

PMI Profit Realty
Resident Handbook
Version 2.1

PMI Profit Realty
8103 Broadway Suite 201
San Antonio TX 78209

Office 210-504-4410
After Hours call 210-504-4410 Option 1
Leasing 210-209-8222
leasing@ProfitRealty.com

Tenant Portal can be found at:
<https://www.PMIProfitRealty.com>
Repair portal is:
<https://propertymeld.com/> ←

If you are new to PMI Profit Realty, please send us your current phone and email address to info@ProfitRealty.com or call 210-504-4410.

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For Property Management we offer a full array of services you're your convenience and comfortable living. Regarding you or your friends wanting to buy or sell a property. If you use PMI Profit Realty as your agent, we will offer to you or your friend a rebate up to 1% of the real estate commission. Call for details.

A: General Policies:

1. This Handbook is subject to change on a 30-day notice. Please see our website, <https://PMIProfitRealty.com> for the latest version.
2. This Handbook covers important items that may effect your residency while living at a property managed by PMI Profit Realty, please read carefully and if you do not understand any aspect of this handbook, please call our office for help and clarification.
3. Emergency Reporting – If you see anything that is an emergency, such as water running uncontrollably, (IE Pipe seems broke, Shower head seems broke, etc) call our office and if it is after hours, please call our office and go to the 24-hour emergency answering service, (Press 1 on the message should get you to them).
4. Your rent is due on the 1st of each month. We consider it late if it arrives in our office from the 4th on. If you mail in payment, please consider the time it takes the US mail. Should your payment around from the 4th on, we will charge a late fee. If you have any difficulty paying rent, please call our office as soon as you can. It is never good to wait until after the rent is due to call us.
5. If you are planning on paying directly to our office, please be sure to pay rent at the following address. Please call first to ensure we are going to be open. Always when you pay in the office **save Your Receipt**. If there is an issue, having your receipt, saves you, but, if you do not have your receipt, then we will not give you credit. Should there be a question, we will order from the money order firm a copy of the front and back of the money order. So please if you drop off your money order, (no checks) save your receipt."

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6. When its time to move – We require either 30 or 60 day notice, please check your lease. Please put in writing, either email or letter, a notice of your intent to move out. Text messages are not acceptable for this formal notice. Please be sure to give us your new address so we can mail you your deposit if you are getting money back. Please check to make sure you get your property ready to move out.
7. Utilities – At move in, if your home needs to have utilities put in your name, then you must call ahead of time to arrange to have the utilities on. Just because they may have been on when you saw the property, do not assume that they may still be on. You have four days from the start of your lease to put the utilities on in your name. We will turn off in 5 days any utility that is in our name during showing that needs to be moved to your name. Please call us if there are any problems.

B: Insurance

1. Before you move in, you must provide us with your proof of insurance unless we will automatically start our insurance policy. If you provide proof of insurance we will cancel our policy, however we do not issue credits. The charge is monthly so your policy will start the next month.
2. You are required to have Renters Insurance as part of your lease. You have two options, find and order your own renters' insurance or we will impose renters insurance on you. When you get Renters insurance, you may want to call the company you have Auto insurance with. They many times can give you great discounts combining Auto and renter's policy.
3. This renter's policy generally has three components: First is damage cause by you to your rental. Second should cover your personal belongings. And third they will cover and provide you with hotel insurance if you need to stay in an apartment should something happen to your current home. Please shop around, this is well worth having.
4. If as an example your refrigerator goes out, whether the refrigerator was supplied by us or if you brought it, and it failed. We will not assume responsibility for the damaged food. You need to get renters insurance to have that covered.
5. You must have your insurance company add **PMI Profit Realty** as an **additionally insured**.
6. Should we get a cancelation notice from your insurance company, you will be charged for our rental insurance, so please keep this insurance up.

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7. If we need to add the insurance that PMI has, then we will add it to your account and charge you \$12.95 per month. This policy can be cancelled if and when you provide your own rental policy. We do not split up a month, so if we have to start our policy, ie yours lapsed, then we will add our policy and charge you for a full month, minimum. You can read all of the policy information, which can be found in your back office.

