

Landlord's Policies and Procedures – Residential Effective January 1, 2026

Welcome to your new home with 1st Realty Resources. Below you will find a detailed outline of our policies and procedures regarding maintenance, landlord and tenant responsibilities.

MAINTENANCE REQUESTS

All maintenance requests must be submitted via your online portal. We may require someone to be present while the technician is in home unless authorization to enter is given.

EMERGENCY MAINTENANCE

If one of the items below describes the issue that you are currently experiencing, please call and text our Emergency Work Order line at 817-253-0159.

The following would be considered an emergency and would need immediate attention:

1. No working plumbing in home or leak causing excessive damage to property.
2. Inoperable locks or broken windows compromising the security of the property.
3. HVAC issues during inclement weather or outside temp. <40 or >95 degrees.

If you should experience any other type of emergency, please dial 911 for local police, fire or medical attention.

Tenant negligence resulting in after hours service may incur additional costs.

SMOKE DETECTORS

It is the tenants' responsibility to test all smoke detectors regularly and to make sure they are always maintained with working batteries. Tenants are not permitted to remove smoke detectors charges/fees to reinstall may apply. In the event, any smoke detector fails for any reason other than expired batteries, please contact 1st Realty Resources for repair.

PEST CONTROL

1st Realty Resources performs a general pest treatment on our properties prior to move in. The only covered pest service during the duration of your lease is for wood destroying insects. Any additional pest control requested will be the responsibility of the tenant. Creating "conducive conditions" such as improper storage of food or uncleanliness leading to pest/rodent activity may result in charges and/or default of your lease, not limited to the remedies outlined in your lease.

ATTICS

Tenants are not to access the attic for any reason, at any time, without written authorization from owner and/or 1st Realty Resources. Tenant will assume all liability and charges for repairs or damages upon entering attic space; as well as the cost to seal access if needed.

KEYS & OPENERS

Two keys at minimum will be provided at move in. Additional Openers for gates and garage doors may require additional deposits and/or programming fees. If needed, please request a re-key via the maintenance portal. Costs may apply.

PHONE/TV/INTERNET/SECURITY

Authorization in writing must be obtained from 1st Realty Resources prior to any installation of new wiring, outlets, jacks, or accessories at the property. Hardwiring smart doorbells or thermostats may damage equipment and is not allowed without written permission and must be left with property. Damage to the property because of unauthorized installation will be a tenant responsibility and may not be charged until your move out disposition.

PETS

A pet fee and deposit are required on all approved pet(s). One Time Non-Refundable Fee: \$250 per pet plus Additional Security Deposit: \$250 per pet. Breed restrictions may apply, please contact our office for details. Any unauthorized animals found at the property will result in fines. All pets are still subject to management approval.

HOA & CODE COMPLIANCE

Any notice received by 1st Realty Resources regarding non-compliance with HOA's, City Code Compliance, or others will result in fines and/or fees plus fines and/or fees assessed by HOA, Code Compliance, etc. Please refer to fee schedule.

ENTRYWAY(S) & PATIO AREAS

These areas may not be used for storage. Only appropriate patio/yard furniture may be displayed. Outdoor grills/cookers are not allowed to be used or stored on the patio, or within 10' of dwelling or covered area.

INOPERABLE OR UNATTENDED VEHICLES

Vehicles must be kept in clean, operable condition with current registration (No flat tires, abandoned, crashed, derelict, etc.) Disabled and unattended vehicles will be towed at the owner's expense. Vehicles found in violation may be towed at any time, without being cited. Vehicle repairs are prohibited on the property.

PARKING

The number of authorized vehicles allowed at the property is documented in your lease contract. Unauthorized vehicles are subject to towing at any time, at the owner's expense. It is the responsibility of the tenant to update 1st Realty Resources with any change of vehicle and provide the required information to obtain authorization. Tenants are not authorized to sell or lease space at the property for parking during sporting events. Any unauthorized vehicles found during sporting events will be towed without warning. The fines associated with Parking Violations are listed on the fee schedule.

TRASH/DEBRIS

Proper disposal of garbage and recycling is a tenant responsibility. Dumping is not allowed at any time and any tenant found in violation will be fined an initial charge of \$150. Additional charges may apply if corrective action is not taken regarding this violation.

MOVE OUT

Please refer to the Move Out Procedures form and checklist. It is available on our website at 1stRealty.net/tenantdocs

Attached Exhibits:

Exhibit A - Fee Schedule

Exhibit B - Renters Insurance Requirements

Exhibit A - FEE SCHEDULE

1. Applicability and Priority

Fees expressly stated in the executed Lease Agreement shall remain in effect for the duration of the lease term unless the Lease Agreement specifically provides otherwise. Where permitted by the Lease Agreement, such fees may be updated at lease renewal.

All other fees, charges, and costs identified in this Exhibit or in the Policies and Procedures that are not expressly fixed for the lease term within the Lease Agreement may be established, modified, or discontinued by Management at any time, with or without prior notice, except as required by applicable Texas law.

If a Lease Agreement is in effect prior to the effective date of a revised fee schedule or policy the terms of the Lease Agreement shall control and supersede this Exhibit and the Policies and Procedures for the remainder of the lease term, if applicable. Upon lease renewal or conversion to a month-to-month tenancy, the then-current Policies and Procedures and Fee Schedule shall apply.

In the event of any conflict between this Exhibit, the Policies and Procedures, and the Lease Agreement, the Lease Agreement shall govern.

