



Resident Policies and Procedures

**2300 Greenhill Dr. #250
Round Rock, TX 78664
(512)439-3600
www.gdaapm.com
info@gdaapm.com**

Welcome to Your New Home!

Moving In

The owner has made every effort to have the home in good condition for your arrival. You are being provided with a Move-In Property Condition form. Complete this document and return it our office within two days of move in. The Move-In Property Condition form is for your protection. You should list any pre-existing damage or deficiency in the property. We will utilize this form when the move-out survey is completed at the time of move out.

Keys

The keys provided to you at move-in will be replaced by our re-key service when they go out to bring the property up to code. This way you can be assured no previous tenant or contractor has been in possession of your keys. If you choose to change your locks during your lease, you must provide GDAA with a copy and return the locks to GDAA's standard prior to your move-out.

The purpose of the keyless deadbolt is to protect you while you are inside the property. When you leave the house, please leave the keyless deadbolts disengaged. This will prevent you from being locked out of the house. If the garage door openers should not work for any reason, you would be locked out of your home.

If you lock yourself out during our office hours you may pick up a spare set of keys at our office. We require a \$50.00 deposit which will be fully refunded to you if the keys are returned to our office within 24 hours. After hours lockouts require a locksmith at your own expense.

Office Hours

The property management office hours are Monday-Friday 9:00-5:00. We are closed on weekends and holidays. If you have a repair that is not an emergency you must submit a written request. Any after hours emergency should be reported to 439-3602.

Rent Payments

Rent payments are due in full on the 1st of the month and are late after 11:59 pm on the 3rd. Payment should be in check, money order, or cashiers check and many payable to:

GDAA Property Management
2300 Greenhill Dr. #250
Round Rock, TX 78664

Rent payments may also be submitted online by visiting our website at www.gdaapm.com. (Online rent payments are accepted through a 3rd party vendor. Convenience fees may be assessed by the 3rd party vendor. These fees are not assessed by GDAA Property Management, LLC and cannot be waived by GDAA Property Management, LLC.

IMPORTANT: HOLIDAYS, WEEKENDS, & POSTAL DELAYS DO NOT EXCUSE RENT BEING RECEIVED AFTER THE 3rd!

To avoid any errors in processing your rent payments, please put your address on your check. Tenant Initials _____

Late Payments

When paying late, owners will only accept full payment by bank check or money order. If your check is returned due to non-sufficient funds, your rent is considered late until you provide GDAA sufficient funds. Please refer to the table below for appropriate late fees.

Tenant Initials: _____

Late Payment Table

Day of the Month	Late
1	
2	5%
3	5% + \$10
4	5% + \$20
5	5% + \$30
6	5% + \$40
7	5% + \$50
8	5% + \$60
9	5% + \$70
10	5% + \$80
11	5% + \$90
12	5% + \$100
13	5% + \$110
14	5% + \$120
15	5% + \$130
16	5% + \$140
17	5% + \$150
18	5% + \$160
19	5% + \$170
20	5% + \$180
21	5% + \$190
22	5% + \$200
23	5% + \$210
24	5% + \$220
25	5% + \$230
26	5% + \$240
27	5% + \$250
28	5% + \$260
29	5% + \$270
30	5% + \$280
31	5% + \$290

Surveys

GDAА conducts surveys of all properties in order to provide valuable feedback to the property owners. We'll arrange for an inspector to visit your home quarterly for a survey to make sure all aspects of the home are being kept up to Texas property code. We will notify you in advance of the day we will be in your area but we do not schedule timed appointments, as it is not necessary for you to be home. Tenant Initials: _____

Maintenance of Your Home

A/C and Heating Filters

Please change your air filters at the first of each month when you pay your rent. It's an easy reminder. Failing to change your filters each month results in high electricity bills and decreases the life of the unit. Any cleaning or repair done to the AC/Heating unit caused by failure to perform mandatory changes will be charged to you, the tenant. In addition, if our vendor has to provide you with a new air filter a \$50 charge per filter will be assessed. Tenant Initials: _____

A/C Drain Lines

If your property's A/C system has a drain line with an opening in it, pouring a cup of bleach or vinegar down the drain tube every 3 months can prevent the line from clogging up with algae and flooding the property. Dripping water from the line or under the unit is a sign that the primary drain is clogged and requires professional maintenance. Report this to our office immediately so that we can send a repairman. Operating the unit under these conditions can result in water damage to your home and property.



