



Mason Investment Group, LLC
2150 W. Northwest Hwy
Suite 114-1175
Grapevine, TX 76051
Phone: 817-719-0280
Fax: 817-719-0290
www.MIGrealestate.net

Move in Process

After the lease application has been approved by the property manager, but prior to the move in date, the resident must:

- Have all utilities turned on and show proof of the account activations to this management company
- Have all lease paperwork filled out and signed.
- Be prepared to pay the first month
- Pay the security deposit immediately. The residence will not be reserved for you unless the security deposit is paid up front. No cash will be accepted. Only cashier's checks and money orders will be accepted.
- Pay the pet deposit immediately (if applicable). No cash will be accepted. Only cashier's checks and money orders will be accepted.
- Read all rules and regulations prior to the move in process so that questions can be answered during the move in appointment.

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Keys

- You may not install additional locks on your home without written permission from this management company. Keys to all new locks must be provided to this management company.
- Damage to locks and doors will be repaired at the tenant's expense.

Maintenance Service/Emergencies

Residents may request maintenance service via fax or email. Maintenance forms can be downloaded from our website www.MIGrealestate.net or filled out online and emailed.

***24 hour emergency service is provided for the following situations only:**

- Loss of air-conditioning when outside temperatures are above 80 degrees.
- Loss of heat when outside temperatures are below 60 degrees.
- Water leaks that cannot be contained
- Inability to lock windows or doors



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- For all other emergencies that may endanger life or property, **dial 911** and have the appropriate emergency service dispatched to your location. If emergency first responders are dispatched to your home, this management company must be informed. If your emergency call is directly or indirectly effected by or affects your home, you must call the emergency maintenance phone number as soon as it is safe to do so.

You have no more than 48 hours to notify this management company of all other emergency responses to your home. Failure to notify this management company of such emergency responses could result in eviction

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Inspection Schedule

-Each home will be inspected on a semi-annual basis by a representative of this management company. The inspections will ensure that the property is being properly maintained and that there are no defects or problems needing repair or maintenance.

-Inspections will be coordinated with the tenant at least 5 days in advance. The tenant should be at the home during the inspection. The inspections are usually less than 30 minutes in duration.

-If items are found to be in need of repair or replacement during the inspection, the property manager will notify the appropriate tradesman and the work will be completed.

-All inspections and re-inspections are mandatory. Failure to coordinate, schedule or otherwise make yourself or the property available for inspections will result in eviction.

Items to be inspected include, but are not limited to:

-Air filters, air conditioner(s), water heater, dishwasher, sink disposal, faucets, drains, toilets, breaker box, electrical hazards, carpets/flooring, holes in walls, ensure non-permitted pets are not on the premise, ensure non-permitted persons are not occupying the property.

Painting

The tenant must obtain written permission from this management company in order to paint inside of the home. All paint colors and materials must be approved. No wallpaper or exterior painting will be allowed. Residents who paint or wallpaper without permission will bear the cost of removal and restoration. The aforementioned act could result in eviction and a loss of the security deposit.

Termination of Lease

All residents must give written notice 60 days prior to their lease expiration and indicate to this management company if they plan to move from or stay at their current lease location. Additional move-out information:



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- Pay to the end of the lease term.
- Deposit is refundable based on move-out inspection
- The resident must understand that all garage door openers and keys to all doors and mailboxes must be returned to this management company following the move out, unless a move out inspection is arranged with management personnel at the location of residence.
- Deductions from the security deposit will be made for the cost of obtaining entry to the vacated residence if keys are not returned.

Renewal of Lease

Residents will be notified 60 days in advance of their lease expiration. Residents will have the following options when their lease is set to expire:

1. Renew their lease for 6 months and sign a new lease agreement.
2. Renew their lease for 12 months or more and sign a new lease agreement.
3. Terminate their lease in writing and elect not to renew. *Even though the lease is set to expire, this management company still needs a written termination letter from the tenant.

*Rental rates may change from one lease to another. Month-to-month leases may be accepted, but additional fees will apply.

Rent Collection

Rent is due on the 1st of each month and is considered late at midnight on the 3rd of each month. A late fee is charged on the 4th in the amount listed on the lease. Rent can be paid by money order, cashier's check, personal check, ACH or credit/debit card. No personal checks are accepted after the 3rd of the month. Cash is not accepted. Partial payments are not accepted. Non-sufficient funds (NSF) checks are redeemable only by cashier's check, money order or credit/debit card. The privilege of using personal checks is forfeited by the resident if one NSF check is received during tenancy. If an NSF check is not taken care of immediately, management will begin the eviction process.

Eviction Process

On the **4th** of the month, a 3 day "Notice to Vacate" and lockout notices will be posted on the resident's door. If rent is not paid by the **7th** of the month (including all late fees), the resident's file is taken to the Justice of the



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Peace Court and the eviction process will begin. After the eviction process begins, the balance due (including all late fees, rent, and any other charges) must be paid in full. Only certified funds will be accepted from this point on.

Move out process

A written 60 day notice to vacate must be received by this management company prior to the expiration of the lease. A move out inspection checklist will be given to the tenant. The home will be left in the same condition it was in when the tenant originally moved in. Tenants will be charged for all damages that occurred beyond normal wear and tear and for any additional cleaning that is needed in or around the home. The tenant should call or email at least 5 days in advance to schedule the move out inspection. The tenant will need to have all keys and garage door openers ready to turn in. The security deposit settlement will take place as soon as possible after the tenant moves out. **This process may take up to 30 days. It is up to the resident to leave a forwarding address with this management company in order to expedite the return of the security deposit or the remaining portion.**

X _____

X _____

