



Tenant Move-In Handbook

Ortega Home Group welcomes you as a new resident!

OHG is an abbreviation used in lieu of the full company name, Ortega Home Group, and is used throughout this Handbook. To achieve a successful tenant/management relationship, we prepared this Tenant Handbook to assist you with your tenancy. 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, emergency instructions, and more. The owner of the property has retained OHG as their Property Management Company and representative to manage the property you are renting. Therefore, you need to contact OHG when you need assistance. If you have questions or concerns on any of the information contained in this documentation, contact us. We wish you a successful and enjoyable tenancy in your new residence!

General Office Information

Website

www.ortegahomegroup.com

The OHG website contains important information for tenants. Visit it regularly to use the Tenant services. There, you can send emails to OHG directly from the website under the “Tenant Login” portal page. Sign up to receive and send text directly to management, submit repair requests, pay rent, have access to lease documents, and more!

Mailing Address:

222 Pennbriht Dr. Suite 115 Houston, TX 77090

Email: info@ortegahomegroup.com

Office Phone: 281.919.2936

Office Fax: 888.534.2153

Office Hours Mon - Fri : 9am thru 5 pm

Sat - Sun : By appointment ONLY

Emergency Line: 281.919.2936

The calls are forwarded after office hours. You must leave a message, if no answer. Emergencies are defined as: FIRE, FLOOD, SEWER BACKUP or A/C & HEATING during extreme temperatures. Please call 911 right away for any life-threatening emergencies.

Tenant Online Account

Please provide us with an email address to set up your online account, where you can make payments, request maintenance work, and communicate with management.

Tenant Communication

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting OHG know what you need. Use the telephone, email, the OHG website email access, or

written correspondence to contact us. What is important is that you DO contact us when you need assistance. During office hours, there is normally a live person to answer your call and assist you. However, if you reach our voice mail system during office hours, leave a message, complete with your name, property address and the telephone numbers where OHG can reach you, both day and evening. Someone will return your call, as soon as possible.

After hours calls

The voice mail system will take messages after hours.

Maintenance requests

Please remember that ALL maintenance requests MUST be in writing, unless it is an emergency. This is in your rental agreement. You can access a maintenance request online at the OHG website, www.ortegahomegroup.com by logging into your tenant account.

Change of information

It is important that you notify OHG of any changes regarding our ability to contact you via telephone, fax, cell numbers, email. This includes your emergency contact.

Move In Rules and Regulations Rental/lease agreement

Make sure that you received a copy of your rental/lease agreement and Property Inventory and Condition form, including any other addendums if applicable, such as Pet Agreement, Pool/Spa Maintenance Addendum by your representing agent. We recommend that you keep this paperwork with this Handbook for easy reference.

Utility/Cable Companies

OHG cancels the utilities within 3 days of your rental agreement. To avoid discontinuation of service, contact the utility companies immediately. If you have any questions regarding utility providers in your area please contact us. Please make arrangements to have your electric, gas (if

applicable) and water placed in your name by the move in date. If you need more time to make the change, please reach out. You may be responsible for usage fees and/or reconnection fees if we need to reconnect on your behalf.

Sign & Lockbox

Sign may be placed on the side of the home for pick-up. Lock box will be removed within one week from the time of move in. Please reach out if it's not removed in a timely manner.

Prior to Move in Notices:

All responsible parties for your lease must sign prior to move in. No verbal agreements or promises will be made for improvements to the home or maintenance requests. All Deposits and first month's rent must be paid with a separate cashier's check or money order. Personal checks will not be accepted at move in, under any circumstances.

Pet Agreements:

Deposits must be paid on or before move in. No pets without prior written consent from owner, pet agreement and pet deposit. Please refer to lease agreement for more details.

Property Condition:

Upon move in Tenants will be provided a move in condition form (Property Inventory and Condition) by their representing agent to be completed by tenants and mailed /delivered to Broker within 7 days. If this form is not received, Broker may assume damages or discrepancies did not exist at the time of move in. You can also find this form in the tenant portal home page at www.ortegahomegroup.com

Security Alarms: If you have any questions or need help with your alarm, please contact a home security company of your choice.