Electricity Doesn't Work

Check the breaker box to see if any switches are in the off position. Next, try resetting the GFI plug, which is usually found in the kitchen, garage, or bathroom. If circuit breakers keep tripping, the circuit may be overloaded with appliances and you'll need to make adjustments.



Garbage Disposal

Overloading your garbage disposal will cause the safety button to kick in and turn off the disposal. Before doing a maintenance request for the garbage disposal, reset the safety overload. Wait three or four minutes for the motor to cool then push the button on the bottom of the motor.



Pest Control

Residents are responsible for interior and exterior pest control upon taking possession of the keys. Do not store any wood against the house or fence as this increases risk of termites and is very costly to the homeowner. If you notice any wood destroying insects in or around your home, please notify our office immediately. Tenant initials: _____

Smoking

Smoking is not permitted inside the property.

Smoke Detectors

Smoke detectors are for your safety. It is your responsibility to check the working condition and replace the batteries as needed. We recommend using a spray smoke detector tester. If after replacing the batteries you find the detector does not operate properly, contact our office immediately for repair or replacement.



Toilet Overflow

If a toilet is overflowing, shut off the water supply valve at the wall. If you cannot unstop the toilet yourself with a plunger, submit your maintenance request to us online at www.gdaapm.com. Only contact our emergency line if it is outside of office hours and all of your toilets are not working.



Winter Weather

Texas weather can change rapidly. During a potential freeze warning the home heat should maintain a minimum of 65 degrees. All exterior faucets must be adequately wrapped and insulated. It is also advised to allow inside faucets to drip water and to open cabinet doors to expose plumbing fixtures to be heated.

Yard Maintenance and Water

You are responsible for the upkeep of the yard. To prevent being charged for re-sodding the yard, please water as needed to maintain healthy grass and landscaping. All shrubs are to be kept trimmed and cut back and flower beds kept free from weeds. Also please store trash containers out of sight of the front street.

Repair Requests

All repair requests must be in writing and include your name, daytime and evening telephone numbers, property address and specific problem or request. You may submit your request via our online form at www.gdaapm.com or via email at repairs@gdaapm.com. You will be contacted within 72 hrs to schedule an appointment by one of our contractors. If it is determined the repair is due to Tenant abuse or neglect Tenant will be responsible for the cost of the repair. If the Vendor finds no issues upon arrival the Tenant will be responsible for the cost of the trip fee charged by the Vendor. If you fail to meet a contractor once you've agreed to an appointment time, you'll be charged a \$75 trip fee.

If you break or reschedule two appointments we will release a key to the vendor to access your home.

Emergency Repairs

Please report anything relating to the property under the lease that is threatening to life, health, or the property. **Report your emergency by calling 439-3602.**

Climate Control: No air conditioning if temperature is over 90 degrees or no heat if temperature is forecast to be below freezing.

Broken pipe or free flowing water: Turn off water valve or exterior water main.



Gas Odor: Turn off gas at the appliance, open windows.

Electrical Problems: Check all the breakers by flipping them hard to the OFF position and then hard to the ON position and reset any GFI breakers.

Toilet Stoppage: This is an emergency only if ALL toilets have backed up or overflowed. One toilet not working should be reported as a NON-EMERGENCY.

Non-Emergencies such as no hot water, non-working oven, non-working dishwasher, or garage door opener should be reported as routine and NON-EMERGENCY maintenance. Submit your request in writing as described above.

Move-Out Procedures

In anticipation of your move out, your lease agreement requires that you leave the property in a clean and undamaged condition. All utilities must remain on in your name until the move out inspection has been completed. Our office does not conduct move out inspections until the tenant has fully surrendered the property. We have provided a list that will be used by GDAA Property Management to inspect your unit after move out to determine what charges, if any, will be deducted from your security deposit.

