
NewGen Property Management Tenant Handbook





Tenant Manual

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NewGen Properties Welcomes You

To achieve a successful tenant/management relationship, we prepared the NewGen Properties 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, safety tips, vacation guidelines, emergency instructions, holiday tips, and more.

NewGen Property Management wants you to be prepared throughout your tenancy. Please contact us if you have any questions or concerns through your tenant portal.

We wish you a successful and enjoyable tenancy in your new residence.



NewGen Properties Personnel

We have a complete staff to assist you. NewGen Properties has found our “boutique style” of managing properties results in longer tenancy so please help us by addressing any concerns that you may have quickly so we can address any problem swiftly. Should you have questions, please refer to the table below.

-Sales/Marketing:

NewGen properties is a full-service real estate company and can assist you in finding a home to purchase, selling an existing home or just need to find a different property due to a life change. The Sales team are licensed Realtor and can assist you with any property located in North Texas.

-Administration/Accounting:

NewGen Properties has onsite staff should you have Accounting questions such as payments, tenant online payment portals, late fees, legal issues and security deposit concerns.

-Property Management Team:

NewGen Properties hires qualified team players whom are familiar with Texas laws, they can assist you should you have maintenance questions or concerns etc. They assist you with all the details of your tenancy. Please feel free to reach out should you have questions.

Please note: Our office hours are M-F 9-5Pm. Any non-emergency inquiries that come in after business hours will be returned the next business day.

SALES/MARKETING TEAM

Anita Vilela, Realtor.....Cell (469) 233-4679
David O'Neill, Realtor.....Cell (469) 394-7800
Shayne Miller, Realtor.....Cell (469) 939-2803
Debra KellerHaul, Realtor.....Cell (817) 691-2067
Ryan Wilson, Realtor.....Cell (817) 301-4476
Kelly Davis, Realtor/Property Manager.....Cell (214) 414-5236
Susan Wilson, Realtor/Broker.....Cell (817) 909-6600

ADMINISTRATION/ACCOUNTING TEAM

Susan Wilson, Broker.Cell (817) 909-6600
Kate Wilson, Administrative Assistant.....Cell (469) 731-5200
Ron Gilbert, Accountant Admin. See Susan

PROPERTY MANAGEMENT TEAM:

Kelly Davis, Realtor/Maintenance Manager/Property Mgr. Cell (214) 414-5236



Tenant Communication

Communication makes a difference in any area of life, and it can only enhance your tenancy by letting NewGen Properties know what you need.

Use the telephone, email Support@newgenpropertiesdfw.com, website email access or written correspondence to contact us. What is important is that you DO contact us when you need assistance. Remember, NewGen Properties, LLC is here to help you.

Telephone calls during business hours

During business hours, there is normally a live person to answer your call. Please state the reason for your call, so that someone can assist you, or direct your call to the right party. Your management team may not be available or in the office, and one of the team members may be able to help you with your request.

Voicemail

If, during the day (Monday-Friday) you reach our voice mail system, please leave a message and the party you are trying to reach will call you back by the end of that business day.

Emergency Calls

During normal business hours, immediately state if you have an emergency. If you reach the NewGen Property Management voice mail system during office hours, or after the office is closed, immediately choose the emergency option number (817) 909-6600.

Maintenance Requests

Please remember that all Work Orders MUST be in writing, unless it is an emergency. Please log into your “online portal” this is the same “portal” that you use to pay rent. All our Vendors are online within our system. This means that when you place a service request, a vendor will be assigned and they will automatically have access to your contact information to schedule an appointment. This is very important as your service request is “time stamped”. This is how we monitor the timeframe in which the repairs get completed. We strive for a 5 day completion for normal items that are broken and in need of repair. Other large items over \$300.00 in total cost will need additional time to complete.

Change of Information

It is important that you notify us of any changes in telephone, fax, cell numbers or email address.

Email

Email is a great way to communicate and we request you send your email address to support@newgenpropertiesdfw.com as soon as reasonably possible. We will update our database which will allow our Management team to contact you quickly and efficiently, and when needed.



General Office Information

Please note that although communication by email is encouraged, NewGen Properties does not accept notice to vacate by email. NewGen Properties requires Notice to Vacate in writing, and this form is available upon request.

