



RESIDENT HANDBOOK

October 2025

RPM
Policies and Procedures
1640 Highland Falls Dr.Suite 301
Leander,Texas 78641

(512)-865-4019

Support@explorerpm.com

WELCOME

THANK YOU for renting through RPM. It is our pleasure to welcome you as our tenant. Our aim, on behalf of the property owner, is to provide you with top-quality property management service. In return, we look forward to you being a responsible tenant who pays the rent on time, takes care of the property, and enjoys the home you have rented.

We would like to take this opportunity to familiarize you with some of the items you'll encounter while living in and caring for your new rental. We believe that if you are familiar with this information and these responsibilities, most misunderstandings will be avoided and a better relationship will be established between us.

Please keep this handbook with your lease agreement. Your lease agreement should also be read thoroughly for clarification of the following information. We will be happy to answer any questions you may have at any time. You can reach us by email at Support@exploreRPM.com or by phone at (512) 865-4019.

KEYS & LOCKOUTS

The keys provided to you at move-in are for locks that have been newly rekeyed for your safety. The purpose of the keyless deadbolt is to protect you while you are inside the property. When you exit the home, please leave the keyless deadbolt disengaged. This will prevent you from accidentally locking yourself out.

If the garage door openers do not work for any reason (such as a power outage), you could be locked out of your home. If you lock yourself out during office hours, you may pick up a spare key from our office. A nominal fee will apply as listed in the Tenant Charges section. After-hours lockouts will require a locksmith at your own expense.

OFFICE HOURS

The property management office hours are Monday through Friday, 9:00 AM to 5:00 PM. We are closed on weekends and holidays.

If you have a repair that is not an emergency, please submit a written request through the online portal at www.explorerpm.com.

If you are experiencing a life-threatening emergency, call 911 first. Any after-hours emergency should be reported by phone at (512) 865-4019.

RENTER'S INSURANCE

We require that you obtain renters' insurance to cover you and your personal property in the event of an emergency or disaster.

PROPERTY WALKTHROUGH

MOVE-IN

The owner has made every effort to keep the home in good condition for your arrival. You are being provided a link from Zinspector for your move-in walkthrough. This is a phone app designed to help you document the condition of the property at move-in and take photos.

You, as the tenant, must complete the Move-In Property Condition form and deliver it to us within the agreed number of days after lease commencement as noted in your lease (typically 5 days). Please be very thorough and detailed when noting any damage to the property. You should list any pre-existing damage or deficiencies in the property. This form is for your protection and will be used when your move-out inspection is completed.

Please Note: If you cannot access the app, please complete the Inventory Condition form provided along with your lease.

If we do not receive the Move-In Property Condition form within the agreed timeframe, the property will be deemed to be free of damages when you moved in, unless otherwise stated in the lease.

This Move-In Property Condition form is **not** a maintenance request. Please submit all maintenance requests separately through your tenant portal.

PERIODIC / DURING YOUR TENANCY

RPM or one of our approved vendors conducts periodic surveys of all properties to provide valuable feedback to the property owners. We will arrange for an inspector to visit your home at least once per year to ensure all aspects of the home are being maintained according to Texas Property Code. You will be notified when the inspector will contact you to schedule the appointment.

RENT AND LATE PAYMENT POLICY

RENT PAYMENT POLICY

Rent is due on the date stated in your lease agreement — **typically the 1st of the month**. According to **Texas Property Code §92.019**, a late fee *may not be charged until after 11:59 PM on the 3rd day* after rent is due.

Late fees are applied as follows:

- **Rent Due Date:** As stated in your lease (typically the 1st)
- **Grace Period Ends:** 11:59 PM on the 3rd day after the due date
- **Initial Late Fee:** \$75 applied on the **4th**
- **Daily Late Fee:** \$35/day starting on the **5th**, continuing until fees reach **12% of total monthly rent**

Holidays, weekends, or postal delays do not excuse rent being received after the 3rd.

⚠ **Please refer to your Lease Agreement and the Tenant Charges Addendum** for the most current terms related to rent payment, late fees, and payment procedures.