* GDAA's Move-Out Guidelines are available online at www.gdaapm.com or at our office.

We have every intention of returning your security deposit, provided you have fulfilled your agreement with us. Please read the following information to help ensure a full return of your deposit without any misunderstandings:

1. To avoid any additional charges against your deposit remember to clean your unit inside/outside thoroughly. We require you to have the carpets professionally cleaned and provide the receipt to us at the time of move-out.
2. Cooperate with the showings of the property whether for sale of re-rental, keeping it in a presentable condition.
 - Your lease agreement authorizes us to place on the property a key box containing a key to show the property during the last 45 days of your lease or at any time the Landlord lists the property for sale.
 - If agents are denied access or are not able to access the property because of tenants' failure to make the property accessible, tenant will be charged a trip charge of \$75.
 - Failure to allow reasonable showings during the final 45 days of the lease constitutes default of the lease. The security deposit can be forfeited, in its entirety, for this reason.

I hereby attest that I have received the tenant Policy and Procedures from GDAA Property Management.

Property Address

Tenant Signature

Date



A/C AND HEATING

FILTER CHANGE NOTICE

The Residential Lease Agreement makes the Tenant responsible for supplying and changing the heating and air-conditioning filters at least once a month. Properties with pets should change filters more frequently. We also require that you use pleated filters, unless there is a permanent filter in the unit.

Failure to perform this service affects the efficiency of the A/C and heating units (which adds to your electric bill), causes the unit to work harder, and shortens their operating life. Not changing the filter on a regular basis results in the blower coil becoming dirty, thus requiring premature cleaning. You could be charged for this cleaning which costs \$350 or more. In addition, if it is determined the HVAC unit is not functioning properly due to dirty air filters, all costs associated with service requests including but not limited to the vendor's trip charge will be assessed to the Tenant.

The best way to remember to change your filter is to buy several at once and store them inside the furnace cabinet. We recommend you change out the old filter with a new filter once a month when you send your rent check.

Sincerely,
GDA A Property Management

Broker Initial _____
Date _____

Tenant Initial _____
Date _____



LEASE ADDENDUM FOR INTRUSION ALARM

Intrusion Alarm: If your dwelling is equipped with an intrusion alarm, it must not be considered a guaranty of safety or security. You should at all times take precautions as if the intrusion alarm were malfunctioning. You acknowledge that the security of you and your family, occupants and guest are your responsibility alone. Your use of the alarm system is optional. You are responsible for all false alarm charges for your dwelling. Any alarm equipment installed is required to remain in the property.

Permit from City: You are required to obtain a city permit if you will have an activated alarm system. It is your responsibility to obtain the permit. You will also be responsible for any fines due to excessive false alarms.

Follow instructions: You agree to use reasonable care in operating the alarm and to follow any written instructions furnished to you or appearing on the alarm system itself. If you are unclear about operating the unit, it is your responsibility to get such information from the alarm company who will be monitoring the property. Under no circumstances should you attempt to operate the alarm system if you are unclear on how to arm and disarm the system-you will be charged if management is required to send someone out to shut off the alarm.

Alarm Company: If you wish to have the system monitored, it will be your responsibility to make such arrangements with an independent alarm company to activate and maintain the system at your own expense. If the owner of the property pays for a monitoring service, you must contact management to report mechanical malfunctions; management will accommodate your maintenance request as quickly as possible, but will not be liable for the period of time that the system is non-functional. Again, you understand that the system should never be relied on for your personal safety or security. If the service is paid by the owner, any repairs to the alarm system not authorized by management will be at your own expense.

Entry by Owner: Upon activation of the alarm system, you must immediately provide management with your code and any special alarm system instructions for lawful entry into the unit when no one is there. You must reimburse us for any expenses we incur in entering your dwelling, when those expenses are due to your failure to provide the foregoing information. You will also be responsible for vendor trip charges if you do not disarm the system for any scheduled maintenance.

