



Resident Handbook

Welcome Home!

Cox Premier Properties Welcomes You As a Resident!

To achieve a successful resident/management relationship, we have prepared this handbook to assist you with your residency. We recommend that you keep it in a convenient location so that you can refer to it easily.

You will find maintenance guidelines, rental payment instructions, general information, fees for lease violations, emergency instructions, and more.

We wish you a successful and enjoyable residency!

Warmest Regards,

Cox Premier Properties

Table of Contents

Office Information	4
Staff Contact Information	5
Resident Communication	6
Resident Portal	6
Phone Maintenance Requests and Emergency Calls	6
Protect Your Rental and Credit History	7
Lease Agreement	7
Resident Benefits Package	7
Resident Benefit Package and Renter's Insurance	8
Move-In Information	8
Resident Benefit Package	9
Rental Payments	9
Cox Premier properties accepts rental payments via:	9
Fees for Online Payments *Prices Subject to Change*	9
Cox Premier does NOT accept rental payments via:	9
Fees/Charges	10
Late Fees	10
Certified Mail for Non-Payment of Rent (3 Day Notice/Pay Rent or Quit) \$35.00	10
Maintenance Charge/No Show Fee \$150.00	10
Failing to Transfer or Connect Utilities Fee \$35.00 per provider per month	10
After-Hours Maintenance Fee \$150 / or Weekend Per Occurrence	10
Failure to Grant Access Fee \$200.00 per occurrence	11
Periodic Inspections \$175.00	11
HOA/City/County or Lease Violation Administration Fee \$50 per occurrence	11
The most common examples are:	11
Yard Maintenance	12
HOA/City/County or Lease Violations Coordination Fee \$100 per occurrence	12
Court/Eviction Appearance Fee \$250 per occurrence	12
Failure to Report a Repair or Prevent Damage \$350.00	12
Getting to Know Your Residence	13
Maintenance	13
Items Needed When Moving from an Apartment To A Home	13

Emergency Requests	14
Determine if there is a true emergency or a non-emergency	14
Automobile & Vehicles	14
Tenant Maintenance Responsibilities	14
Common Repair Requests	15
Garbage Disposals	15
No Power in A Portion Of Your Home	15
An Outlet Does Not Work	15
Non-emergencies Repairs	16
Items not generally repaired	18
Resident Alterations & Repairs	18
Pets	18
Giving Your Notice	19
Before Giving Notice	19
Preparing The Property	19
Cleaning	20
Carpet Cleaning	20
Window Coverings/Windows	20
The Following Must Be in Working Order to Avoid Charges When Moving Out	20
Landscape Clean Up	20
Trash	20
Painting	21
Final Walk Through Photos	21
Your Security Deposit Refund	21
Deposit Disputes and Fines: Photos	21

Office Information

Mailing Address

Cox Premier Properties
3232 McKinney Avenue
Suite 500 #63074
Dallas, TX 75204

Important phone numbers

Main Office: 469-402-1400

Emergency Maintenance Number: 214-390-9115

Website: www.coxpremier.com

Office Hours

Monday-Friday

10 am to 5 pm

By Appointment Only

Closed Saturday & Sunday

Staff Contact Information

Communication via Your Tenant Portal is Always the Preferred Method

Gabby Calderon	Office Manager	manager@coxpremier.com
Melissa Bunch	Maintenance Supervisor	mbunch@coxpremier.com
Dana Shove	Rental Payment questions and HOA Violations	dana@coxpremier.com
Lacie Gibraltar	Rental Screening/Application Questions	lacie@coxpremier.com
Tech Support/General Questions		Info@coxpremier.com
EMERGENCY MAINTENANCE HOTLINE	CALL 911 FIRST IF LIFE THREATENING	repairs@coxpremier.com 214-390-9115
Matt Klentzman	Field Supervisor	matt@coxpremier.com
Melissa Cox	Broker	melissa@coxpremier.com

Resident Communication

On the previous page, we have provided general office information.

Communication makes a difference in any area of life, and it can only enhance your residency by letting Cox Premier know what you need.

The preferred communication method is through your resident portal. Your resident portal is the quickest and most effective way to communicate with our office. It keeps a written record of each and every communication so that there is no miscommunication.