Website

NewGen Properties website, DallasMetroplexHomes.com contains important information for tenants. Visit it regularly to use the Tenant Services. There, you can easily send a work order request under the “contact us” link.

NewGen Properties, LLC

Mailing Address:
5850 Town and Country Blvd
Ste 901
Frisco TX 75034

Main Number:
(469) 731-5200

Internet:
Support@newgenpropertiesdfw.com

Office Hours:
M-F 9-5pm
Sat: By appointment

Sun: Closed
Holidays: Closed

EMERGENCY: (817) 909-6600



Protect Your Rental and Credit History

Give NewGen Properties the pleasure of being able to provide a good reference for you when you vacate the property. Some of you will eventually move out of the property. It is important that during your residency, you care for your rental history and credit. Most likely, you will either rent again or purchase a home. In either case, you will need good rental reference and a good credit report. Avoid late rent payments, care for the property, and move out leaving the home in same or better condition.

Rental/lease agreement

You received a copy of your rental agreement, including maintenance instructions, move in checklist, and any other necessary documentation. We recommend that you keep this paperwork with this Handbook for easy reference. Please always remember a rental/lease agreement is a binding agreement. If you have any questions regarding your lease, please call the property management team.

Moving Checklist

There is a great checklist in this package for when you are moving.

Utility/Cable Companies

Utilities will be turned off the day you take possession. To avoid disconnection of service, contact the utility companies immediately. The move in checklist contains some telephone numbers of utility company services.

Rental Payments

Rent is always due on the 1st of every month. If you signed a lease from NewGen Properties then there is a grace period of 1 day and fees apply on the 3rd of the month. If you signed an agreement from someone other than NewGen Properties, your lease terms will apply. If you know you will have a delay in your rental payment, please contact NewGen Properties immediately.

Rental Payments

NewGen Properties encourages online payments through “ARCH”. This is a 3rd party payment system records your payments 24 hours per day and time stamps them so you will never be late due to mail not arriving on time. You can always mail your rent but keep in mind the mail is slow and unpredictable. Your payment is posted when we receive the mail. USPO doesn't not deliver on Sundays and Holidays so you will be responsible for payments made late. You may also drop by our office to pay rent. If it is after hours, there is a night drop in the front door but keep in mind the payment won't be received until the office reopens.

NewGen Properties

Does not accept payment other than personal check, bank check, money order or cashiers check.



Fee/Charges

If you fail to pay rent on time, you will incur late fees and legal notice fees and uspo charges. If you deny a showing or maintenance person, you will incur a fee as well. If any NewGen Property team member is denied access due to the keyless deadbolt being engaged, you will incur a fee. Remember, we have a key to your property so you are not required to be available when we need to get into your home. This is true regardless of prior knowledge of NewGen Property team members has made an appointment.

(If you or a family member is sick, please notify us so we can suspend any entry to your property without a fee.) Also, the keyless deadbolts and or other security devices are there for your safety. However, they are to remain unlocked from 8am to 8pm if you are not home so that we may be able to access the property if need be.

Maintenance Reimbursement

Generally, NewGen Properties assigns a vendor to perform work to be done and will make payment arrangements with them. If there is an emergency of sorts, we will allow the tenant to pay for the repair if it has been approved and an email confirmation has been sent to the Property Management team. The tenant will be required to send a receipt into the office for reimbursement.

Care of the Property

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:

- Main circuit breaker in the event power goes out
- Gas shut off valve-turn off during emergencies/disasters for safety
- GFI plug(s)- so you can check them if your plugs or appliances in the bathrooms, kitchen, patio or outside electrical outlets 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 (Your CAN call Water Dept and they will come out FREE)
- Method of cleaning for the oven so you use the right products
- Time bake knobs on the oven- in the event the oven will not work, these may be on

If you are uncertain about any of the above items, contact your Management Team for help.



Maintenance

When you rented the property, your lease contained detailed maintenance instructions. Please review them before requesting a work order.

Tenant Renovations/Alterations

It is NewGen Properties policy that tenants do not do repairs or alterations. You agreed to this in the rental agreement/lease. If you do want to make a special request for renovation or repair to the property:

- Submit your request in writing before making any changes
- Do not proceed with any work until you are notified by a NewGen Properties Management team member
- NewGen Property Managers will consult the owner to see if the request is acceptable to them

Tenant Maintenance and Responsibilities

The property owner has a duty to maintain your residence to uniform codes of safety for landlord/tenant law. Therefore, NewGen has provided you with Work Order Requests when there are legitimate repairs. We want you to report maintenance items.