RETURNED PAYMENTS / NON-SUFFICIENT FUNDS (NSF)

If your rent payment is returned due to non-sufficient funds (NSF), incorrect account information, or bank rejection:

- Your rent is considered **unpaid** and late fees will apply
- A **\$100 returned payment fee** will be added to your account
- You must replace the payment using **cashier's check, money order, or ACH**
- RPM reserves the right to require all future payments to be made by certified funds

TIMELINE EXAMPLE (If rent is due on the 1st of the month)

- **September 1:** Rent due
- **September 2–3:** Grace period — no late fees
- **September 4:** \$75 initial late fee applied
- **September 5 and onward:** \$35/day late fee begins
- **Late fees capped at 12% of rent**

OCCUPANCY AND ROOMMATES

If you are renting the premises with other tenants, please remember that you are **jointly and severally responsible** for the entire lease agreement. This means the rent is **one total amount**, and not divided among roommates. If one tenant fails to pay or violates the lease, it can affect all other tenants equally.

If you want to add **any new occupant** to the property:

- You must first contact our office for approval.
- A **separate application is required for each adult**, 18 years or older.
- All applicants must complete our **screening and approval process** before they can reside at the property.

Explore RPM follows occupancy standards consistent with **state and federal Fair Housing laws**. Factors considered include:

- The number and size of bedrooms
- Total usable space in the home
- The number and age of proposed occupants
- Any applicable building code, health, or safety limitations (such as septic system capacity)

All occupancy requests are reviewed on a **case-by-case basis**. Exceptions may be made as required by law, including for **reasonable accommodations** and **family status protections**.

Important:

Unauthorized occupants — anyone staying at the property without written approval — may be considered a **material violation of your lease** and may result in termination of the lease or eviction.

If you're unsure about adding a new occupant, or how many people are allowed in the home, please contact your Property Manager before making any decisions.

SECURITY DEPOSIT

Your security deposit is your good faith commitment to follow the terms of your lease. It may be used to cover:

- Unpaid rent
- Damage beyond normal wear and tear
- Cleaning or repairs needed to restore the property to its move-in condition

Your **security deposit may not be used as your last month's rent**.

To help ensure your full deposit is returned:

- Return the property in the same condition as when you moved in, minus normal wear and tear
- Review the "Move-Out Expectations and Procedures" section of this handbook
- Submit your **forwarding address in writing** before or at the end of your lease term

If no deductions are made:

- Your deposit will be refunded within **30 days** of the lease end date or after receiving your forwarding address

If deductions are made:

- You will receive an **Itemized Deposit Disposition** by certified mail within 30 days
- If damages or unpaid charges exceed the deposit, you will be billed for the difference

Failure to provide a written forwarding address may delay the return of your deposit. Please refer to your lease for the proper method of delivery.

ANIMALS

Keeping an animal on the premises is not a right — it is a privilege. All tenants must review our Animal Policy at <https://www.explorerpm.com/pet-policy>.



We require that **all animals**, including emotional support animals (ESAs) and service animals, go through a **third-party animal screening process**. Tenants must submit a separate animal application, along with any applicable fees, and receive written approval from our office **before bringing the animal onto the property**.

Animals are permitted **only** on approved properties and **only** after the following conditions are met:

- Owner/landlord has given written approval
- Required deposits and fees (if applicable) are paid
- The animal application is approved through the third-party screening

Explore RPM follows all applicable **Fair Housing laws**. We do not charge fees for legally recognized assistance animals, but documentation may be required.

Any animal brought onto the property without written approval is a **lease violation** and may result in lease termination or eviction.

If you are considering adding an animal to your household, **do not bring the animal to the property** before contacting our office and completing the screening process.

EARLY TERMINATION OF LEASE

If you need to terminate your lease early, Explore RPM will assist in re-leasing the property. However, you will be responsible for additional fees and obligations as outlined in your lease agreement. All terms of your lease remain in effect during this period.

The following procedures must be followed:

1. Notice Requirement

Tenant must provide Landlord/Management with **a minimum of sixty (60) days' written notice** if they intend to terminate the lease prior to its expiration date.

2. Early Termination Fee

Tenant agrees to pay an **early termination fee equal to one (1) months' rent**, in addition to all rent, utilities, and other charges due through the date of lease end .

3. Property Condition

Tenant must return the property in good, clean, and rentable condition. This includes:

- Professional carpet and house cleaning (receipt required).
- Compliance with all move-out obligations outlined in the lease.

4. Security Deposit

The security deposit will be refunded in accordance with applicable laws.

5. Exceptions

The above policy does not apply in cases where early termination rights are provided by law (including military duty, domestic violence protections, or other applicable statutes mentioned in Residential Lease agreement) or where otherwise agreed upon in writing by both parties.

Note: Your security deposit may not be used for final rent or fees.

You must also follow all standard procedures for marketing, cleaning, and move-out as outlined in your lease and tenant handbook.

RESIDENT BENEFIT PACKAGE:

Explore RPM has implemented a Resident Benefit Program (RBP) designed to enhance your rental experience by offering convenience, protection, and professional support.