Resident Portal

You will be given a secure portal that enables you to:

- Submit maintenance requests
- Contact us
- Make payments to your account
- Set up auto draft payments to ensure your rent is never late
- View your resident ledger and any outstanding charges/credits
- Update your contact information
- Access forms
- Submit your move out notice

Phone Maintenance Requests and Emergency Calls

We have a dedicated hotline to call for emergency repair requests: 214-390-9115.

If it is a non-emergency issue, please input your maintenance request into your resident portal. We do not accept any verbal requests for repairs. The majority of our vendors are licensed 3rd party vendors. When reporting a repair, please be as descriptive as possible and upload photos into your portal if possible. If the repairs are not in the same category, for example,

plumbing issue and an electrical issue, please input two separate work orders so we can distribute them to the correct vendor.

Lease Agreement

Please review the lease in its entirety and we recommend you keep your Lease and this Handbook for easy reference. If you have a question, do not sign the lease until you have read, reviewed and understand all policies and fees. Questions should be sent to leasing@coxpremier.com

Resident Benefits Package: \$48.95 a Month

[What is a Resident Benefit Package-Click Here:](#)

The Resident Benefits Package applies to all homes managed by Cox Premier Properties.

Resident Benefits Packages will be billed as a separate charge on a monthly basis.

You may opt out of the renter's insurance portion by providing the required information below.

Move-in Concierge: Transferring the required utilities into your name is easy with our Utility Concierge Service. Simply schedule a convenient time with the Utility Concierge directly, by clicking [here](#). The Utility Concierge service will take it from there! Or you may copy and paste this link into your browser:

<https://utility-setup.com/cox-premier-properties>

Air Filters Shipped Directly to your Front Door! Changing filters is a resident responsibility and is now as easy as opening the front door. For our properties with HVAC, we've made every effort to ensure your obligation to change the filter(s) is as easy as possible by having them delivered to your door approximately every 60 days or as required by your system. This helps you save up to \$250/year, improves indoor air quality, and reduces the hassles and liability of repairs. Should you have any filter installation or delivery questions, please contact Second Nature at hello@secondnature.com 1-800-308-1186, Mon - Fri 10am to 6pm EST.

[How to Change a Home Air Filter \(with Pictures\) - wikiHow](#)

Resident Rewards: You will be rewarded for paying your rent on-time with our Resident Rewards program. In the weeks ahead, **watch for your welcome email from Piñata with a custom link** to download the app to your smart device. Earn e-gift cards for simply completing your profile!

Direct HelpDesk link - <https://pinata.zendesk.com/hc/en-us/requests/new>

Credit Building: With each on-time rent payment you can track your Credit Building through the same Piñata App as described with your Resident Rewards. No further action required here; just use the same app as your rewards app!

Identity Protection: We will set up your Identity Theft Protection account for you with up to \$1M identity protection for stolen funds reimbursement to protect all adult leaseholders. Simply watch for your email confirmation with your account details.

Customer Care: 833-552-2123

Required Renter's Insurance: By enrolling into our Resident Benefits Package, you will meet the insurance requirements of the lease agreement. You'll receive your Evidence of Insurance via email in the coming weeks. Should you choose to obtain your own policy, you will be required to upload it to our carrier for verification.

To upload your renters policy please go to: [Second Nature \(residentforms.com\)](https://secondnature.com). Upon approval of your renter's insurance policy, your RPB Price will be reduced by \$10.95. Click [here](#) to review the master policy summary.

Please be sure that your policy meets the following criteria prior to submitting:

- Policy is purchased from an A-rated carrier
- Policy meets or exceeds the required \$100,000 in property damage and legal liability
- **Cox Premier Properties is listed as additional interest**
- Cox Premier Properties address is listed as: 3232 McKinney Ave Ste #500 #63074, Dallas TX 75204

[General FAQs, Policy Information and to Submit a Claim Found Here](#)

- Email: insurancesupport@secondnature.com
- Customer Care 1-800-673-1289

Convenient & Easy to use Online Portal! Pay your rent online, access documents and submit those maintenance requests any time, 24/7. We know life is busy, we provide this tenant portal to help make these tasks easy to accomplish!