Mail box key (for community mail boxes):

It is tenant's responsibility to contact the local post office to re-key the box and pay for the USPS application to re-key the mail box.

Re-keying of the Property & Property Compliance:

If this home was tenant-occupied prior to your move-in, this home was re-keyed shortly before your move in or will be re-keyed no later than the seventh day after move-in. Smoke detectors are inspected at the time of re-keying and property is brought up to Texas Property Code. Please notify us of any discrepancy.

Appliances:

Refrigerator, washer /dryer or any "As is" items might not be repaired or replaced at owner's discretion. This applies whether or not the item was marketed in MLS. Tenants must notify management if these items are no longer working. You are not allowed to remove items from the property without WRITTEN consent from management.

Renters insurance:

Broker requires tenants to obtain renters insurance. Property owners generally carry a standard fire and liability policy, but they normally cannot cover the contents or possessions of the resident. The reason that insurance companies do not provide this type of coverage is because they are "non-owner" occupied properties. Therefore, it is very important for you to have adequate insurance coverage for your contents. To avoid a loss, acquire renters insurance as soon as possible. Renters Insurance is specially important for tenants who have pets. Please submit a copy of your renter's insurance to management via email, fax, or postal mail, within 7 days of move-in.

Lockout: If you are locked out of your home for any reason you are responsible for all costs necessary to gain entry.

Smoking: Smoking is NOT permitted inside the home or in the garage.

HOA: Tenant must abide by the home owner's association rules and regulations. Please let us know if you did have not received the HOA rules and regulations.

Breached Lease: Please refer to your lease for any fees associated with subletting and breached lease. Additional fees also include any & all expenses incurred by the owner relating to re-key, lawn service & utilities while the property remains vacant.

Disputes: All account discrepancies must be brought to OHG attention in writing within 30 days of the date of the account statement. If the OHG has not been notified of any such discrepancies all account charges will remain valid and the tenant's responsibility to pay in full within 30 days.

Rental Payments:

Rent is due on the 1st day of each month. Please refer to your lease agreement for grace period and late fees. Any rent received after the 10th of the month must be in certified funds.

OHG accepts rent payments via:

- US mail personal check, money order, or cashiers check. (No cash)
- OHG office (drop box available)
- Online payments through tenant portal at no cost (automatic payment option available). If you do not see an online payment option after you log into your account, please contact us.
- Bill Pay via your financial institution (please send 5 day prior to due date)

Property Maintenance

Please refer to your rental lease agreement for specific guidelines on the care of the property. If you have any questions regarding the care of particular items, please contact us.

Weather Conditions

Freezing Water Conditions

- Be sure all outside exposed water pipes and valves are properly wrapped with insulated materials to prevent frozen and broken pipes. This included sprinkler systems.
- Leave water running at slow steady stream at all faucets to prevent frozen and broken pipes in the walls or in the ground.
- Swimming pool and spas:
 - o Keep water level above strainers.
 - o Keep water circulating continuously to prevent the circulating pump and pipes from freezing and breaking. Swimming Pools It is important for tenants leasing properties with swimming pools to familiarize themselves with the operation and maintenance of that pool.

Hurricane Season:

During hurricane season, which starts in June and goes all the way through November, please stay up to date on weather conditions by following local advisories. Get familiar with your local news weather stations or community websites. For basic preparedness tips go to:

<https://www.ready.gov/hurricanes>

IMPORTANT NOTICE: This guide does not supersede or change the information in your Lease Agreement. This is general information and does not cover everything regarding your lease. Please refer to your lease agreement by logging into your tenant account. Please reach out to us for any questions at 281-919-2936.

Moving Checklist

Below there is a great general checklist for when you are moving.

- ◇ Notify US Post Office – forwarding address & rekey mail box (for community mailbox)
- ◇ Change ID/Driver's License address
- ◇ Re-register to vote
- ◇ Notify CURRENT school
- ◇ Notify banks, credit unions, savings & loans
- ◇ Notify CURRENT electric company
- ◇ Notify CURRENT gas company
- ◇ Notify CURRENT water company
- ◇ Notify NEW schools
- ◇ Notify NEW electric company
- ◇ Notify NEW gas company
- ◇ Notify NEW water company