This program is **mandatory for all tenants** and includes the following features:

- **HVAC Filter Delivery:** Regular delivery of high-quality filters to your home to ensure timely replacement and help prolong the life of your A/C system.
- **Online Tenant Portal:** 24/7 access to your lease documents, maintenance requests, rent payments, and communication with our team.
- **Vetted Vendor Access:** Access to trusted vendors and contractors who are approved by management for repairs and maintenance.
- **Credit Reporting:** On-time rent payments may be reported to credit bureaus to help build your credit history.
- **Utility Concierge:** Assistance setting up utilities and services through our partner, Citizen Home Solutions.
- **Renter's Insurance Requirement Monitoring:** We verify that all tenants meet the minimum coverage requirements for renter's insurance throughout the lease term.
- **24/7 Emergency Maintenance Hotline**

The monthly fee for the Resident Benefit Program is **\$34.00**, and this charge will appear automatically on your account each month. **Renter's Insurance is not part of RBP package .**

For full details or questions regarding this program, please contact your Property Manager or visit www.explorerpm.com.

TAKING CARE OF YOUR HOME

As a tenant, you are expected to take reasonable steps to maintain your home and prevent damage during your tenancy. This includes:

- **Cleanliness:** Keep the home clean and free of excessive dirt, grime, trash, or pet waste.
- **Appliance Care:** Clean kitchen appliances regularly, including ovens, stovetops, refrigerators, and microwave ovens. Do not allow grease or food debris to accumulate.
- **Ventilation:** Properly ventilate the home to prevent mold and mildew. Always use bathroom exhaust fans while showering and leave them running for a short time afterward.

- **Pest Prevention:** Keep food stored properly and dispose of trash regularly to avoid pest issues. Report any pest infestations through the maintenance portal.
- **Fixtures and Surfaces:** Avoid using abrasive cleaners or harsh chemicals on surfaces and fixtures. Use only approved cleaning products.
- **Clog Prevention:** Avoid flushing anything other than toilet paper down the toilet. Do not pour grease or food scraps down kitchen drains.
- **Water Leaks, Flooding & Sewer Backups**

It's important to report any leaks, flooding, or sewer problems right away to help prevent damage and high utility bills.

Your Responsibilities:

- You must report **any water leaks**, including indoor plumbing, outside irrigation, or sprinkler leaks, **in writing** as soon as you discover them.
- You are **responsible for all water bills and property damage** that occur up until the time you report the issue in writing.
- Just reporting a problem does **not** remove your responsibility to pay for water use or repairs caused by delay, misuse, or neglect.

Examples of What to Report:

- Leaking faucets, toilets, or pipes
- Sprinklers running constantly or broken heads
- Sewer backups or water overflowing from drains
- Signs of flooding or standing water indoors or outdoors

How to Report:

- Submit a maintenance request through your **online tenant portal** during regular business hours (Monday–Friday, 9:00 AM–5:00 PM).
- If the leak or backup is **causing flooding or poses a safety risk**, call the **emergency maintenance line at (512) 865-4019** and follow the prompts.
- If it's a **life-threatening emergency**, call **911 first**.

What You Should Do Right Away:

While waiting for help, take steps to **minimize the damage**:

- Shut off the main water valve if you can safely do so
- Use towels or buckets to stop water from spreading
- Move personal items away from water
- Do **not** ignore leaks — they can cause serious damage and mold

Important:

Tenants may be charged for repair costs and extra water usage if it's found that they didn't report the issue promptly or failed to take reasonable precautions to prevent further damage.

IN THE EVENT OF INCLEMENT WEATHER

Please take the following precautions to help protect the property and your personal belongings:

- **Secure outdoor items:** Walk around the yard and secure or bring inside any loose items such as patio furniture, bikes, toys, flags, and planters.
- **Inspect for hazards:** Check for loose roof shingles, fence posts, gutters, window screens, and overhanging tree branches that could become dangerous in high winds. Report any issues via the maintenance portal.
- **Close all openings:** Make sure all windows, doors, garage doors, shed doors, and gates are securely closed.
- **Emergency kit:** Keep a weather preparedness kit with flashlights, batteries, a battery-powered radio, medications, blankets, and non-perishable food and water.
- **Insurance review:** Review your renter's insurance policy and keep the provider's contact info, along with a photo inventory of personal belongings, in a safe place.
- **Freeze protection:** In the event of a freeze:
 - Wrap and insulate all exterior faucets.
 - Disconnect garden hoses.
 - Allow indoor faucets to drip and open cabinet doors to expose plumbing.
 - Keep pool filters running (if applicable).

