

Eyes of Texas Properties

Important Information

- EMERGENCIES: We define an emergency as something that is harmful to the safety & health of a resident, such as uncontrolled water, electric short circuits, smell or presence of gas, fire or smoke. An emergency is not: a plumbing stoppage, heater or a/c malfunction in mild weather, appliance malfunction, lack of hot water, etc.
IN CASE OF FIRE OR SMOKE CALL 911.
- NO ELECTRICITY: Try resetting your electrical breakers if the power goes off in your unit. You will need to reset them firmly 4-5 times. Also see if your neighbors have power.
- SMELL OF GAS: If you smell gas, check and see if the pilot lights on your stove and in the oven are lit. IF THEY ARE NOT LIT, LIGHT THEM! If that is not the problem, call emergency maintenance at (512)426-3632.
- FREEZING WEATHER: When we have freezing weather in Austin, leave ALL your faucets dripping (hot and cold) to prevent freezing. Also leave your heat on (at least on 60') and the cabinet doors open under your sinks.
- HEATER & A/C Filters: For Central Air & Heat, you need to change your filter once a month. For window units, you need to remove and wash your filters once a month. If you do not keep your filters clean, your cooling/heating bills will be high, & the coils can be damaged (repairs and service calls for dirty filters will be your responsibility).
- PLUMBING PROBLEMS: Try a plunger on your toilet before calling us. You are responsible for any stoppages caused by inappropriate items found in the lines! You will be billed when we receive the bill. Do not stuff your garbage disposal completely full before running it. If it just buzzes, push your reset bottom (bottom or side of disposal).
- IMPORTANT INFORMATION CONCERNING PETS: PER YOUR TAR LEASE, if there is EVER a pet in your unit, you will owe for a shampoo and de-flea for the interior. If you have a dog, you will also owe to treat the ENTIRE yard. You will be charged for all pet damages even if they are greater than your pet deposit.
- ROOMMATE CHANGES: If someone replaces you on the lease the charge will be \$200 for the roommate replacement or if a new roommate is added the \$200 fee will apply. All application, app fees and security deposits for the new roommate must be presented prior to moving in. No walk through will be performed for roommate replacements. This does not apply if you are the only resident on the lease.
- PRE-LEASING: If you do not choose to renew your lease, EOTP will begin pre-leasing (lockbox, sign and showings) in February/March of each year. We have the right to show the unit for all Spring and Summer ending leases. Once applications are received for your residence, you will no longer be able to renew.
- LAWN CARE: If you are responsible for lawn service you must keep your lawn mowed and edged at all times. If we see your lawn needs mowing we will call our lawn service to have it mowed and you will be billed. We are not obligated to make a courtesy call to let you know we will be mowing.
- EXTERIOR: No fire pits or any type of structure used for fires are allowed at anytime at any property.
- DEPOSIT REFUNDS: You are required to clean your unit at move out and shampoo all carpets. You must also make sure all smoke detectors are working, a/c filter is new and all light fixtures have working bulbs. Your unit needs to be ready for the new residents. This cleaning and shampooing has no relation to the condition of the property when you received it. Deposits will not be mailed to residents who do not provide a forwarding address.

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