account up. They will first try to resolve the issue over the phone and will dispatch a vendor as needed.

Maintenance Requests

If you have a non-emergency maintenance issue, please log onto your tenant portal by clicking the Resident Sign In button on our home page (www.smarteggmgmt.com), and submit your request(s) online. We do not take correspondence through email or phone about maintenance requests unless it's an emergency. Everything is handled through your tenant portal.

SmartEgg Properties Move-In Guidelines (Weekend or Holiday)

If you are moving in during a weekend or holiday, please note that some services may be limited; however, you still have full access to both non-emergency and emergency maintenance support. For non-emergency issues such as minor repairs, appliance concerns, or cosmetic items, log into your tenant portal and submit a maintenance request. Our AI



troubleshooting assistant will ask you questions and may resolve simple problems immediately.

For emergency situations that could cause damage to the property or impact your safety, support is available 24/7, including weekends and holidays. Call 512-910-4488 x1 to reach the emergency line. The system will guide you through a few quick questions and connect you to the appropriate technician, and a vendor will be dispatched as quickly as possible. In the case of HVAC emergencies, such as loss of heating or cooling during extreme temperatures, if a technician cannot reach you within 24 hours, you may either purchase a portable AC or heater and submit your receipt for reimbursement, or stay in a hotel (up to \$150) and submit your receipt for reimbursement.

If you experience a water-related emergency such as a leak, burst pipe, or flooding, you should immediately shut off the water if possible. The main shutoff valve is typically located in the front yard near the curb or street. After stopping the water, clean up any standing water right away to prevent further damage, and then contact the emergency line so a plumber can be dispatched promptly. These guidelines are designed to ensure your safety and comfort during your move-in, even when normal service conditions are limited.

Pets

Please keep in mind that not all properties allow pets so if you add a pet to your family, contact our office for prior approval. You are required to keep the home and yard clean, and remove any pet droppings from the yard on a regular basis.

Renters Insurance

The property management company or the owner shall not be liable or responsible for loss or damages to articles or property belonging to the tenant. It is mandatory that the tenant maintain fire and theft insurance for their personal property as well as liability insurance coverage. If you renew your lease with us you must provide a copy of your renewed renters insurance.

The Landlord requires Tenant to obtain liability coverage of at least \$100,000 in property damage and legal liability from an A-rated carrier and to maintain such coverage throughout the entire term of the lease agreement. Tenant is required to furnish Landlord evidence of the required insurance prior to occupancy, at the time of each lease renewal period, and upon request.

To satisfy the insurance requirement, Tenant may either (1) be automatically enrolled into a policy that satisfies the coverage requirements as part of the Resident Benefits Package; or (2) obtain alternative liability coverage from an insurer of Tenant's choice. The option



Tenant chooses will not affect whether Tenant's lease application is approved or the terms of Tenant's Lease.

Rent Payments

Rent is due on the 1st of each month. You will have a 2-day grace period through the 3rd of the month. If rent is not submitted by 11:59pm on the 3rd it is considered late and an initial late fee of \$100 will be charged to your account. Each day thereafter will be an additional \$25. Late fees will not exceed 12% of the rent amount per month.

Communication from Us

We may contact you through email, phone, or text. We send out notices, requests and general correspondence using email. We may contact you about important issues by phone or text. If you have a preferred way for us to contact you please alert us. Please continue to keep us updated with any changes to your email address or cell phone number throughout your tenancy with us.

Getting to Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the:

- Main circuit breaker in the event power goes out
- Gas shut off valve - turn off during emergencies/disasters for safety
- GFI plug(s) - so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- Water shutoff valves below the sinks and behind toilets in case of water leaks

Tenant Responsibilities

The following items are the responsibility of the tenant while living at the property:

- Replacement of light bulbs with the correct wattage
- Replacement or cleaning of furnace and air conditioning filters every month
- Replacement of smoke alarm batteries. The property must have working smoke alarms at all times. Report non-functioning smoke alarms immediately if batteries do not solve the problem.
- Reporting all necessary repairs through your tenant portal
- Keeping property clean, inside and out, free of grease, mold, mildew, cobwebs, pet droppings, etc.



- If you are responsible for the lawn maintenance, you need to mow, water, weed, and dispose of all yard debris on a regular basis
- If you are responsible for pest control, we recommend quarterly service but you must handle any pest problems that arise
- If you have a pet, all pet droppings need to be disposed of regularly

Inventory and Condition Form

At move-in, you must complete the Inventory & Condition Form documenting the home's condition. Anything listed on this form will not be charged to you at move out. Submit the form within the required timeframe and include photos if needed.

Damage vs Normal Wear and Tear

Normal wear and tear are not charged. Damage beyond normal wear and tear is chargeable. If damage is caused during your tenancy and deemed tenant responsibility, it will be handled by a licensed vendor and charged to you. Please take care of your home and be gentle while living there.

Vacating the Property

It is the responsibility of the tenant to make sure the office has all keys and/or garage remotes. All house and mail keys (with the exception of one) should be left in the kitchen drawer along with any garage and/or gate remotes that you have. Please leave a valid forwarding address for your deposit. Please be sure to arrange a disconnect date accordingly with all utility providers for the last date of your lease term.

Keep in mind that it is mandatory and written in your lease agreement that you must have:

- All personal items removed from the house and yard
- Professional maid service clean at time of move out
- Professional steam cleaning and spot cleaning of carpets

After move out a vendor inspection will be performed and will determine charges that are deemed tenant responsibility beyond normal wear and tear. Charges will be deducted from the security deposit. If costs exceed the deposit, remaining balance will be charged and owed.