However, there are items that are the tenant's responsibility and we have listed them again (please refer to the 5-page maintenance addendum for more details on the list below):

- Replacing smoke alarm batteries
- Replacing light bulbs with the correct size
- Replacing furnace filters, if applicable, every month
- Reporting non-functioning smoke alarms immediately if batteries do not solve the problem
- Reporting all necessary repairs
- Professional steam cleaning and spot cleaning of carpets while residing in the property
- Normal insect control
- Normal rodent control, such as mice
- Landscape cleanup if a service IS provided in your rental agreement
- Landscape watering unless there is a homeowner's association
- Reporting malfunctioning irrigation systems or sprinklers, even if it is the responsibility of an association
- Disposal of all garbage in the proper receptacles and using the weekly pick up service
- Disposal of animal feces on the property even if you do not have a pet
- 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
- Check to see if damper is open before starting a fire in the fireplace
- Disposing of toxic waste property in accordance with local and county laws

Procedures for requesting maintenance

Before calling NewGen

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



2. Check to see if you can determine the cause of the problem that you are experiencing, unless you have an emergency. Read examples of various problems in your maintenance addendum.

If there is an emergency

There are few emergencies. An emergency is a life-threatening situation such as a fire, flood, and/or uncontrollable water, electrical problem, smell of gas, etc.:

- Emergencies causing immediate danger such as fire, call 911
- Emergencies involving gas call the gas company and if necessary, 911
- Emergencies involving IMMEDIATE electrical danger call the utility service or 911
- After contacting one of the above sources, then call the NewGen office and report the problem
- Emergencies such as backed up plumbing, flooding, call the NewGen Office number, and listen for emergency instructions and if necessary, call 911
- An emergency is NOT heat, but NewGen recognizes this is important and will make it a priority with vendors to have the heat working as soon as it is possible
- An emergency is not air-conditioning, non-working dishwasher, sprinklers, etc.

Non-emergencies

- Fill out a tenant “work order” request form. Fax, mail, or bring the request to the NewGen office.
- Work orders are available in this handbook, on the NewGen website, and in the NewGen office.
- A NewGen representative will assign a vendor to contact you.
- NewGen does not give vendors keys to the residences.
- Vendors are required to make appointments with tenants.
- Remember, this is a NON-EMERGENCY item, and in most cases, the vendor will not be able to make an appointment immediately.
- Failure to show at an appointment can mean a charge to you. Therefore, be certain to call the NewGen office as soon as possible if you are unable to make the appointment.
- If you do not hear from a vendor or repairperson within 5-7 business days, call the NewGen office and inform your management team or a staff person that a vendor has not contacted you.
- A NewGen 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, call NewGen and state you had a recent repair but there is still a problem.
- **Recent repair** means within the last 60 days and pest control work means **within 30 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.

Preventative cleaning tips

Cleaning tips were included in the maintenance addendum with your rental/lease agreement. Here are more tips:

Cleaning is easier when you use a “preventative approach”.

Always put away food and wipe up food debris.

- Clean pet bowls regularly to avoid attracting ants and other insects.
- Do not allow grease to build up in kitchens; use a sponge and soapy water regularly on counter tops, stovetops, and hood filters.



- Avoid cooking with very high heat. This will add to more grease build-up and cause damage to appliances. It can also be dangerous.
- Avoid mildew by venting rooms and bathrooms properly, particularly after baths and showers.
- Clean bathroom tile or other surfaces regularly to prevent the buildup of grime.
- Clean toilets regularly to avoid build up of grime, rings, and mildew.
- Mop tile, wood, and linoleum to avoid “dust bunnies” and the buildup of grime.
- Do not use wax on linoleum or tile.

- Do not use “cleaning products” on tile.
- Vacuum all flooring regularly, particularly carpets. This will save in carpet cleaning bills.
- Regularly pick up debris and pet feces in outside areas.