2. Fee Categories

A. Lease-Governed Fees <i>(Fixed for lease term unless Lease states otherwise)</i>	B. Policy-Based and Administrative Fees <i>(Subject to change pursuant to Policies and Procedures)</i>	C. Violation, Service, and Usage Fees <i>(Assessed as incurred; subject to change)</i>
<ul style="list-style-type: none">• Base Rent: As stated in Lease• Late Fees: As stated in Lease• Returned Payment Fees: As stated in Lease• Pet Rent / Pet Fees (if applicable): As stated in Lease• Utility Charges (if billed through Lease): As stated in Lease	<ul style="list-style-type: none">• Application Fee• Administrative / Processing Fee• Lease Preparation or Renewal Fee• HOA Compliance or Administrative Fee• Amenity Fees• Utility Billing or Service Fees (non-rent)• Technology or Portal Access Fees	<ul style="list-style-type: none">• Lease Violation Fees• Notice Posting Fees• Lockout Fees• Key or Access Device Replacement• NSF / Rejected Payment Fees (if not fixed in Lease)• After-Hours or Emergency Service Calls• Trash, Parking, or Common Area Violation Fees

C. Back-Billed Fees – Effective January 1, 2026

CATEGORY	ISSUE / FEE TYPE	EST FEES	NOTES / FREQUENCY
LATE / MISSED PAYMENTS	Late rent fee	\$75 initial fee, \$10 daily fee	Assesses automatically after 3 day grace period.
	Returned payment / NSF fee	\$50	Bank fee passed to tenant + admin
LEASE VIOLATIONS	Unauthorized pet	\$150 + \$25 per day	Pet still needs approval by Management. Pet fees, deposit and/or rent still apply after approval.
	Unauthorized occupants	\$200	Per person per month retroactively billed
MAINTENANCE / REPAIRS	Tenant-caused damage	\$25 – \$500+	Includes doors, walls, carpet, appliances
	Lock/key replacement	\$95	Lost keys etc
PARKING / AMENITY VIOLATIONS	Tenant Plumbing Negligence	\$150 – \$600+	Clogs or damage resulting from wipes and/or feminine products are the most common.
	Tenant Negligence HVAC Service	\$150+	Most common issues result from dirty air filters.
ADMINISTRATIVE / MISCELLANEOUS	Unauthorized parking	\$50 – \$100	Per violation, may escalate
	Towing / impound	\$100 – \$250+	Tenant pays towing + admin fees
	Lease amendment or processing fee	\$75 – \$150	Mid-lease changes or backdated corrections
	Hourly administrative or staff time for minor issues	\$100/hr	Generic charge for minor or non-essential matters

1st Realty Resources reserves the right to charge service coordination fees for any damages caused by tenant.

4. Fee Assessment

The fee schedule in effect at the time a service is requested, a violation occurs, or a charge is assessed shall apply. Fees may be assessed as additional rent or as otherwise permitted by the Lease and applicable law.

Exhibit B - RENTER'S INSURANCE REQUIREMENT

For the duration of the Lease, the Tenant is required to maintain and provide the following minimum insurance coverage:

- \$100,000 Limit of Liability for Tenant's legal liability for damage to the leased premises (real property) for no less than the following causes of loss: fire, smoke, explosion, water damage, backup or overflow of sewer, drain or sump ("Required Insurance").

Tenant is required to furnish 1st Realty Resources with evidence of Required Insurance **prior** to occupancy of leased premises and at the time of each lease renewal period. Tenant may optionally obtain Renters Insurance that satisfies the requirement from an insurance agent or company of their choice. 1st Realty Resources is also required to be listed as additional insured. Insurance is required for all occupants over the age of 18 and must be listed on their policy. It is the Tenant's responsibility to maintain proper documentation via their online portal.

If at any time Tenant does not have Required Renters Insurance, the Tenant is deemed to be in breach of the Lease Agreement and Lessor shall have, in addition to any other rights under the Lease Agreement, the right to purchase Required Insurance coverage and seek reimbursement from the Tenant for all costs and expenses associated with such purchase. Once a tenant is non-compliant, a notification email will be automatically sent, and if Required Insurance is force placed, charges are final.

Lessor may, per Section 8 of your lease agreement, apply funds received to those costs first. Late charges or additional fees from insufficient payment of your entire balance may apply.

The coverage provided under the Landlord's Required Resident Liability insurance policy ("LRRL") will provide the Required Insurance coverage listed above, but does NOT cover any personal items. An amount equal to the total cost to the Lessor for the LRRL coverage will be charged to tenant by the Lessor.

Some important points of this coverage, which tenant should understand are:

1. LRRL is designed to fulfill the insurance requirement of the Lease Agreement. Lessor is the Insured under the LRRL. Tenant is not the insured under the LRRL policy.
2. LRRL coverage is not personal liability insurance or renter's insurance. Lessor makes no representation that LRRL covers the Tenant's additional living expenses or liability arising out of bodily injury or property damage to any third party. If Tenant requires any of these coverages, then Tenant should contact an insurance agent or insurance company of Tenant's choice.
3. Coverage under the LRRL policy may be more expensive than the cost of Required Insurance obtainable by Tenant elsewhere. At any time, Tenant may contact an agent of their choice for insurance options to satisfy the Required Insurance under this Lease Agreement.
4. Licensed insurance agents may receive a commission on the LRRL policy.
5. The current cost for the LRRL coverage shall be ten dollars and fifty cents Dollars (\$10.50) per month.
6. The cost of the policy is subject to change at any time.

Scheduling under the LRRL policy is not mandatory if Tenant does purchase Required Renters Insurance from an insurance agent or insurance company of Tenant's choice at any time and coverage under the LRRL policy will be terminated by the Lessor once proof of policy is provided. Prior charges will not be credited to your account.

As evidenced by the signature(s) below, we the tenants have read and agree to abide by all policies and procedures written for the property:

Tenant Signature

Date

Tenant Signature

Date

Tenant Signature

Date

Tenant Signature

Date

Landlord's Representative Signature

Date