

Law Compliance

It is the policy of Frontline Property Management, Inc. to comply strictly with all state, local, and federal Fair Housing Laws. "Equal treatment means fair treatment" for all applicants and residents from entry to exit from the property.



Frontline Property Management, Inc.

5601 Bridge Street Ste. 504
Fort Worth, TX 76112

Office: 817-377-3190
Fax: 817-288-5511

After hours emergency maintenance:
817-377-3190



Frontline Property Management, Inc.

Residency Guidelines

These are the rules and regulations that are referred to in the lease agreement. This document also contains other helpful hints as a general guide during residency

PLEASE READ CAREFULLY PRIOR TO MOVE-IN!

This is your new address:

Welcome New Residents!

The enclosed material represents the rules and regulations referred to in the lease agreement which you will sign prior to becoming a resident. Please understand that we wish for every resident's tenancy to be as pleasant as possible. In order for this to occur, all residents must be aware of and appreciate the need for careful rules adherence. **It is your responsibility to read this document carefully.** It will be given to all approved applicants so they can read it prior to signing their lease. Questions may be asked at any time but preferably prior to signing the lease agreement so that there are clear understandings between the resident and management. Management will work diligently to handle rules administration in a fair and equitable manner.

Useful Telephone Numbers:

Emergency (police, fire, or ambulance): 911

Police department (non emergency):

Fire Department (non emergency): _____

Office Hours: Monday through Friday 9:00 AM to 5:00 PM

Frontline Office Number: 817-377-3190

Frontline Fax Number: 817-288-5511

Move-in Phone Numbers

TXU Electric Service (in town) 972-791-2888

(out of town) 1-800-242-9113

AT&T: 1-800-616-1171

Cable Service: _____

Gas Service: _____

After Hours Emergency Maintenance Number:

817-377-3190

Keys

Sufficient keys for the apartment, mailbox, and storage facilities, if appropriate, are provided at move-in. Duplicate keys are available through the office at a copy charge of \$35.00. If you request a change of locks, we will be happy to do so for a charge of \$50.00 per cylinder. You may not install additional locks on your apartment without the written permission of the owner.

Laundry Facilities

Be considerate of your neighbors by leaving the area free of any trash or debris. Use of the facilities is a privilege and may be revoked due to abuse at any time. Do not leave clothes in the laundry room equipment or other residents may remove them in order to use the equipment. It is also an opportunity for theft.

Lock Outs

Gain access to your apartment if locked out after office hours by calling the answering service. If you are not known by sight by the responding employee, positive identification will be required. If there is any doubt in the employee's mind about the identity of the person requesting entry, we must decline access. **A \$50.00 fee is paid in cash directly to the responding employee at the time of the call.** Residents are not to change locks without the permission of management and delivery of a key to RMS.

Lock Systems (if this applies)

Management may restrict access to certain areas for the safety of property by the use of special locks which residents may access with fobs or special keys. If keys or codes of combinations are changed, residents are immediately notified to prevent any inconvenience. Do not give gate codes to non-residents.

Maintenance Service

Residents may request service by via fax, email or hardcopy to the office made attention to your property manager. Please visit the office by appointment only if you wish to speak to management personnel. 24 hour emergency service is provided for the following situations only:

- ⇒ Loss of heat when outside temperatures are below 60 degrees.
- ⇒ Loss of air condition air-conditioning when temperatures are above 80 degrees.
- ⇒ Water leaks that cannot be contained
- ⇒ Stopped up toilet in one bath apartments
- ⇒ Refrigerator not cooling
- ⇒ Inability to lock windows or doors
- ⇒ Any other problem which may endanger life or property. First report to the emergency service such as **police, fire, or paramedics**, then call the office or answering service to report the incident.

