

OFFICE POLICIES AND PROCEDURES IMPORTANT INFORMATION FOR TENANTS LEASING PROPERTY FROM MCNICHOLAS REALTORS, INC.

Revised March 2024

**This is important information, so please read everything carefully.
Please sign and return to McNicholas Realtors after making a copy for yourself.**

HOURS OF OPERATION

Normal business hours are Monday thru Friday from 8:30 am to 5 pm. We close for normal holidays of the year such as Christmas, Easter, Fourth of July, Labor Day, Thanksgiving, etc. In addition, we may be closed on any other holiday that is a federal holiday, bank holiday or school holiday. As a general rule, if banks are closed, we will be closed.

All routine business matters and requests for repairs should be accomplished during normal business hours.

If you call or text during normal business hours and reach a voice mail, I am either out inspecting property, in a conference or tied up on another call. Please leave a message and I will call you back as soon as possible.

UNLESS IT IS AN EMERGENCY. Messages (including emails) for routine business matters left outside of normal business hours will be returned or answered the next business day.

HOUSE KEYS, GARAGE OPENERS AND DEADBOLTS

Your house either has been rekeyed or will be rekeyed within a few days of your move in. The rekey company will make sure the property is up to code as far as locks are concerned. Code requires keyless deadbolts on the front door. A keyless deadbolt does not allow key access from the outside and is in addition to the normal keyed deadbolt already present. The keyless deadbolt allows you to prevent access to anyone, even if they have a key, **WHILE YOU ARE HOME. The keyless should not be used when you are absent if you have a garage door opener.** If you engage the keyless and come home to find the power out or find the opener not working or the remote has failed, then you WILL NOT be able to get into the house. Not even a locksmith can get in. The only way in would be through a window that you would have to break and then repair.

MAILBOX KEYS

If there is not a mailbox out front of your home, your community will have “apartment style” mailbox clusters. These are post office property and McNicholas Realtors has no keys to these boxes. By Law we are not allowed to transfer mailbox keys. You may obtain a box and keys to that box by taking a copy of your lease to the nearest post office.

GATE OPENERS AND POOL PASSES

Remote controllers for gated communities and pool passes for communities with pools are obtained from the Home Owners Association (HOA). The contact info for the management company of the HOA can be found in one or more of the following locations: front marquee, front entry gate, pool entry gate, neighborhood newsletter, community web site (Google the name) or a friendly neighbor. There may be a charge for these items.

PERSONAL PROPERTY INCLUDED

There may be personal property included in the home, items such as drapes, refrigerators and garage door remotes. These are not a part of the lease and are not guaranteed nor will they be replaced if they break or deteriorate during your occupancy. If there are no garage door remotes in the home, you may purchase a universal remote at local hardware stores.

REPAIRS

All repairs outside of emergencies need to be requested via email. Every effort will be made to take care of your repair within 7 days.

EMERGENCIES

In the event of a Fire, DO NOT CALL ME FIRST, CALL 911.

As defined by the Texas Property Code, an emergency is anything that is detrimental to your health or safety. Typically, this means backed up sewage into your unit, uncontrollable water pipe breaks (You should know where the water shut-off valve is located). Your air conditioning or heating is not considered an emergency, but we will address those situations as soon as possible. If you smell a gas leak vacate your property immediately and contact the local gas company. If there is a fire, call 911 to get the local fire department dispatched. Lack of hot water is not an emergency, but it will be addressed as soon as possible.

Tenant Date

Tenant Date