Renter's Insurance

The Landlord requires residents to obtain liability coverage of at least \$100,000 in property damage and legal liability from an A-rated carrier and to maintain such coverage throughout the entire term of the lease agreement. Residents are required to furnish Landlord evidence of the required insurance prior to occupancy, at the time of each lease renewal period, and upon request.

To satisfy the insurance requirement, Resident may either (1) be automatically enrolled into a policy that satisfies the coverage requirements as part of the Resident Benefits Package; or (2) obtain alternative liability coverage from an insurer of Tenant's choice. The option Tenant chooses will not affect whether Tenant's lease application is approved or the terms of Tenant's Lease.

Option 1: Do nothing. Residents will be automatically enrolled into an insurance policy as part of the Resident Benefits Package. No further action is required. Coverage will begin on the effective date of the lease and continue throughout the lease term. Please refer to the evidence of insurance that is supplied by Cox Premier Properties for additional coverage details. The Resident Benefits Package monthly rate will be adjusted by the premium amount in the policy.

Option 2: Buy a policy. If Resident prefers, Resident may find, purchase, and maintain another policy that satisfies the Landlord's requirements. The Resident Benefits Package monthly amount will be adjusted accordingly. Visit <http://insurance.residentforms.com/> and follow the instructions listed there to provide evidence of the required insurance.

It is Tenant's responsibility to pay premiums directly to your insurance provider. If the policy is terminated or lapses, Tenant will be subject to a lease violation fee of \$75 and agrees to be subsequently enrolled into the policy referenced in Option 1 above.

Move-In Information

Prior to move in, we must receive all required funds, utility information and deposits.

We will contact you the day prior to moving in and give you instructions for taking possession. In most cases, there will be a lockbox at the property for you to gain access. Once you have taken possession, we require a photo move-in inspection to document the condition of the home and notate any damages at the property within 24 hours of possession.

PLEASE NOTE: If neither document has been received by our office, you are agreeing that the property is free from ALL defects and damage unless otherwise expressed in your lease. To perform the photo walk-through, you are required to have a smart device. If you do not have a smartphone, tablet, etc., we can send out our vendor to perform the walk-through for you at an additional charge.

Within 7 Days of Move In: Lonestar Locks will reach out to you to have your home rekeyed and check all code items. If you need to reschedule please reach out to them at info@lonestarlocks.com or call 469-338-5132

Utility Concierge: <https://utility-setup.com/cox-premier-properties>

Rental Payments

Rent is due on the first of each month and late if not received by 11:59 pm on the 3rd. If you know that you will have a delay or problem paying by the due date, contact Dana at Dana@Coxpremier.com immediately.

Cox Premier properties accepts rental payments via:

- Tenant Portal-this is the primary and preferred method
- If you use your bank account (ACH)-a small transaction fee applies
- We also accept credit cards, debit cards and cash payments (prices vary depending on payment type)

- Cash payments can be made at any ACE, 7-11, Walmart and other retailers. Please email Dana@Coxpremier.com and she will email a payslip to you.

Cox Premier does NOT accept rental payments via:

- Cash
- Rolled coin
- Post-dated checks
- US Mail (Unless otherwise directed and will include a handling fee of \$35.00)

Fees/Charges

In a perfect world, we would not have to charge any fees, but we have found it necessary to enforce the rules at certain times. If you follow the lease and adhere to the HOA & City Guidelines, you will never see these charges. Simple! Fees and Charges listed in this section are including but not limited to the fines and charges listed in your lease.

Late Fees

Rent is due on the 1st of the month. If rent has not been received by midnight on the 3rd of the month, the initial late fee is 10% of one month's rent, and \$10.00 each additional day.

Certified Mail for Non-Payment of Rent (3 Day Notice/Pay Rent or Quit) \$35.00

If a notice to pay rent or quit is served because your rent is not received in a timely manner. This fee is charged for each notice sent via Certified Mail

Maintenance Charge/No Show Fee \$150.00

If you have made an appointment with a vendor but failed to meet them at the scheduled time and the vendor must leave and reschedule.