During storms or extreme weather, please limit maintenance requests to **serious safety issues** or **emergency repairs** to help us respond efficiently.

⚠ Severe weather may result in office closures or vendor delays. We appreciate your patience and will address all issues as soon as conditions allow.

Freezing Weather Precautions

If freezing temperatures are expected:

- Wrap and insulate all exterior faucets.
- Disconnect garden hoses from outdoor spigots.
- Allow indoor faucets to drip, especially those on exterior walls.
- Open cabinet doors under sinks to help warm the plumbing.
- If you have a pool, keep the filter system running.

Delays During Severe Weather

During storms or severe weather events:

- Emergency maintenance requests may take longer to process.
- Please limit maintenance requests to urgent safety or emergency issues when conditions are dangerous.
- Our office may be temporarily closed due to weather, and response times may be delayed until it is safe for vendors and staff to resume service.

We appreciate your patience during weather-related delays and will do our best to respond as soon as safely possible.

ATTIC AND CRAWL SPACES

Tenants are not permitted to access, enter, or store items in attics, crawl spaces, or any locked areas on the premises without prior written approval from RPM or the property owner.

Exception: You may access the attic solely for the purpose of changing HVAC filters, if applicable.

PEST CONTROL

Tenants are responsible for interior and exterior pest control upon taking possession of the property. Do not store wood, firewood, or mulch directly against the house or fence, as this increases the risk of termites.

If you see wood-destroying insects (such as termites or carpenter ants) in or around your home, please submit a maintenance request immediately.

RODENT CONTROL

If you observe ordinary mice, you may use over-the-counter repellents, traps, or bait, which are widely available at hardware and grocery stores. Early action is important, as rodents can reproduce quickly.

If you observe rats or large rodents, please submit a maintenance request. These require professional treatment.

SMOKING

All RPM-managed homes are strictly smoke-free. Smoking is not permitted inside the property by tenants, guests, or visitors.

Smoking inside the home is considered a material violation of your lease. Any smoke-related damage (including odors, stains, or residue) will not be treated as ordinary wear and tear and may result in charges against your security deposit.

LANDSCAPE

As outlined in your lease agreement, tenants are responsible for maintaining the exterior landscape. This includes regular:

- Mowing, trimming, weeding, fertilizing, and watering
- Monitoring irrigation/sprinkler systems (if present), and submitting a maintenance request if they are not working
- Keeping all plants watered unless watering is managed by the HOA or subject to local restrictions

Tenants must care for or replace any plants or shrubs damaged by weather, unless otherwise instructed. You are also responsible for trimming trees under 8 feet in height.

Tenants must also:

- Pick up all animal waste from the yard—even if you do not have a pet
- Prevent animals from damaging landscaping (e.g., digging holes or damaging grass)

IMPORTANT: If the property is part of a Homeowners Association (HOA) and you receive three (3) landscape-related violations, RPM will contract a landscaping vendor to service the yard.

The cost of this service will be billed to you monthly for the remainder of the lease.

Please contact the office if you need additional instructions.

TENANT REQUIRED REPLACEMENTS

TENANT REQUIRED REPLACEMENTS

Tenants are expected to perform routine minor maintenance throughout the lease term, including the following:

- **Light Bulbs**

Replace burned-out bulbs with the correct type, size, and wattage. For vanity fixtures, ensure the replacement matches the original bulb's shape, color, and brightness.

- **Air Filters**

Replace HVAC filters at least every two months—or more frequently, depending on use. Use the correct size, and install with the airflow arrow pointing in the proper direction.

- **Smoke and Carbon Monoxide Alarms**

- Replace batteries if the alarm chirps or signals low power.
- Test all alarms regularly to ensure they are working properly.
- **Never disconnect or remove an alarm** under any circumstances.

If an alarm is not working after a battery replacement, submit a maintenance request immediately via the tenant portal at www.explorerpm.com.

Tampering with or disabling any safety alarm is a serious violation of your lease and may result in liability for damages in the event of an emergency.

CARPETS AND FLOORING

Tenants are responsible for the cleanliness and care of all flooring and carpets during the lease and at move-out, at their own expense.

- Vacuum regularly and clean up spills immediately to prevent stains or damage
- Do not use wax on vinyl or tile flooring
- Only use cleaners designed for hardwood floors on wood surfaces
- Professional steam cleaning is required for carpets when appropriate
- Do not use home or rental carpet machines, as these can damage fibers or leave residue

Improper cleaning or neglect may result in charges against the security deposit.