Additional cleaning tips

It is not always necessary to purchase expensive cleaning products. Vinegar, baking soda, ammonia, and salt are some inexpensive cleaning products with many uses. They also are helpful for people who have allergies to cleaning products. They can be better for the environment than commercial products.

- Air freshener:
 - Place a bowl of vinegar in the kitchen or bathroom to absorb odors
- Drains:
 - For a great once-a-month drain cleaner, pour ½ cup baking soda into the drain, follow with ½ cup white vinegar - it will foam. Cover and let sit 30 minutes and then flush with cool water.
 - For stubborn, slow-running drains, pour 1-cup baking soda and 1-cup salt down the drain. Follow this with 2 quarts boiling water. Let sit 30 minutes, and then flush with cool water.
- Tile countertops:
 - To clean ceramic tile, where mold and mildew accumulate, use a combination of ¼ cup baking soda, ½ cup white vinegar, 1-gallon warm water, and 1-cup ammonia.
 - Alternatively, regularly clean kitchen surfaces by using a spray bottle mixed with ½ cup vinegar and a quart of water.
- Glass cleaner:
 - When glass-cleaning products leave residue on bathroom mirrors, mix 3 tablespoons of vinegar with a quart of water in a clean plastic spray bottle.
 - Spray glass and wipe with a clean paper towel.
- Dishwasher:
 - Empty the dishwasher, pour in a ¼ cup of vinegar, and run the dishwasher again.
 - Even if you prefer not to use the dishwasher, run at least once a week to keep seals from becoming hard and cracked.
- Refrigerators
 - Clean regularly and place a cup of baking soda in a bowl on a refrigerator shelf to absorb odors.
 - A cup of dry unused coffee rinds can also absorb odors when placed on a refrigerator shelf.
- Washing machine:
 - A half cup of baking soda can be added to the washing machine with regular detergent to help with mild odors.
- Toilets:
 - Remove waterline marks in the toilet bowl by pouring in 2 cups of white vinegar. Let soak overnight, then flush to rinse. If this does not work, rub the waterline mark with a wet pumice stone.
- Carpet stains:
 - Vacuum the carpet if the stain is dry.
 - If the stain is still wet, blot gently to remove excess - blot, do NOT rub.



- Lightly soak the carpet stain with clean water first to remove the stain - blot, do NOT rub.
- If the stain remains, mix 3 Tablespoons of vinegar with a quart of water in a spray bottle and spray the stain; blot again; do NOT rub.
- If this fails, consult a professional carpet cleaner immediately; the longer you wait may mean the stain may not come out.
- Carpet odor:
 - Regular vacuuming cures most carpet odors, but if carpet odors persist, lightly sprinkle the carpet with baking soda and vacuum thoroughly, removing all baking soda from carpet. Repeat if necessary.

Energy saving tips

Saving water is important for the environment and can mean a lower utility bill for your residence as well:

- Always report water leaks to NewGen as soon as possible
 - Report water dripping under sinks
 - Running toilets are big water wasters

- Report malfunctioning sprinklers
- Report standing pools of water
- Report malfunctioning water appliances such as dishwashers and washing machines that come with the property
- Run the dishwasher when it is fully loaded
- Replace your old washing machine with an energy efficient one- you could save the cost of the machine in water and energy bills.
- Check water hoses on washing machines for leaks; change hoses every three years.
- Adjust the water level to match the load, using less water for small loads.
- Avoid using flushing toilets to dispose of ordinary trash.
- Take shorter showers.
- Avoid letting the water continually run while shaving, brushing your teeth, or washing your face.
- Be sure your water heater temperature is set properly. Note: do not turn the water heater up to “hi,” this is a dangerous temperature level.
- Counsel all children on how to prevent wasting water.
- Do not “over water” landscaping; it is not healthy for plants and simply wastes water.

To lower air-conditioning bills:

- During the cooler months, keep all windows and doors tightly closed.
- Report any major drafts to the NewGen office.
- Use a “reasonable” level of heat in the residence. Sometimes, turning down the heat just a few degrees can reduce an energy bill.
- Turn the heat down during the night and use warm covers and comforters.
- When leaving home, turn down the temperature on the thermostat.
- Do not turn the heat completely off. It will take more heat for a cold house than it will save. In addition, this could cause pipes to freeze, which will cause more problems.
- If there is a fireplace, close the damper if you are not using it, but please be sure to open the fireplace if you do start a fire.
- Replace the furnace filter often, at a minimum of every three months. A clean filter helps the furnace to run more efficiently.