Failing to Transfer or Connect Utilities Fee \$35.00 per provider per month

In the event utilities are not connected at the time of possession, you will be charged for failure to transfer utilities for each provider that services your home. If you fail to transfer water, electric, gas, sewer, trash, and these are all billed separately, that would be \$250.00 in fines! We make it easy, contact <https://utility-setup.com/cox-premier-properties> to set up your utilities.

If you are having trouble, please reach out to leasing@coxpremier.com and our office will assist you.

After-Hours Maintenance Fee \$150 /or Weekend Per Occurrence

Assessed in the event an after-hours visit is required for a routine service call.

We understand that residents have careers and can only be home at certain times after work or on the weekends. The same applies to our staff at Cox Premier. It is the policy of Cox Premier Properties NOT to perform any work on a property inside the property without the tenant being home. This fee does not apply to legitimate emergency calls such as detailed in this handbook.

Failure to Grant Access Fee \$150.00 per occurrence

We will never enter your home without contacting you first unless there is an emergency. Fire, flood, etc. This fee is assessed in the event Landlord or Landlord's agents are denied or are not able to access the property or you are unwilling to allow access after we have requested access (Pets, Keyless Deadbolt left locked, Security System Armed, Resident was asleep, etc.)

Periodic Inspections \$175.00

From time to time, an inspection may be requested by our office. Most inspections may be performed by you. You must have a smartphone or tablet with a working camera. Our office will send you a link to perform and must be completed within a specific time frame.

If the report has not been received by the date requested, is incomplete, or cannot be performed, the resident will be responsible for an inspection fee by our third-party inspector

HOA/City/County or Lease Violation Administration Fee \$50 per occurrence

Assessed each time the homeowner or Cox Premier receives a letter for rule enforcement from the Homeowner's Association (HOA), and/or resident has violated a condition of the lease agreement. This fee is in addition to any fine charged by the Homeowner's Association. Such fines will also be the Resident's responsibility.

The most common examples are:

- The lawn needing to be mowed and edged (tenant responsibility)
- Grass/Weeds in flower beds, no defined edge between flower beds and
- The garbage cans left in sight from the street on non-garbage pickup days
- Unauthorized boats or trailers parked in the driveway or on the street
- A/C filters not being changed monthly
- Unauthorized pet on the property (This carries additional fines per the lease)
- Unauthorized structures, trampolines, gazebos, above ground pools, basketball goals, etc.
- Not removing holiday decor in a timely fashion
- Trees and bushes not trimmed or overgrown

Our office will request photos of the completed repair via your RentCheck app. If you fail to respond within the requested time frame and we must physically drive to the property for a lease violation reinspection, you will be charged \$150.00.

Yard Maintenance

As a tenant, you are expected to maintain the yard and keep it in good condition. This includes regularly mowing and edging grassy areas, ensuring that flower beds have ample mulch and are free of weeds, and keeping the yard free of debris. You are also responsible for tasks such as fertilizing, trimming trees, and controlling pests. If you notice any problems such as wood destroying pests or trees touching the home, you must immediately notify the office. The landlord will provide dirt and pest control for wood destroying insects. If you fail to properly maintain the yard, you will be automatically enrolled in their lawn care service and responsible for paying the associated costs.

The resident is responsible for watering the yard and providing hoses, timers, and sprinklers. If the yard is cluttered with trash or debris, the resident will be charged for extra yard services.

If yard service is being provided by the landlord, the resident must allow the landlord and contractors access to the yard and keep pets out of the yard during mowing days. If the contractor cannot access the yard due to pets, the resident will be charged \$150.00 per occurrence for failure to provide access..

HOA/City/County or Lease Violations Coordination Fee \$150 per occurrence

Assessed when Cox Premier must make additional arrangements to provide cleaning services, lawn service, remove trash, carpet cleaning, or unresolved repairs due to tenant negligence.

This fee covers the administrative cost to coordinate this work on the resident s behalf. We will make every attempt to let you resolve this violation first and give a deadline for a repair. If the request has not been remedied, you will be responsible for the actual costs of such repair or service plus a \$150.00 coordination fee.

Court/Eviction Appearance Fee \$250 per occurrence

If a court appearance is scheduled due to the resident's failure to resolve any issues surrounding the Notice to Vacate or breach of lease, this charge is applied to offset the cost of an agent having to appear in court. This charge is in addition to any cost associated with the eviction including but not limited to attorney fees and costs charged by the court.