WINDOWS AND WINDOW FURNISHINGS

Tenants are responsible for maintaining windows, blinds, and curtains during occupancy and at move-out, at their own expense.

- Clean window glass and sills regularly
- Dust blinds with a dry cloth or use a cleaner appropriate to the material
- Before washing curtains, check the fabric care instructions; dry clean if necessary
- Keep windows and doors closed during storms or when the home is unoccupied to prevent weather-related damage



Failure to maintain window furnishings or protect the interior from damage may result in charges upon move-out.

OVENS AND KITCHEN APPLIANCES

To maintain a clean and safe kitchen environment:

- Clean up food crumbs and spills promptly to avoid attracting pests
- Wipe down oven and stove hood vents regularly to reduce grease buildup and fire risk
- Vacuum refrigerator coils periodically to help the appliance run efficiently and prevent breakdowns

Always consult the manufacturer's Owner's Manual for proper cleaning procedures and care instructions specific to your oven or appliances.

MOLD AND MILDEW

Tenants are responsible for preventing and addressing minor mildew or mold in the home.

- Use bathroom exhaust fans or open a window while showering and for a short time afterward to reduce moisture buildup
- Keep bathrooms well-ventilated and dry
- If mildew or mold appears, clean it promptly using a store-bought mold/mildew remover

If mold continues to return or spreads beyond a minor area, submit a maintenance request so it can be evaluated.

Note: Prolonged moisture or lack of ventilation may result in tenant liability for damage caused by negligence.

FIREPLACES

Unless otherwise stated in writing, fireplaces are decorative and non-operational.

Tenants are not permitted to start fires of any kind in the fireplace unless they have received written confirmation from management that the fireplace is functional and approved for use.

TOXIC WASTE DISPOSAL

Tenants are responsible for properly disposing of toxic or hazardous waste including:

- Oil, antifreeze, batteries, paint, solvents, or chemicals

These items must never be poured down drains or disposed of with household trash. Please follow local city, county, or HOA guidelines for appropriate disposal locations and procedures.

CHRISTMAS TREES, HOLIDAY DECORATIONS, AND LIGHTS

You are welcome to display seasonal decorations during holidays, but please observe the following safety and property guidelines:

- Inspect all lights for loose wires or damaged plugs before hanging
- Dispose of any decorations that are damaged or pose a fire hazard
- Hang lights and décor safely, using non-damaging methods
- Remove all decorations promptly after the holiday season
- Follow all local city, county, and fire department regulations, as well as any HOA guidelines or specific owner instructions related to outdoor or seasonal displays

Improper use or extended display of decorations may result in violations or fines.

A/C DRAIN LINES

If your property's air conditioning system has an accessible drain line, you can help prevent clogs and leaks by pouring one cup of white vinegar down the line every 3 months. This helps reduce algae buildup and keeps the line flowing freely.

Warning signs of a clog include:

- Water dripping from the drain line or under the A/C unit
- Excess moisture near vents or air handlers

If you observe any of these issues, submit a maintenance request immediately. Operating the system while clogged can result in property damage, and tenants may be held liable if delays in reporting cause additional harm.

SMOKE AND CARBON MONOXIDE DETECTORS

Smoke and CO detectors are essential for your safety. Tenants are responsible for:

- Regularly checking detector functionality
- Replacing batteries as needed (especially if beeping)
- Testing with a spray smoke detector tester (recommended)

If the detector does not work after battery replacement, submit a maintenance request immediately.

Never disable, disconnect, or remove a detector. Doing so creates a serious safety risk and may result in liability for any resulting damage or injury.

YARD MAINTENANCE, WATERING, AND TRASH CANS

Unless otherwise stated in your lease, you are responsible for regular yard maintenance. This includes:

- Watering grass and landscaping as needed to keep it healthy
- Trimming shrubs, cutting back overgrowth, and weeding flower beds
- Ensuring trash and recycling bins are stored out of public view (in the garage or backyard)

Failure to maintain landscaping may result in charges for re-sodding or contracted yard service.

GAS ODOR

If you smell gas inside the home:

- Immediately turn off the gas at the appliance (if safe to do so)
- Open windows and doors to ventilate the area
- Evacuate the home if the odor is strong or persistent
- Do not use electrical switches or appliances (including light switches or phones inside the home)
- Call your gas company's emergency line or dial 911 if you suspect a gas leak

Once the area is safe and the emergency has been reported, notify RPM.