Renters Insurance

Property owners generally carry a standard fire and liability policy and have additional coverage with “landlord/rental” insurance, 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.

If you think it is not important, sit down and write out a list of your possessions in one column. In a second column, list how much it would cost to “replace” them. You will be surprised how the list can really add up.

Contact an insurance agent if you do not have renters insurance. You can find them in the telephone directory, search the Internet, or ask a friend. The Internet can also provide both information and comparison-shopping. **To avoid a loss, acquire renters’ insurance now.**

Safety Tips

The safety of you and your family is important to NewGen and many things can affect it. Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.

- Never leave heating pads and electric blankets on indefinitely and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in a plugged bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to NewGen.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets.
- Do not overload extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to NewGen immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to the NewGen office.
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.



Vacation checklist

When going on vacation, here are items to check before leaving:

- If going out of town for an extended period, please notify NewGen how long you will be gone, and supply an emergency telephone number. Then should any problems arise concerning your residence, there is someone to contact.
- Check your rent payment to ensure it will not become delinquent. It would be a sad thing to come home to a late notice and charges.
- Notify all necessary parties such as your next-door neighbors, the paper delivery person, the post office, or any related service people. By doing so, you will avoid any panic that something is wrong.
- Select someone to pick up items on your doorstep to avoid giving signals to dishonest people.
- If leaving a vehicle in the driveway, remove any valuables and garage door openers that can be stolen, giving access to your home.
- Put garbage cans away or arrange for someone to take care of it.
- Place valuables and jewelry in a safe deposit box.
- Avoid leaving a message on your answering device telling people you are out of town and for how long.
- Set timers on interior lights, to deter burglars.
- Be sure to check all windows, window locks, and doors before leaving.
- If you have an alarm, be sure to set it.
- Turn off the water valve to your washing machine.
- Turn off all appliances, large and small, such as stove burners, coffee pots, irons, curling irons, etc.
- Unplug TVs and computers in the event of lightning or power surges.
- Turn your water heater to low or "vacation" setting, but do not turn the water heater off.
- Anything else living in your house besides you, such as plants or pets? Then be sure to water plants and have someone take care of your animals. Do not leave pets in the residence unless a reliable person is going to care for them daily.

Holiday tips

Everyone enjoys the different holidays, but it is important to exercise care during the celebrations and remove decorations when each season is over.

- Hang lights and decorations properly and carefully.
- Before hanging, check for bad plugs and loose wires. If you find defects, dispose of the lights.
- Only use lights and decorations during holiday seasons; remove them immediately when the season ends.
- Dispose of holiday trees properly; never burn them in a fireplace.
- If you use extension cords, do not overload, do not staple them to the residence, and if outside, use only cords approved for outside use.
- Never leave holiday lights on when leaving your residence to avoid fire danger.
- For fireworks celebrations:
 - Do not use illegal, dangerous, or explosive devices.
 - Only buy legal fireworks and check where you can use them.
 - Use common sense safety rules with fireworks.
 - Do not use fireworks in or around your residence.
 - Keep all fireworks away from any dry grass, trees, or roofs.
 - Attend a fireworks celebration instead of buying them and enjoy the fun without the responsibility.



Emergency/disasters

Unfortunately, emergencies and disasters happen all around the world. The best solution is to be prepared. In the back of this Handbook, you will find a convenient Emergency/Disaster Checklist that has items to do before and during an emergency/disaster.

There are different emergencies

- Maintenance emergencies:
 - NewGen outlined in the 5-page maintenance addendum that you signed during your move in what to do for emergencies such as flooding, electrical, gas, etc.
 - Please follow the maintenance instructions and call NewGen when appropriate.
 - NewGen requests that you treat the NewGen staff courteously while under stress of the situation - we will do everything we can to help you as soon as possible.
- Area emergencies or disasters:
 - Be prepared and use the NewGen Emergency/Disaster checklist enclosed with this information.
 - When major emergencies or disasters such as a hurricane, tornado, earthquake, or some other force of nature occur, everyone experiences great inconvenience and difficulty. Remember this and be considerate of others and the degrees of different problems.
 - NewGen requests that you call emergency services first in a disaster.
 - Then notify the NewGen office as soon as possible with what has happened.
 - NewGen will assign priorities to work and during an area emergency/disaster, will work to assist you as much as possible.
 - When calling the NewGen office, we ask you to be patient and calmly state what problems you are experiencing. We will handle the problems as quickly as possible.

