



TENANT INFORMATION & INSTRUCTIONS

Please read and retain for future reference

SIGNING THE LEASE

Once approved, you will be notified by phone and/or email and will schedule a lease signing appointment. All tenants must sign the lease. The rent, any pet or additional security deposits, or other fees may be collected at the lease sign or on the lease start date. Keys will not be given prior to the lease start date.

OUR OFFICE

We are located at 2141 NW Military Hwy approximately one mile north of Loop 410. We are open 8am to 5pm, Monday through Friday. If closed, paperwork may be dropped off in our drop box located to the left of our building entrance.

FAIR HOUSING

It is unlawful to discriminate against any person based on race, color, religion, gender, gender identity, sexual orientation, familial status, age, disability, or national origin. We strictly adhere to this policy.

RENTAL RULES

1. **Leases:** Leases are for a minimum of one year, unless otherwise stated. All leases require a 30 day written notice to vacate even if the move is in conjunction with the lease expiration. Residents must allow property to be shown during notice period or will be charged according to lease.
2. **Rent:** All rents are due in full on the 1st of the month and late if received after the 3rd of the month. Rent may be paid by check, money order, cashier's check, ACH, and online through our tenant portal by bank draft or credit card. Rent paid after the 9th of the month must be in certified funds or credit card and include the late fees. Please notify the office if you anticipate any problems paying the rent on time.
3. **Insurance:** The landlord/property owner carries an insurance policy that covers the dwelling only. Insurance coverage for the contents must be provided by the resident. Owner also recommends that the resident obtain liability coverage to cover negligent or accidental acts by resident, family, and/or guests.

HomeRiver San Antonio
2141 NW Military Hwy
San Antonio TX 78213
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4. Maintenance: Routine maintenance such as replacing faucet washers, cleaning gutters, replacing HVAC filters, and lawn/shrub care is the responsibility of the resident. All repair requests must be in writing to HomeRiver Group and can be done through the tenant portal of our website, email, fax, mailed, or brought in to the office. A repair deemed to have been caused by the resident (kitchen drain stopped up by grease) will be charged to the resident. If balance is owed by resident, no repair requests are required to be completed. No changes may be made to the premises without prior written approval from HomeRiver Group including wallpaper, painting, removing/adding plants, etc. If it is an emergency please contact our office by phone and follow the instructions for emergencies. We have a 24 hr emergency call service. An emergency is free flowing water, stopped up drain lines, etc.
5. Pest Control: If a pest control problems exists at the time a resident occupies the property we will have a professional pest control company spray the property one time at the owner's expense within first 30 days of lease start date. Any additional spraying/treatments after occupancy will be the responsibility of the resident. Any dangerous pests such as scorpions, killer bees, and wood destroying insects must be reported to HomeRiver Group.
6. Surveys: You will receive a Residential Lease Inventory and Condition Form at move in. Please fill this form out and return it to the office within 3 days. This survey will be used as comparison for the one done at the time you vacate. This form is not a repair request. If you find something does not work, please send the repair request in writing.
7. Cleaning: When the property is turned back over after you vacate it must be clean. This includes (but not limited to) the stove, oven, refrigerator inside and out, carpets professionally cleaned, bathrooms, cabinets, and the inside of windows. All trash is to be removed and may not be left outside for later pick-up by collectors. Any residue or smell from pets, cooking, smoking, etc. must be eliminated or will be considered as damage. A move out checklist will be provided after written notice to vacate is received.
8. Move-out Review: Move-out reviews will be done during the business week. The resident will be responsible for rent until the keys are returned and/or the end of the lease period, whichever is later. Resident is to clean house and have it ready for final and only move-out review which will be done within 3 business days by property manager. Reviews will not be scheduled with tenant and tenant may not be present. If move out date is scheduled on weekend or holiday, entry devices may be placed in drop box. Security deposit reconciliations will be completed and sent to forwarding address within 30 days. Utilities must remain on until inspection and any cleaning is done or until end of lease, whichever is later.

Tenant signature: _____ Date: _____

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