Failure to Report a Repair or Prevent Damage \$350.00

If you fail to report a repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.

Failure to Maintain Renter's Insurance

Tenant will be subject to a lease violation fee of \$75 and agrees to be subsequently enrolled into the Landlord's Master Policy

Getting to Know Your Residence

When you move into a property, it is helpful to know where important items are located. Take the time to know or locate the following:

- Main circuit breaker in the event power goes out
- Gas shut off valve: turn off during emergencies/disasters for safety
- GFCI plug(s): so you can check them if your plugs or appliances in the bathroom, kitchen, patio or garage fail to work
- Electric and/or gas meters to check your utility bills
- The main water shutoff valve in case of major flooding
- Water shutoff valves below the sinks and behind toilets in case of water leaks
- Method of cleaning for the oven so you use the right products

If you are uncertain about any of the above items, please contact repairs@coxpremier.com for help

Maintenance

If you are moving from an apartment to a home for the first time, please know that there are quite a few differences between the two. Cox Premier does not have a maintenance superintendent living in your neighborhood to run over to the property in his maintenance golf cart and fix things immediately. There are some items that you can take care of yourself like clogged toilets, GFCI switches that need to be reset, and other items listed in this handbook that we request you troubleshoot prior to calling in a repair as well as have basic tools on hand:

YouTube and Google are great resources for instructions on how to unclog toilets, reset a circuit breaker, fix a humming garbage disposal, etc.

Items Needed When Moving from an Apartment To A Home

All residents should have a plunger, an allen {hex} wrench set, a set of basic tools including a flat head, Phillips head, a hammer, 9-volt batteries, AA Batteries, and a ladder. Also recommended, a lawn mower, an edger, and a weed eater or a professional landscape service must be in place if lawn care is not provided under the terms of your lease.

Amazon Links:

[**HEX Wrench for disposal**](#)

[**Kitchen Sink and Drain Plunger**](#)

[**Set of Tools**](#)

[**Ladder**](#)

Emergency Requests

We define an emergency as anything that threatens the health of the occupants or causes destruction of the property like flood, fire, sewer backup, burst water pipes, burst water heater, smell of natural gas in or around a property.

Determine if there is a true emergency or a non-emergency

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving natural gas, call the gas company and if necessary 911
- Emergencies involving IMMEDIATE electrical danger (downed power lines on the property), call the electrical provider and/or 911
- AFTER contacting one of the above sources, log into your portal and enter a maintenance request detailing what has happened and the current status once the technicians have cleared the area.
- Emergencies such as backed up plumbing that is not contained in the tubs, showers, and toilets and is spilling over onto the flooring causing secondary water damages, call the emergency number at 214-390-9115.
- An **A/C or Heating outage** is NOT typically considered an emergency, but Cox Premier recognizes this is important and will make it a priority with vendors to have the A/C and/or heating working as soon as possible.

Automobile & Vehicles

Resident agree not to park or store a motorhome, RV (recreational vehicle), boat or trailer of any type on the premises without written permission from the Landlord/Management Company.

Resident also agrees to park no more than two vehicles on the premises and then only in the driveways and/or designated parking areas provided. Resident shall not park on the grass.

Resident shall not engage in the repair of vehicles on the premises if repairs will take longer than one day. No general repairs, restoration, buying, selling or storage of vehicles and/or parts is permitted on the premises. All vehicles permitted to be kept on the premises must be currently licensed and operational, unless stored in an enclosed garage away from public view.

Tenant Maintenance Responsibilities

We expect all residents to treat their home as their own. Would you pay a plumber \$125.00 to replace a toilet flapper or an electrician \$100.00 to push a reset button?

Before submitting a maintenance request: If it is a non-hazardous or minor repair, have you attempted to repair the issue? Most minor repair instructions can be found via YouTube and Google. If you are needing a small part and believe you can perform the repair yourself, please reach out to our office and we can send you the part at cost or reimburse you. Please make sure you have received approval for reimbursement prior to performing any repairs.

The labor portion of any service call for work that could have reasonably been performed by the resident or caused by neglect or misuse, will be charged to the resident. The resident is solely responsible for any damage to the premises caused by vandalism or accidental, including but not limited to broken windows, damaged garage door, etc.