No warranty: Landlord makes no guarantees or warranties, express or implied, concerning the alarm system. All guarantees and warranties are expressly disclaimed. Crime can and does occur despite the best security measures. Anything electronic or mechanical in nature will malfunction from time to time. We are absolutely not responsible for malfunction of the alarm.

Liability: Landlord is not liable to you, your guests or other occupants for any injury, damage or loss resulting from the alarm or any malfunction of the alarm. It is recommended that you purchase insurance to cover casualty loss of your property, including loss by theft.

Emergencies: Always call 911 or law enforcement authorities or emergency medical services in the event of a crime or emergency. Then contact management. We are not required to answer the alarm, but we do have the right to enter and cut off the alarm to minimize annoyance to neighbors when it malfunctions or is not timely to cut off by you. Landlord has made no promises or representations regarding the alarm system except those in this Addendum.

BY: _____
As Agent for Landlord/Property Owner

Tenant Date

Tenant Date

Tenant Date

Tenant Date



SMOKE DETECTOR/CARBON MONOXIDE ADDENDUM

Resident and Landlord mutually agree as follows:

1. Resident is leasing from landlord the premises located at:

2. This agreement is an addendum and part of the lease agreement and/or any lease renewals or extensions relating to the premises.
3. The premises shall include one or more smoke detectors. It is agreed that resident will test the smoke detector **within 48 hours** after occupancy and inform Landlord immediately if detector(s) is not working properly.
4. It is further agreed that the Resident will be responsible for testing the smoke detector(s) at least once a week. If there is no sound after testing the unit, Resident agrees to inform Landlord immediately if detector(s) is not working properly.
5. Resident understands that if said smoke detector(s) is battery operated. It will be the Resident's responsibility to insure that the battery is in operating condition at all times. If after replacing the battery, smoke detector(s) will not operate, Resident must inform landlord immediately in writing. Resident also agrees to replace battery upon vacating the premises at move out.
6. If the property contains gas, Resident is aware that carbon monoxide is a byproduct of gas. It is colorless, odorless, and very lethal. Landlord and Owner strongly recommend the installation of a carbon monoxide detector at Resident's expense. Resident agrees to hold harmless owner and Owner's representative if carbon monoxide poisoning occurs.

Resident Date

GDAA, Associate Date

Resident Date

Resident Date

Resident Date



MOVE-IN ADDENDUM

TRANSFER OF UTILITIES: Tenant hereby acknowledges that utilities must be transferred over prior to the lease commencement date. GDA A Property Management will schedule all utility services to be disconnected from the landlords account the day prior to the lease commencement date.

MOVE IN INVENTORY & CONDITION FORM: Tenant hereby acknowledges they have received a blank Move-In Inventory and Condition Form to be filled out and returned to GDA A Property Management, LLC within 48 hours after move-in. Tenant must return the form to GDA A Property Management on or before _____. The items identified on the Move in Inventory and Condition Form will be taken into consideration upon Tenant’s vacating the leased premises. Any additional items not shown on the Move-In Inventory and Condition Form will be charged to the Tenant at the end of the lease term or upon move out.

*****MAINTENANCE REQUESTS ARE NOT TAKEN FROM THE MOVE IN INVENTORY & CONDITION FORM. YOU MUST SUBMIT A WRITTEN REQUEST FOR ANY NECESSARY REPAIRS*****

POSSESSION OF PROPERTY: Tenant understands that they will be considered in possession of the leased premises from the Lease Commencement date until the date all keys are returned to GDA A Property Management, LLC.

Tenant must return all keys, garage & gate openers (if applicable), and pool keys (if applicable) in to the GDA A Property Management office upon vacating the property. Tenant will be charged the cost to replace any items not returned to the Management Company.

BY: _____
As Agent for Landlord/Property Owner

Tenant Date

Tenant Date

Tenant Date

Tenant Date



Tenant Charges

Occasionally our office experiences actions that are outside the scope of normal tenant activities. The following are charges that have been established to offset cost and time involved needed to address actions outside routine operations.