Noise

Multifamily buildings are not built to prevent noise transmission as a result of running, stomping, yelling, or loud music. Residents on the lease must monitor all occupants and guests to ensure that this does not occur. Music enthusiasts need to use earphones to preserve their right to volume and respect the rights of others. Noise complaints are the most difficult to control. We must rely on documented occurrences in order to be able to correct behavior. If a resident allows a problem to exist for a period of time and then reveals it, usually, the offender feels that their behavior must not have been a nuisance and it is more difficult to correct. Consideration, cooperation and resident involvement are essential in such matters. Domestic disputes of any kind should be reported directly to the police as it is a volatile situation needing professional attention. Report the event to the office so we can log the report in our incident report file for future reference.

Painting or Papering

Painting or papering on the inside of the apartment may be done only by written permission of the owner with a type of paint specified by management. Residents who paint or paper the walls must understand that they will bear the expense at move out of restoring the apartment to the original colors and any paper removal.

Parking

Parking is allowed on a first come first served basis. For courtesy to residents, park only in spaces designated and assigned. Handicapped spaces may only be used by identified handicapped vehicles. Parking in non-parking areas is prohibited. Vehicles which are unsightly or loud will not be permitted on the property. Unlicensed, unsightly or damaged vehicles will be towed from the property and stored at the vehicle owner's expense. On premises repairs of vehicles is prohibited. Fitted vehicle covers only are allowed. Motorcycles must be parked in parking spaces only. We reserve the right to restrict the number of vehicles per apartment. Vehicles should be maintained in such a way that fluids do not escape from the vehicle that would stain, deface the property or cause noxious odors. Never park on the grass or other areas other than those designated for parking. Do not block other vehicles or trash dumpsters.

Refuse Removal

All refuse must be properly bagged, tied securely, and placed in the designated receptacle. Young children may be injured in performing this task, therefore, please refrain from assigning it to them. You are encouraged to recycle.

Safety

The owners of this property do not warrant the safety of persons or personal property during tenancy.

- ⇒ Locks and latches are provided on windows and doors. It is the resident's responsibility to secure and report any malfunction.
- ⇒ Non-functioning latches or locks are repaired as soon as possible after you notify management, day or night.
- ⇒ Personal safety is a personal obligation, safety tips follow:
 - Lock your apartment at all time.
 - Do not give keys to guests who are not parties on the lease agreement.
 - Keep your vehicles locked.
 - Do not give out gate codes to non-residents or guests.
 - Visually check your pathway when out at night alone.
 - Do not leave your vehicle at night if a questionable person is in sight.
 - Check in/out with friends/family particularly when travel is involved.
 - Immediately report any hallway, garage, or other common area lighting that is not functioning properly.
 - Be careful and watch out for your neighbors as well.
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Smoking Materials

Appropriate disposal of smoking materials prior to entering the building is required of all residents on the property and their guests. This means that cigarettes, cigars, chewing tobacco or similar substance remains must be disposed of in proper facilities rather than on the exterior of the property or parking areas. It must be understood by heavy smokers that this does cause damage to the paint in the apartment and may require additional carpet cleaning. These charges will be assessed at move out regarding the security deposit disposition.

Termination of Lease

All residents must give a 60 day written notice to vacate. A lease may only be terminated by these methods prior to the lease expiration period.

- ⇒ Pay to the end of the lease term.
- ⇒ Deposit is refundable based on move-out inspection
- ⇒ The resident must understand that all gate openers or cards, keys to all doors and mailboxes must be returned to the management office following the move out unless a move out inspection is arranged with office 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.

Pets (Some properties do not allow pets)

Pets are allowed on the property only after the execution of a pet addendum to the lease agreement, paying a pet deposit and a non-refundable pet fee prior to the pet's entry on the property. **TWO PETS PER APARTMENT MAXIMUM!** Pets must always be leashed or caged when outside the apartment, this means also when on the patio/balcony. Do not tie pets to the patio/balcony or anywhere on the exterior of the property. Pets may not be left on patio/balcony during the day or night when residents are away. Always carry a pooper scooper when exercising a pet to accommodate solid waste removal immediately upon occurrence. Pet sitting, temporary pet care or guest pets are not permitted without the prior payment of the appropriate pet deposit and pet fees. We reserve the right to restrict the acceptance of any pet breed that has a propensity to bite. **Pets not on a signed pet addendum will result in a \$350 fine plus \$10 per day until a pet addendum is signed and paid for.**

WE DO NOT ACCEPT ANY AGGRESSIVE BREEDS!!