Common Repair Requests

Running Toilets: This is typically a broken chain or a worn-out flapper. The cost of the flapper is around \$10.00. If we must send one of our vendors to the site for a quick repair, we have to bill for time, labor and gas, which could cost our owner considerably more. If you need a part, we can typically get a part to you in as little as one day, depending on the availability of the part. You will also receive our gratitude for first taking action to repair yourself and free up our maintenance staff's time for priority repairs.

Garbage Disposals

Please be careful with your garbage disposal if you have one. You will be charged the vendor fee for unblocking a garbage disposal if any of the following are found to have blocked the garbage disposal: bones, banana peels, corn husks, pasta, cornmeal, stringy vegetables, "twister" seals, screws, nails, cigarette butts, flower clippings, toys, coins, grease, shellfish shells, celery, onion skins, potato peels, rice, meat fats, artichokes, bottle caps, rubber bands, string, popcorn kernels, eggshells, coffee grounds, glass, utensils, fruit pits, washcloths, or sponges. If you can't chew it, don't put it in the garbage disposal.

No Power in A Portion Of Your Home

Check all GFCI outlets including the garage outlets and reset all breakers at the electrical panel.

An Outlet Does Not Work

- Sometimes called a "lamp outlet," this type of outlet is a little different from standard outlets in that half of it (usually the bottom half) is controlled by a switch on the wall. The purpose of an outlet is to allow you to plug in a lamp, turn it on, and then control the lamp from the light switch. If you noticed a switch on the wall that did not seem to go to anything, it could very well control a half-hot outlet-flip this switch and then try the outlet again.

- Is the device you are plugging in faulty? Try plugging in another item
- Reset all breakers

If none of these steps remedy the issue, please submit a maintenance request.

Non-emergencies Repairs

We have a dedicated hotline to call in repair requests-214-390-9115.

To Check Repair status: Via your portal or repairs@coxpremier.com

You may submit your work requests via the hotline and a live representative will assist you and troubleshoot your issue.

If it is a non-emergency issue and it cannot be troubleshoot over the phone, your resident portal is always the best way to communicate as you can add photos along with the request.

Most of our vendors are licensed 3rd Party Vendors. If the repairs are not in the same category-Example, plumbing issue and an electrical issue. Please input two separate work orders so we can distribute them to the correct vendor.

- A Cox Premier representative will assign a vendor to contact you.
- Vendors are required to make appointments with residents for all interior repairs.
- Failure to show or meet the vendor at the specified time will result in a fine. Be certain to call or email the office and call/text the vendor as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repair person within 2-3 business days, call/email the office and inform your management team or a staff person that a vendor has not contacted you.
- A staff member will contact the vendor to find out the cause of the delay, and then inform you when to expect the vendor to call.
- After a repair has taken place, if you have trouble, please submit an additional repair request detailing the situation. Please state you had a recent repair but there is still a problem as well.
- Recent repair means within the last 60 days.

- If you fail to report an unsolved recent repair, and there is further damage or expense, you may be responsible for the cost, per your rental agreement.
- If it is after business hours and you have locked yourself out of the home, please contact your local locksmith to get you in. Do not leave keyless deadbolts engaged if you are away from your home.

There are items that are the residents responsibility and we have listed them here for quick reference:

