

Resident Handbook



Welcome

We're committed to providing you a safe, pleasant rental experience. This handbook outlines your key responsibilities and our policies. Please read it carefully and keep it for reference.

Fair Housing

American Leasing & Management is committed to compliance with all Fair Housing laws. We provide equal housing opportunities to all, regardless of race, color, religion, sex, national origin, disability, or familial status. Our policies ensure consistent and fair treatment of all applicants and residents. We strictly prohibit discrimination and expect the same respect and fairness from our staff, vendors, property owners, and residents.

General Information

- Agency: American Leasing & Management represents the property owner and acts in their best interest.
- Office Hours: Monday–Friday, 9am–5pm. Drop box available 24/7. Website: americanleasingmgmt.com.
- Communication: Always contact American Leasing & Management directly—not the owner—for questions, concerns, or repairs.
- Right of Entry: Per your lease, our team may need to enter the home from time to time for inspections, maintenance, or emergencies. Our normal policy is to provide at least 24 hours' notice before we come by, but in rare cases notice may be shorter or not possible. To help keep everyone safe, please make sure that all pets are properly secured whenever our maintenance or management team is scheduled to enter your home.

Moving In

- Property Condition: Accepted "as-is" unless otherwise specified.
- Move-In Inspection: Complete within 10 days using the instructions provided. This protects your security deposit. If you do not submit a move-in inspection, you are accepting the property in pristine condition and will not be able to make a claim otherwise.
- Keys & Utilities: All rent, deposits, and prorated rent must be paid before receiving keys. Arrange utilities to begin on your move-in date.
- Satellite/Cable: Must comply with HOA and any owner-specific rules; installation is restricted. You're responsible for removal and any damages. Please reach out to your property manager to confirm approval before any installation.

Rent Payments

- Due Date: Rent is due on the 1st of each month. No grace period.
- Late Payments: Late after the 3rd. Eviction proceedings begin after the 4th. Late fees are strictly enforced—no exceptions.
- Payment Methods: Online via your Resident Portal. No cash accepted. Personal checks are also permitted.
- NSF Payments: Returned payments incur \$50 fee plus late charges; future payments must be certified funds.

Maintenance

- Emergency Maintenance: Life- or property-threatening only (fire, flood, gas leak, burst pipes). Call 911 first, then American Leasing & Management at 409-242-2422.
- Non-emergencies: The state of Texas determines which issues can be considered emergent. (A/C outages, broken appliances, lockouts) will be handled during business hours. Misuse of emergency line may result in additional fees.
- Work Orders: Submit all maintenance requests through your Resident Portal, either online or via the Portal app. Written requests required for all non-emergencies. Plus, our portal notifies multiple people on the team, whereas a call only reaches one person. For the quickest service and best documentation, start with the portal.
- Access: Missed appointments or denying access may result in a \$65 fee.
- Resident Responsibilities:
 - Promptly report leaks, electrical issues, or safety hazards.
 - Change A/C filters every 60 days. (Appropriately sized filters are provided every 60 days as a part of your Resident Benefit Package.)
 - Maintain yard, landscaping, and gutters.
 - Minor issues (tripped breakers, clogged disposals, etc.) are resident responsibility.
- Unauthorized Repairs: Do not hire contractors or make alterations without written approval from American Leasing & Management.
- In freezing temperatures, it is your responsibility to observe the following precautions:
 - The heat must be maintained at a minimum of 65 degrees Fahrenheit
 - Exterior faucets and exposed water lines must be adequately protected by insulating, wrapping, or covering.
 - Allow inside and outside faucets to slowly drip both hot and cold water.
- If you are leaving, do not turn heat off.

Housekeeping Standards

- Keep the property clean, odor-free, and pest-free.
- Replace light bulbs and smoke detector batteries as needed.
- Use care with appliances, plumbing, and flooring.
- Smoking inside the home or garage, or anywhere on the premises is prohibited.
- Prevent mold by ventilating and reporting leaks promptly.

Lease Policies

- Occupants: Only approved residents may live in the property. Guests over 14 days must be added to the lease. You are required to provide the most current work, cell, and home numbers and email for all adult residents in the home.
- Pets: No pets without prior written approval and signed Pet Agreement. Unauthorized pets result in fees of \$200 per pet, plus \$10 per day, and possible eviction.
- HOA Compliance: Residents must follow HOA rules (yard care, trash storage, parking). Violations may result in fines.
- American Leasing & Management will be your only contact during your tenancy. Protect yourself by referring anyone claiming to be the owner to American Leasing & Management. Do not allow them on the premises without our notice and consent. This protects you, the owner, and the property.
- Subletting: Not permitted.
- Lease Renewal: Notices are sent 45–60 days before lease expiration. You must respond promptly. Failure to respond within 7 days will be considered a month-to-month renewal with a 25% rent increase until you renew or terminate your lease.
- Lease Marketing: If you have not been offered or have opted out of renewing your lease, we may need to market and show the home before your scheduled move out date. Please keep your home showing ready, even as you pack. We will give a 24-hour notice, should we need to show your home. Do not allow prospective tenants to enter the property who is not accompanied by either a staff member or an approved Realtor.
- Periodic Inspections: Our team conducts periodic inspections to ensure the property is being properly maintained, identify any repair needs early, and confirm compliance with lease terms. These inspections may be scheduled based on maintenance cycles, owner requests, prior maintenance issues, or concerns observed during routine service visits.

Move-Out Process

- Notice: Submit written notice per your lease.
- Cleaning: Entire home, yard, and gutters must be thoroughly cleaned. Professional carpet cleaning with receipt required.
- Pets: If you had a pet, carpets must also be professionally deodorized and treated for fleas.
- Keys and garage door openers: A minimum of \$175 will be charged per item for rekeying if keys and/or openers are not returned within 24 hours of lease termination.
- Deposit: Returned based on the property's condition compared to your move-in report. Damage, cleaning, or unpaid balances will be deducted.

Insurance

Tenants are required to obtain renter's insurance to protect themselves and their belongings. Our Resident Benefits Package provides a low-cost option, or you may submit a receipt proving your policy. The owner's policy does not cover your belongings or liability.

Final Notes

- Treat the home as if it were your own.
- Pay on time, maintain the property, and communicate with us promptly.
- Doing so ensures a smooth, professional, and enjoyable tenancy.
- We reserve the right to make revisions from time to time without notice, due to changes in the Texas Property Code, city codes, or as dictated by the Texas Association of Realtors. All other changes will be added to the property documents, located in your Resident Portal.

If you have any questions regarding your lease, or concerns during your tenancy, please reach out via portal, phone, or by stopping by our offices. We will work hard during your residency to make it a pleasant one and look forward to a mutually satisfying relationship. Your cooperation is always appreciated.

American Leasing & Management – SETX
6622 Phelan Blvd.
Beaumont, TX 77706
409-242-2422

American Leasing & Management – Lufkin
1313 S John Redditt
Lufkin, TX 75904
936-632-1299

Acknowledgement

I/We have read and understand the Resident Handbook and agree to comply with its policies.

Resident 1 Name(s): _____

Resident 1 Signature(s): _____

Resident 1 Date: _____

Resident 2 Name(s): _____

Resident 2 Signature(s): _____

Resident 2 Date: _____

Resident 3 Name(s): _____

Resident 3 Signature(s): _____

Resident 3 Date: _____

Resident 4 Name(s): _____

Resident 4 Signature(s): _____

Resident 4 Date: _____