C: Pets

1. Not all Owners allow pets in their homes. As such, you must report before you consider moving in if pets are allowed. If a home does not allow pets signifies penalties will incur up to eviction should you have pets unreported. Call our office to discuss your specific home.
2. We use the service, www.PetScreening.com for all applicants and tenants concerning animals. If you have a service animal you must contact PetScreening.com and have them approve all of your paperwork before hand. No animal will be considered a service animal unless approved by PetScreening.com.
3. If you want to have a pet, we only allow dogs, cats and maybe a small fish tank, under 20 gal. You must go to PetScreening.com and apply as if you had a pet, the cost is \$20 per animal.
4. If the owner allows a pet, generally there will be a pet deposit of \$350.00 per pet. Please call our office for details.
5. Guests Pets – If you have a guest and that guest has a pet, the pet must go through PetScreening.com review. If the Pet is a “support animal” then you must get the pet approved by PetScreening.com. Otherwise we will not consider the pet a support animal. There is no cost for this review of your documents. Please have this review before the guest brings the pet to the property.

- D: **Changing locks** – You are not allowed to change locks at any time. However, if locks need to be changed, i.e. lost your keys, call the office. We charge \$50 if we must change locks during the day and \$100 if we need to change locks after hours. Subject to availability of our staff. If you need to get a locksmith, we only use KWIKSet Smartkey locks. Please call our office for help on this.

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E: **Parked Cars** – You are never allowed to park a car or motorcycle on the yard. Abandoned tires, etc. must be removed. Never are you allowed to work on a car on your property. Never can you do oil changes, etc. Please go to a facility to work on your car. Our homes are not the place.

F: **Satellite Dishes** – tenants/vendors are never allowed to mount a satellite dish.

G: What You Are Responsibility for with Maintenance

Air Filters – You must change your air filter every 30 days at your costs with a correct sized filter. If we inspect and find the filter has not been regularly changed, we will charge you for having our HVAC team go out and clean the furnace/AC unit. Please call our office if you need help in understanding this rule. Your AC unit runs better and keeps your home cooler when you help to maintain this important time in the home.

Yard Maintenance - Please check your lease, if you are responsible for the yard, then you must keep the yard looking nice and well maintained. Please cut your grass, etc on a regular basis. Additionally, please water the yard as needed. Dry burned out yards will cost you when you move out. So please maintain your yard. If you can not cut your grass and need help, we use a service that does cut grass, there is a fee but we could talk to you about this, so please call us if needed.

H: **Plumbing Issues** – If you have moved into your home within 30 days and find the sewer is not flowing correctly, shower, toilet or sink, please place a work order and we will work to correct this issue as soon as possible. If the cause was caused by acts of you or your family (a child's toy as an example) then we will charge you. IF it is caused from items not caused by you the resident, we will usually pay for those, ie tree roots.

If after 30 days, if the sewer backs up, then most likely it is caused by something that you are responsible for. You are responsible for having it fixed. If you would like us to call our plumber, we can and will charge you on your account the costs. If we find that the cause

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is not caused by you the resident, (broken pipe etc.) then we will pay for those charges. We will only reimburse a licensed plumber costs.

I: Owner Supplied Refrigerators and Stoves

Some Owners supply a refrigerator or stove. If one is supplied, you are responsible for taking care of it. If it breaks and food is thrown out, the owner will not cover any actual expense for the “replacement” of the food. It is your responsibility to get renters insurance. Many such firms, Farmers, State Farm, Liberty Mutual, as an example, offer renters insurance that has as a part of their policy a replacement covering up to an amount, some have that it covers up to \$500. Please call an agent and get details. If you get the renters insurance from us, we do not cover such items. It is always better to get your own insurance.