- Replacing smoke alarm batteries-report non-functioning smoke alarms after you have replaced all the batteries and they are still beeping. (batteries) (ladder)
 - NEVER DISCONNECT A SMOKE DETECTOR, this is for your protection.
 - Replacing light bulbs with the correct size, wattage and are uniform in color (ladder)
 - Replacing HVAC (Air Conditioner) filters every 30-60 days. (ladder)
 - Reporting all necessary repairs.
 - Professional steam cleaning and spot cleaning of carpets while residing in the property
- All pest control (insects, spiders, birds, bird eating spiders, both poisonous and non-poisonous snakes, scorpions, etc.)
- All rodent and animal control (this includes but is not limited to mice, rats, rabbits, gophers, moles, shrews, raccoons, possums, skunks, armadillos, ringtail lemurs, beavers, capybaras, otters (river and sea), platypuses, seals, sea lions, walrus, emperor penguins, and polar bears)
 - Reporting lack of landscape cleanup if a service IS provided in your rental agreement.
 - Landscape watering by hand (if required by HOA/city/county) or by setting the sprinkler system (if applicable).
 - Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of the association.
 - Disposal of all garbage in the proper receptacles and use the weekly pick-up service.
 - Putting trash receptacles out the evening before trash day(s) and putting them away (out of sight), once the trash has been collected.
 - If the residence has a fireplace, use caution and care when operating the fireplace and disposing of ashes or coals. Do not dispose of coals in the fireplace until they have cooled outside for a week. The chimney needs to be swept once a year. Please call your management team if you need a vendor reference.
 - Check to see if the damper/flue is open before starting a fire in the fireplace. If you have smoke coming back into the home, the flue/damper is probably closed. If it is open and you still have smoke in the house, open the back door and reset the draft/ draw.
 - It is the resident's responsibility to properly dispose of all controlled waste items in accordance with city/county regulations. Please refer to your city/county s website for a full list of controlled waste items
 - Plumbing stoppages not attributable to plumbing neglect/misuse, such as tree roots, defective septic systems, etc. The only items safe to put down the drains of the property are human waste and toilet paper. The following items are prohibited: paper towels, grease, tampons, sanitary napkins, food, Q-Tips, paint, toys, litter from pet waste, etc. While Landlord is responsible for repairing the plumbing systems when they wear out or break during normal use, you are

responsible for repairs caused by negligence. If an item goes down the drain other than human waste and toilet paper and causes a plumbing blockage, the resulting plumbing bill will be at your expense.

You are responsible for replacement of faucet washers and toilet tank balls, flappers or chains and will be charged for a service call should our plumber be called for such work.

*****NEVER store firewood or wood of any kind against the home. Doing this increases the risk of termites and can be a very costly expense to the homeowner. If you do notice any wood destroying insects, please notify our office immediately. *****

Items not generally repaired

In most cases, we do not warrant or repair doorbells, smart devices such as Ring doorbells, garage door openers or batteries, refrigerators, washers/dryers, ice makers, and items cosmetic in nature. On all homes 5 years and newer, these items may be covered by the builder or manufacturer warranty. If you are unsure, please submit a maintenance request.

Most normal repairs are performed during business hours during the week unless it is considered a true emergency.

Resident Alterations & Repairs

In 99% of all cases, Cox Premier Properties assigns a vendor to perform the work you request in your residence. However, if you have contacted Cox Premier and requested to perform a maintenance item and Cox Premier has agreed to reimburse you in writing:

- Pay the bill and send the receipt to accounting@coxpremier.com. Cox Premier will reimburse the amount due to you.
- Do NOT deduct the amount from your rent.

It is our policy that residents do not do any major repairs or alterations to the property. If you do want to make a special request for this:

- Submit your request in writing to info@coxpremier.com
- Do not proceed with any work until you are notified by Cox Premier
- Cox Premier will consult with the property owner(s) to see if the request is acceptable.

If the request is approved by the owner, residents must do one of the following prior to vacating the property:

- Leave the alterations if this is part of the owner's condition to accept the alteration/repair.
- Return the property to its original state if this is part of the owner's condition to accept the alteration/repair and pay for any necessary repairs to restore the alteration/repair to its original state.

Pets

- Pets must be over one year old, and of a non-aggressive breed. Pets under one year of age will not be considered. Breeding of any pets is not allowed on our properties.
- We are pleased to work with any qualified applicant that has a mature, well behaved, non-aggressive dog. The pet restrictions and terms are largely based on the comfort level of the property owner and the restrictions they have placed upon their property.
- At Cox Premier, we require every pet to go through a professional screening process. The fee for this is \$25.00-\$30.00 per pet. These application fees are paid directly to our 3rd party vendor conducting the pet screening.

Our pet deposits are \$500 per pet (2 pet maximum) and they are refundable providing there is no evidence of pet damage, odor, or urine/feces stains in the carpet at move out inspection. Residents will also be responsible for a monthly Pet Rent charge of \$35 (per pet) for the duration of the lease. This is due with the monthly rent.

The overall strength of your qualifications weighs heavily on the consideration to approve your pet, as does the age, weight, and breed of the pet. The pet application must be completed.