Breeds that are included but not limited to are:

Pit Bulls

Rottweilers

German Shepherds

Chows

Please call us for a complete list of all breeds included in this list!

Pet Courtesy

Many people are afraid of or allergic to animals. To preserve the comfort and rights of all residents, pet owners must observe utmost courtesy by restricting the pet even when the pet is on a leash by holding the pet firmly by the collar and standing between the pet and other people. At no time should a pet owner allow their pet to invade the personal space of another person unless permission is given by the person.

Pool Regulations (if this applies)

Pool hours are posted by the property. Make all occupants and guests aware of these rules prior to their entry to the pool. Residents must accompany all guests. Management reserves the right to restrict use to residents only if facilities are limited. Persons under the age of 14 must be accompanied by a supervising adult at all times. No glass containers of any kind are allowed in the pool area. No pets are allowed in the pool deck area or in the pool. No horseplay. Swim at their own risk- no lifeguard is provided.

Fines

Fines may be assessed for rules violations based on the severity and number of offenses.

Emergencies

If a resident observes the violation of a law, it is the responsibility of the resident to call the police. The police prefer to hear directly from the person witnessing the offense. Calling the after hours service delays the police from acting to the scene. Call emergency services such as the police, fire, or paramedics directly. Keep these numbers handy for your safety and that of your friends, family, and neighbors. Make management aware of any incidents so that we may respond as needed and to record all events that occur on the property.

Hallways, Patios, Balconies (if these apply)

Fire codes do not allow any personal property to remain in hallways. This includes but is not limited to trash bags, bicycles, furniture, toys or the like. For sanitary reasons as well as for courtesy to all other residents, trash is never to be left in the hallway. Also for safety reasons, flammable materials may not be stored anywhere on the property. Patio furniture and grills only are allowed on patios and balconies, except that we must prohibit items that we judge a safety hazard. We do not permit the hanging or drying of towels, rugs, laundry, etc. from the patio/balcony railings. Plants placed on the patio/balcony may not be hung from anything, they must sit on the floor or on plant stands. Do not attempt to restrict the patio/balcony area with additional screening or fencing for any reason. Do not affix anything to the exterior of the building.

Insurance

A common misconception is that the property owner's building insurance covers the personal property of the resident. Each resident **must** carry renter's insurance and vehicular insurance in case of any loss no matter what the cause of the loss. The owner of the property is not responsible for the personal property of residents or any deductible amounts of a resident's insurance policies no matter what the cause of occurrence or loss. For those apartments that are a part of a condominium community, the same policy applies to the home-owner's association. They have no responsibility for losses.

Subletting/Assignment

Subletting or assignment of the lease is not permitted. All leases and authorized occupants must be qualified according to the rental policies and acceptance standards of Frontline Property Management, Inc. by an authorized agent.

Renewal of Lease

When the anniversary of the lease occurs, the resident will be notified 60 days in advance. Renewal options are as follows:

- ⇒ Selection of a 6, 9, or 12 month term lease at current market rate or special current resident rates.
- ⇒ Month to month terms are market rate plus an additional month to month fee. Rent is evaluated every three months.

When not renewing a current lease, a written 60 day notice to vacate is required, even when the lease is expiring. If a new lease is not signed by the lease expiration date, the resident will automatically be placed on a month to month fee. Visits to the office during our office hours or a phone call to the office can expedite the renewal process. Renewal options are mailed to your residence. Please visit the office by appointment only if you wish to speak to management personnel.