BROKEN PIPES OR FREE FLOWING WATER

If a pipe bursts or you notice uncontrolled water:

- Shut off the water supply immediately using the local shut-off valve at the source (e.g., under sink or behind the toilet)
- If you cannot locate it, shut off the main water valve to the property (typically located near the front exterior wall or water meter)
- Contact ExploreRPM through the emergency maintenance line at (512) 865-4019

Tenants are encouraged to familiarize themselves with the location of water and gas shutoff valves at move-in to prepare for emergencies.



A/C & HEATING FILTER CHANGE

Tenants are responsible for replacing all A/C and heating system air filters monthly, or more often if needed due to use or environmental factors.

- Filters must be dated in permanent marker at the time of installation
- RPM may perform random inspections, with proper notice, to verify timely replacement
- If you are unable to change the filter yourself, you must notify RPM in writing immediately
- Failure to replace filters on time can cause damage to the HVAC system, reduce efficiency, and lead to costly repairs.

Important: HVAC issues caused by failure to replace filters may be considered tenant-caused damage and charged accordingly

If you are unsure about the filter size or replacement process, contact our office for assistance.

MAINTENANCE AND REPAIRS REQUEST

How to Submit a Request

All non-emergency maintenance or repair requests must be submitted in writing through your tenant portal at  www.explorerrpm.com

This is the primary and preferred method. It allows you to clearly describe the issue, attach photos, and track the status.

For assistance or to follow up on an urgent matter, you may also call our office at **(512) 865-4019**.

However, verbal reports must always be followed up in writing per your lease agreement.

Important: Report These Issues Immediately

You must report the following issues promptly to avoid potential property damage or tenant liability:

- Electrical issues (outlets, panels, fixtures)
- Heating or cooling problems
- Non-functional smoke or carbon monoxide detectors
- Malfunctioning or leaking appliances provided by landlord
- Mold or mildew growth

- Running toilets, dripping faucets, or any signs of water leaks
- Backed-up plumbing
- Missing or loose caulk/grout in wet areas
- Roof leaks or visible ceiling stains
- Broken windows or doors
- Damaged fencing or gates
- Faulty or leaking sprinkler systems
- Pest infestations (termites, cockroaches, bees, rats)
- Any unsafe condition threatening health, safety, or property

Maintenance Access & Appointment Policy

- We will assign a vendor and they will contact you directly to schedule service
- Tenants are expected to be present for scheduled appointments
- If you prefer not to be home, you may leave a key in the provided combo lockbox and confirm arrangements with our team

Missed appointments may result in a trip charge to your account

Tenant Maintenance Responsibilities

Tenants are responsible for routine maintenance, including:

- Replacing light bulbs (correct size and wattage)
- Replacing HVAC filters every 1–2 months
- Replacing smoke/CO alarm batteries as needed

Submitting service requests for these items may result in a service charge if they fall under tenant responsibility.

Ongoing or Repeat Issues

If a problem persists after a repair, contact us immediately. Do not assume it has been permanently resolved.

Delays in reporting continued issues may result in further damage for which you may be held liable.

EMERGENCY MAINTENANCE

What Qualifies as an Emergency?

An emergency is any issue that threatens **life, health, or the property**, including:

- Fire or smoke
- Gas leaks or strong gas odors
- Flooding or burst water pipes
- Sewage backup
- Tree falling on the home
- **Furnace outage during freezing weather (below 45°F)**

If life is in danger, call 911 first. Then call our emergency line: **(512) 865-4019** Follow the prompts to report your emergency.

Note on Air Conditioning or Heating Failures

A broken A/C or heating system **may** qualify as an emergency if all of the following are true:

1. Your lease includes that the property comes with cooling or heating;
2. The unit is not producing adequate heated or cooled air;
3. A written notice has been sent to the landlord/

What Is NOT an Emergency

These issues, while inconvenient, do **not** qualify as emergencies:

- Refrigerator not cooling
- Power outage (check with your utility company first)
- Locked out of your home
- Oven or microwave not working
- Hot water heater not working
- A/C not working *unless it meets the emergency criteria above*

RPM is not responsible for food loss caused by appliance failures.

Important Policy Reminders

- **False emergency calls** may result in a **\$100 service fee** if a vendor is dispatched and no true emergency is found.
- If you **miss a scheduled appointment** with a vendor or don't provide access, a **trip fee** may also apply.



NORMAL WEAR AND TEAR VS. DAMAGES

Wear and Tear is defined as:

The expected decline in the condition of a property due to ordinary/normal everyday use.