Service Animals- We always accept service animals with proper documentation. Service Animals are not subject to additional deposits or fees.

<https://coxpremier.petscreening.com/>

Giving Your Notice

Eventually, you will move, and we want you to be prepared when this is necessary. Cox Premier requires a 60-day notice prior to vacating.

Before Giving Notice

- Check your rental agreement to see if you are eligible to give notice. It will specifically state when you can give notice. A lease is a binding agreement for a set period, and you may still be bound to the lease.
- If you need to move and you are still committed to a lease period, please review section 28 of your lease regarding early termination. There are very few instances where we will waiver from this policy.
- To submit your notice, go to your resident portal and select "Contact Us". From there you will be able to select "Notice to Vacate".
- Cox Premier does not provide the rental history to other landlords/property management companies unless we have the Notice to Vacate on file.

Preparing The Property

When you are ready to move, if you have questions on how to prepare your residence, please contact us, and discuss your concerns. We want your move to be a pleasant and successful one. The following are the steps to take to prepare the property for move out:

Cleaning

- Have the property cleaned throughout. Interior and exterior.
- This includes vinyl or tile floors, windows inside and out, window sills and door casings, mini blinds, wiping out drawers and shelves, all appliances, sinks, toilets, bath tubs, showers, vanities, light fixtures, fireplaces, removal of cobwebs inside and out, etc.
- Tenant caused dirt is not normal "wear and tear."
- Pick up all trash and debris from the exterior of the property and place it in the proper trash receptacles.

Carpet Cleaning

- Carpets must be professionally shampooed by a reputable company and receipt left on the counter upon vacating.
- Do NOT rent carpet cleaning machines, use home cleaning machines, or employ chemical cleaning companies. Only professional truck-mounted steam cleaning from a reputable company will be accepted.

Window Coverings/Windows

- Dust and wipe down all mini blinds. Do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

The Following Must Be in Working Order to Avoid Charges When Moving Out

- Burned out light bulbs (must match in wattage, size, and brightness)
- Smoke detectors and batteries
- Missing doorstops
- A/C Filters.

Landscape Clean Up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your lease agreement.
- Remove all trash and debris and place it in the proper receptacles.

Trash

- If you have trash that exceeds the normal pickup, and your bulk pickup day is more than 24 hours away, you are to arrange to have it hauled off to your local landfill.
- Place all other trash within the appropriate trash receptacles for normal trash removal.

- Do not overflow trash receptacles.

Painting

We request that you do not spackle, putty, or touch up paint unless you are 100% SURE the paint matches are you are qualified to touch up paint. We have had more residents than we can count with good intentions of touch-up painting. Instead of a small area needing touch-up paint, we have had to repaint the entire home due to painting with the wrong sheen or color. Please reach out to our office prior to performing if you are hesitant. Most of our homes that we have managed for more than a few years have been painted in Sherwin Williams Promar 400 Agreeable Gray or Kilem Beige FLAT. Again, please reach out to our office if you need help.

Final Walk Through Photos

Upon vacating for the final time, please set aside enough time to do a thorough photo move-out walk-through via the same app that you were provided at move-in. Our office will send you a link once we have received your notice to date. If you have not received the invite, please contact us.

Your Security Deposit Refund

Cox Premier Properties strives to ensure a fair distribution of the security deposit based on all available information regarding the condition of the property just prior to your move-in and just after the move-out. We recognize that there may be situations where you have additional information that we initially did not consider.

If you are not happy with the outcome of your security deposit disposition or refund, please email accounting@coxpremier.com and our office will review your information and will respond within 15 days via email. All security deposit dispositions and refunds are sent out via certified mail to the address provided to our office within 30 days of vacating. You may elect to receive your disposition and any deposit refund electronically when submitting your notice online.

Deposit Disputes and Fines: Photos

At the end of this document are examples of charges that the residents have incurred that could have been avoided.

If you have made it through this entire document, it is very much appreciated. Unfortunately, through our combined years of property management and real estate experience, this document has gotten longer, and longer as new issues arise.

If you have any questions regarding this document, please do not hesitate to reach out to our office.

Best Regards,
Cox Premier Properties