Rent Collection

Rent is due on the 1st of the month and is late on the 4th. A late fee is charge on the 4th in the amount listed on the lease. Rent is accepted in money order, cashier's check, or personal check. **Only certified funds are accepted after the 3rd of the month.** Cash is **not** accepted for the safety of the management staff. Partial payments are **not** accepted. When NSF checks are received, they are redeemable with the combined payment of late fees, NSF fees, and rent within 24 hours of notification by the management staff. Non-sufficient funds checks are redeemable **only** by cashier's check or money order. **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, management will then proceed and take the NSF check to the district attorney's office and pursue the issue from there.

On the 4th of the month, a 3 day notice to vacate and lockout notices are posted on the resident's door. If rent is not paid by the 7th of the month, the resident's file is taken to the Justice of the Peace Court and the eviction process begins. After the eviction process begins, the balance due (including all late fees, rent, and any other charges) must be paid in full only in certified funds. Paying rent is a very important matter and requires your immediate attention. Please visit the office by appointment only if you wish to speak to management personnel.

Guidelines for your new home

- ⇒ There shall be no signs displayed in windows or anywhere on the property by the residents. Nothing is to be placed between blinds or other window coverings and the glass of the windows so that it shows outside the apartment from the windows. No stickers are to be placed on window or door glass.
- ⇒ No wires or antennas used for the purpose of receiving or transmitting signals may be affixed to the exterior of the building, patio/balcony, etc.
- ⇒ Tenants on the lease are responsible for the conduct of all occupants of the apartment and their guests. Guests parking in the appropriate places is the responsibility of the resident.
- ⇒ No resident or guest will be allowed to continue to disturb other residents with noise whether inside/outside the apartment.
- ⇒ Door to door solicitation is not allowed. Call police if you are disturbed by solicitors or flyers from off-site businesses.
- ⇒ Please visit the office by appointment only if you wish to speak to management personnel.

Move out process

After a written 60 day notice to vacate prior to the end of an expiring lease has been given to the office, a move out inspection checklist is returned to each resident emphasizing the appropriate condition in which the apartment/home is to be prepared prior to the move out inspection. Charges are listed by item should the resident fail to clean or where damages have occurred beyond normal wear and tear. The move out inspection should be scheduled by the resident during regular office hours. The resident should call at least 72 hours in advance to secure an appointment for the move out inspection and allow 20 to 30 minutes so that all paperwork can be resolved and all keys, door fobs, or garage door openers returned. The security deposit settlement will take place as soon as possible after the resident moves out. The apartment is assessed by the manager, all paperwork is sent to the central office for signature of the property manager and disbursement occurs at the corporate office with a copy of the settlement statement sent to resident who leave a forwarding address. **This process may take up to 30 days. It is up to the resident to leave a forwarding address with the management team in order to expedite the return of the security deposit or portion thereof.**

Move in Process

After the application is approved and a move in date has been scheduled with the property manager, the resident must prepare for move in by:

- ⇒ Please visit the office by appointment only if you wish to speak to management personnel.
- ⇒ Paying the deposit in certified funds immediately. The residence will not be reserved for you unless the deposit is paid up front.
- ⇒ Any payment made must be in certified funds (security deposit, pet deposit, and pro rated rent)
- ⇒ Arrange for utilities to be turned on and an account be set up in the name of the resident on the day of move in.
- ⇒ Arrange for telephone and cable service to the residence.
- ⇒ Be prepared to pay the prorated rent calculated by the management staff prior to move in.
- ⇒ Read all rules and regulations prior to the move in process so that questions can be answered during the move in appointment if clarification is needed.
- ⇒ Arrange for at least 30 minutes for the paperwork to be discussed and signed prior to move in.
- ⇒ No keys will be given to a new move in until all paperwork has been signed and the utilities verification and new home phone number have been provided.
- ⇒ You may bring any pet deposit to the move in process but it must be paid in full and in certified funds.
- ⇒ The mail box key is given to the resident by the post office. Go to your local post office and present them with a copy of your lease.