Damage is defined as:

The deterioration that results from negligence, carelessness, accident, or abuse of the premises, equipment, by the tenant, by a member of the tenant's household, or by a guest or invitee of the tenant.

Wear and Tear	Damage
<ul style="list-style-type: none"> • well-worn keys or "sticky" key • failure of A/C or heating unit due to normal use • stubborn door lock • minor scuffing of walls • wear pattern in plastic countertop • rust stain under sink faucet handle • loose, inoperable faucet handle • rusty refrigerator shelving • discolored ceramic tile • loose grout around ceramic tile • carpet seam unraveling • minor wear pattern of hallway carpet/major traffic areas • scuffing on wooden floor • linoleum with the back showing through • minor indentation of carpet from furniture • wobbly toilet • rusty shower curtain rod • rust stain under bathtub spout • track on door jamb where door rubs • plant hanger left in ceiling • low number of small nail holes • stain on ceiling caused by leaky roof • discolored light fixture globe • staining inside fireplace • window cracked by settling • sun-faded window shade, drapes, carpeting • rusted out or worn garbage disposal • stains on parking space after removal of grease, oil • broken drawer guides 	<ul style="list-style-type: none"> • Accumulation of dust, dirt, grease, grime, debris, hair, chemicals, trash, etc. • Unauthorized alterations, i.e., painting or wallpapering • A/C failure due to dirty/no filter, ants/grass in condenser • Failure to report maintenance in a timely manner which could lead to further damages such as leaks, discoloration of linoleum and tile, blistering paint in bathrooms, defective weather stripping resulting in sheet rock/carpet/paint damage • Crayon marks, oil, smoke, etc. requiring paint preparation • Missing keys or broken off inside lock • Tenant replaced door lock w/out management permission • Inadequate cleaning as stated above • Missing faucet handle • Missing or broken refrigerator shelving or door • Damaged ceramic tile or bathtub/sink enamel • Cracked or broken toilet tank lid damaged towel bars • damaged carpet from improper waterbed protection • carpet burns, tears, stains or other marks damage to wood floor • Tear in linoleum, Laminate or Vinyl flooring. • Scratches, holes, or gouges in any door or wall Missing door, missing or broken door stops • Missing light fixture globe, bad/missing light bulbs Ashes in fireplace, candle soot on walls or ceilings • Broken windows or glass • Damaged blinds, shades, drapes, drapery rods • Missing, bent, torn window screens • Jammed garbage disposal • Fleas, urine, or other Animal damage to carpeting/wood/glass • Caked grease/paint on walkway or driveway • Broken smoke detectors or carbon monoxide alarms • Removal of tenant trash/junk • Removal of hazardous waste • Lawn/shrubs/trees not maintained in accordance w/lease • Any other tenant damage as determined by move-out inspection

RPM will charge back tenants for any items determined to be tenants damage, as defined above.

This is not an all-inclusive list.

MOVE-OUT PROCEDURES

As your lease term comes to an end, please review the following guidelines to ensure a smooth move-out and protect your security deposit.

Clean and Undamaged Condition

Your lease requires that the property be returned in clean and undamaged condition. This includes:

- Interior and exterior cleaning
- Professional carpet cleaning (receipt must be provided at move-out)
- Removal of all personal belongings and trash
- Return of all keys, garage remotes, and access devices

A full list of required cleaning tasks is included in the Move-Out Guidelines, available at www.explorerpm.com or from our office.

Utilities

All utilities must remain active in your name through the end of the lease. Early shutoff may result in cleaning or repair delays and additional charges.

Final Inspection & Deposit Return

RPM does not conduct move-out inspections until the property has been fully surrendered. After you return possession:

- We will use the documented Move-Out Checklist to assess the property
- Any deductions from your security deposit will be itemized and sent to you
- Your deposit will be returned within the time required by Texas Property Code, provided you submit a forwarding address in writing

Showings During Final 45 Days

Per your lease, we may place a lockbox and key on the property during the final 45 days to allow for showings (for rent or sale).

- You must keep the home in presentable condition



- Reasonable access must be granted to RPM or licensed agents
- If showings are blocked or denied, a \$75 trip charge will be assessed
- Repeated refusal or denial of access is considered a lease violation and may result in forfeiture of your security deposit

TENANT CHARGES

TENANT CHARGES

Explore RPM has established the following fees to cover the cost of time, coordination, and resources when tenant actions fall outside the scope of normal operations or lease compliance. These charges are enforceable under the terms of your lease agreement.

Admin fees - \$99.00

The **Administrative Fee** covers costs for processing your application, preparing the lease, setting up your resident account, and managing communication and records throughout your tenancy—ensuring smooth service from move-in to move-out.