1. Failure to connect utilities - \$75.00

This fee is charged only when a new tenant fails to connect utilities in tenants name after taking possession of the property. In addition to this fee tenant will be charged pro-rated utility charge.

2. Holdover Fee - Three times the daily rent

This fee is charged only when tenant fails to surrender property after the expiration of their lease term.

3. Stand Up Fee - \$75.00

This fee is only charged to a tenant if an appointment was made to meet tenant at the property and the tenant fails to make the appointment. This fee will also be charged if the tenant deadbolts the property and prevents enter when an appointment has been scheduled.

4. Late Fees for Rent - 5% and \$10.00 per day

Unless otherwise stated in your lease, rents are due on the 1st of each month and will be considered late after the third. Late fees are assessed from the second day of the month until full payment is received in our office. Late fees are assed at 5% of the monthly rent for the first day and a \$10.00 per day rate until all funds are received in our office. In accordance with the Texas Property Code, all outstanding fees are applied to funds received before being applied to rent amount.

5. Returned Payment - \$50.00

This fee is applied when any payment is returned for insufficient funds. This charges will apply to a physical check or electronic payment. In addition, late charges will apply.

Initials

Initials

Initials

Initials



6. Posting Fee - \$35.00

This fee is only charged when a tenant has failed to make satisfactory payment arrangements prior to the rent due date and returned all requested documents to our office. In addition, late charges will also apply.

6. Roommate Change Out Fee - \$150

This fee is charged when a lease must be modified to remove or add any approved tenant after the original lease has been executed. It is very time consuming for the office to modify existing leases.

7. HOA Administration Fee - \$35.00

This fee is normally charged after a second occurrence of a of a Home Owners Association violation. This fee is in addition to any fine charged by the Home Owners Association. Instances of HOA fines would be failing to bring trash cans from street, failure to mow or edge yard, or parking on the yard or curb.

8. After Hours Maintenance Fee - \$50.00

This fee is charged when a tenant will not meet a vendor during normal business hours or fails to allow access to vendors when the tenant is not home. This fee ***DOES NOT*** apply to emergency maintenance issues. Additionally, this fee is charged when tenants request after hours or weekend move in key pick-up.

9. Collection Administration Fee - \$200

Administration collection fees are charged when the company must initiate a collection to recoup funds due to the company or the property owner. Examples are late fees, NSF fees, unauthorized pet, or damages to the property caused by tenant. This fee is normally charged when a second request for funds must be initiated.

12. Failure to Maintain Utilities - \$250

Tenants vacating the property are required to maintain utilities until the move out inspection has been completed. Failure to maintain utilities requires the staff to reschedule and dispatch the inspector, schedule utilities to be reconnected, delays any repairs that might be needed, and potentially cost the owner days of rent.

Initials

Initials

Initials

Initials



13. Failure to return keys - \$75.00

The lease states the tenants must return all keys, remote controls and pool and property access passes. Failure to return the above cause's additional staff time locate and coordinate the re-issuance of these devices. Actual charges for lost remotes and pool or gate accesses device will be charged the replacement value.

14. Rekey without Notification - \$150

If the tenant finds a need to rekey the property, GDAA Property Management will recommend a preferred locksmith to change out the key. The tenant is responsible for only the cost of rekeying if they notify our office as we can update our records. If the tenant changes the lock and provides a key to our office, there will be no additional charge. Charges only occur when a tenant changes the locks and fails to provide a key to our office.

15. Court Filing Fee - \$75.00

In the event a tenant has received a Notice to Vacate and fails to bring their account current, an Eviction Suit must be filed in the Justice Court. This fee is to cover the cost of preparing the necessary paperwork and the time to physically file at the court. This charge is addition to any cost charged by the court.

16. Court Appearance Fee - \$100.00

In the event a that a trial is scheduled due to the tenants failure to resolve any issues surrounding the Notice to Vacant, this charge is applied to offset the cost of an employee to appear in court. This charge is in addition to any cost charged by the court.

Tenant Signature Date

Tenant Signature Date

Tenant Signature Date

Tenant Signature Date