I: Early Move outs

1. We understand sometimes there is a need to move out early, and effectively trying to “break” your lease. Legally you entered a lease with PMI Profit Realty, and you are responsible for this agreement. However, there are options to help you move easier.
2. First and foremost, keep paying your lease and all fees that you have agreed to on time until the end of the lease.
3. Second, move out and thoroughly clean your property as you should want it to be when you moved in.
4. We recommend that you call us before you are moving out, do not surprise us, we understand things happen but you have legal obligations that must be completed.
5. Call us and let us know that you have moved out but you will continue to pay your rent until the end of your lease.
6. We offer the ability to try to fill your property early but the fee for this service is one months rent.
7. Let’s have an example to better understand how this works:

Let’s say that rent is \$1,000 per month. And there are no pets or pet fees.

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Let's say you have six (6) more months to your lease.

You move out, give us the key's and have the property in excellent condition.

We start to market the property and are able to fill it with an excellent applicant who will move in within 30 days of you moving out.

You have to pay the one month of vacancy while we are interviewing applicants. And you have to pay one months new move in fee equal to one months rent, which is in this case \$1,000.

Your total costs are now just \$2,000 not the \$6,000 it would have been if you had stayed in the house till the end of your lease.

J: Lease End Move Out

1. Please Review your lease. Most leases require a 60 day notice, some only require a 30 day notice. Please check with your lease and make sure you are giving the correct notice. If you are not sure, please default on a 60 day notice. Please notify Leasing@ProfitRealty.com and then follow up with a letter to our office. Unless we confirm that we have received it, please do not assume we got the notice. Please check.
2. You are responsible to arrange a walkthrough with your unit with our office. Please make sure we are notified and able to do the walkthrough on the day you would like it.
3. You are responsible to make sure we get your key. Please call us ahead of time to make sure we get your key. You can not leave it somewhere hidden. No, we require the keys back. Additionally, please give us all keys, mailbox, any pool key etc. Additionally we must get the garage door opener.
4. Yard responsibility. If you are responsible for the yard, please have it cut and looking good, we will charge you a yard fee if the yard is looking dead, etc.
5. Be sure to clean your unit totally. Make sure that the stove, refrigerator etc are fully clean. Make sure the AC filter has been changed with a correct one of the correct size.
6. Be sure we have your new address. If we do not, you will not get your deposit back. It takes from one to four weeks to get your deposit back. It goes a lot faster if we have (in writing) your new address.
7. Utilities-Make sure you terminate your utilities and give us at lease 3 days after you move out before cutting them off.

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Effective December 1, 2022

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J: Fees that you can potentially face:

You can be charged both during your lease and after you move out of the home. Please note, items that can cause a fee during the lease include, HOA violations, finding pets where no pet was reported, broken damage to the property such as a broken window, etc. We have compiled a list of average charges. Nothing herein shall be construed as a limitation on the management's rights to pursue resident for additional damages not listed here:

Cleaning:

House Cleaning \$250 for homes 2/2 and smaller, \$400 for larger homes over 2/2.

Carpet Cleaning/Pet Smell removed \$250

Clean refrigerator/freezer \$80

Counter cabinets \$20 each

Toilet Cleaning \$50 each

Bathtub \$75-\$400

Mirrors \$20 each

Windows \$25 each

Mini-Blinds damaged \$40 each

Mini-Blinds Cleaned \$30 each

Ceiling Fan cleaning \$30

Sliding Glass Door \$25

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Vent Hood \$35
Walls/Baseboards \$35 per 15 linear feet
Floors \$40 per room
Patio \$40
Garage \$50
Removal of trash/furniture \$25 to \$400 or more
Fireplace Cleaning \$50
Replace-Repair:
Refrigerator Door Handles \$150 each
Range Drip Pans \$35
Smoke Alarm Batteries \$10
Light Bulbs \$3 each
Fluorescent Bulbs \$25
Mini Blinds \$50 each up to actual cost for size of blind.
Vertical Blinds \$45
Toilet Seat \$40
HVAC Filter \$45 plus cleaning of HVAC unit
Landscape & Flower Beds \$150
Garage & Fan Remotes \$75
Rekey \$100
Animal Waste & feces TBD