Failure to Connect Utilities – \$75.00

Charged when a new tenant fails to transfer utilities into their name after taking possession of the property.

Tenants will also be charged for any prorated utility usage billed to the landlord.



Holdover Fee – 3x the Daily Rent

Applies when a tenant does not surrender the property after the lease expiration date.

This fee is calculated at three times the daily rent amount, per the lease and Texas Property Code.



Trip Charge / Missed Appointment – \$125.00

Charged when:

- A tenant misses a scheduled in-person appointment
- A property is made inaccessible (e.g., deadbolted) during a confirmed appointment
- A vendor is dispatched and access is not granted



Late Rent Fees – \$75 + \$35/Day

Unless otherwise stated in your lease:

- Rent is due on the 1st
- A \$75 initial late fee is charged on the 4th if rent is not received

- A \$35 per-day late fee is added beginning the 5th, until total late fees reach 12% of the monthly rent

Per Texas Property Code §92.019, late fees cannot be charged until two full days after the due date and must be reasonable and disclosed in the lease.

Payments are applied to late fees and charges before rent, as permitted by your lease.



Posting Fee (Notice to Vacate) – \$25.00

Applies when a legal notice to vacate or notice of default must be posted due to non-payment or lease default.

This includes the cost of certified mail and on-site delivery.



Returned Payment (NSF) – \$100.00

Charged when any payment is returned due to:

- Insufficient funds
- Closed accounts
- Incorrect banking information

This applies to checks or electronic payments, and late fees will also apply if payment is not replaced immediately.

This fee is in addition to any late fees that may result.

Roommate Change Out Fee - \$75

Charged when an approved tenant is added or removed after the original lease has been executed. Any new adult must:

- Submit a full application at www.explorerpm.com
- Be approved
- Pay a \$60 application fee

This must be completed before the person becomes an authorized occupant.

HOA Administration Fee – \$35.00

Applies after the third violation issued by the Homeowners Association.

This is in addition to any fines assessed by the HOA.

Examples include:

- Trash cans left at the street
- Failure to mow or edge the lawn

- Parking on grass or non-designated areas

Collection Administration Fee – \$200.00

Charged when RPM must initiate internal collections due to unpaid fees or damages.

This may include recovery of:

- Late rent
- Returned payment (NSF) fees
- Unauthorized animals
- Property damage caused by tenant negligence

Typically assessed when a second written request for funds is required.

Smoking Violation Fee – 300% of One Month's Rent

All properties managed by Explore RPM are strictly non-smoking, including garages and patios. A fee equal to three times one full month's rent will be charged if smoking is detected indoors.

This covers the cost of:

- Odor remediation
- Deep cleaning
- Repainting or repairs due to smoke-related damage

Failure to Maintain Utilities – \$250.00

Tenants must maintain utility service until:

- The move-out walkthrough is completed, and
- The end of the lease term

Failure to do so delays inspections and repairs, may result in lost rent for the owner, and incurs this flat fee.

Failure to Return Keys – \$75.00

Charged if all keys, garage remotes, or access passes are not returned at move-out.

Additional charges may apply for the cost of replacement devices.

Rekey Without Notification – \$200.00

Tenants may rekey the property only if they notify RPM and provide a working key.

Failure to do so will result in a \$200 charge to update access, records, and key control compliance.

**Court Filing Fee – \$150.00**

Charged when RPM must file for eviction in Justice Court after non-payment or lease default. This covers administrative labor to prepare and file the eviction paperwork. Court and attorney fees are billed separately.

Court Appearance Fee – \$100.00 per hour

Charged when an RPM representative must appear in court due to tenant non-compliance. Billed in addition to any filing or legal fees.

Administrative Lease Renewal Fee – \$50.00

Assessed when a lease is renewed, regardless of renewal length or type. This fee is due on or before the effective date of the renewal.

Key Replacement Fee – \$25.00 per key

Charged when a tenant requests a replacement key. Keys must be picked up in person from the RPM office.



SIGNATURE

Your signature below acknowledges your receipt of the RPM property management Tenant Handbook and your responsibilities to become familiar with its contents, as well as the contents of your lease agreement. Should any questions arise regarding this information, please contact RPM property management by phone at (512)-865-4019 or by email at lease@Explorerpm.com.

Tenant	Date
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Tenant	Date
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Tenant	Date
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Tenant	Date
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**Information and forms in the Tenant Handbook are subject to change and RPM property management will make every effort to inform you of such changes.*