



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

Tenant Signature

Date

Tenant Signature

Date

Tenant Signature

Date