Drug free housing

NewGen has a drug-free policy for tenants and it is a requirement of your tenancy as outlined in your rental agreement. However, people can encounter drug problems from other residents from the lowest income neighborhood to the highest. We want you to be aware of signs of potential drug problems in any neighborhood.

- Do not approach a house or building if you smell a strong chemical odor. Report it to the authorities. Drug houses may contain volatile chemicals and can easily explode.

- Do not pick up abandoned purses, suitcases, filled bottles, or packages. People place “meth labs” in objects of many shapes and sizes. They are highly explosive and dangerous; report any unusual or object to the authorities. Do not attempt to examine it yourself. If you see constant pedestrian or vehicle traffic in your neighborhood at all times of the day and particularly at night, it could be a drug house, particularly if you observe high security precautions surrounding the property.
- First, report unusual and disturbing activities in your neighborhood to the authorities, and then notify NewGen of your suspicions as soon as possible.
- Educate and train children of all ages for the signs of drug activities or a drug house.
- Be aware and be alert - a drug house or drug activities are a danger anywhere and to everyone.



Frequently asked questions

NewGen has put together a list of the most frequently asked questions that may answer many of your concerns in advance.

Why did I receive a notice when I paid the rent on the date of the month?

- As outlined in this Handbook before, the rent is due on the 1st and late if not received by the 2nd of the month. Once the 2nd of the month passes, we begin preparing notices to Pay or Quit. Obviously, we served the notice before we received payment. NewGen serves Notices based on state landlord/tenant law requirements and their obligations to the owner of the property.

Why can I not clean the carpet myself?

- We require professional steam carpet cleaning to preserve the life of the carpet. Home machines do not handle the deep cleaning necessary.

Can I install extra telephone lines?

- You can install extra telephone lines if you pay the expense and disconnect the when you leave. However, you must notify NewGen and obtain written permission to install the lines.

Can I have a satellite dish?

- Yes, you can have a satellite dish. However, you must submit a request to NewGen and sign an agreement prior to installing the dish. You also must take responsibility for removing the dish and repairing any damage. Call your NewGen management team for details.

I did not have a pet when I moved in; can I have a pet now?

- Notify your NewGen management team of your request for a pet. Do not move a pet into the property without permission. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required and a pet agreement signed. If the owner says no, abide by the decision and your rental agreement.

What happens if my pet dies or runs away, can I have my increased security deposit back?

- No, all security deposits remain in effect until all tenants vacate the property. Until a property is completely vacant, there is no way to check th entire property thoroughly.

What happens if I want another pet?

- Notify your NewGen management team what pet you want. The Property Manager will contact the owner and submit your request. If the owner does allow a pet, an increased security deposit will be required, and a pet agreement signed.

My roommate wants to move in, but I want to stay. What do I do now?

- Your roommate needs to submit a partial notice to vacate. NewGen will not partially refund part of the security deposit to your roommate since it is a condition of your rental agreement. You and your roommate will have to settle any funds owed to each other, including any or all of the security deposit. Have your roommate use the NewGen Partial Notice to Vacate included in this handbook.

I want to add a roommate, now what do I do?

- The prospective roommate will have to submit an application and NewGen must approve the person PRIOR to them moving into the property. You can obtain applications at the NewGen office. If NewGen denies the

applicant, they cannot move into the property. If approved, you and the approved applicant must sign new rental/lease agreements.

Why do the owners want to see the property?

- The owners are showing responsibility toward the maintenance of the property, the condition, and their investment. It is also their right to see the property, but they respect that it is your residence. It is also nothing to fear. This is why NewGen contacted you first to set a date and time.



Giving your notice

Eventually, you will move, and we want you to be prepared when this is necessary. NewGen tenants are required to give a number of days notice prior to moving. We have provided in this information a “Notice to Vacate from Tenant Form” to be used when you anticipate moving.

Before giving notice:

- Check your rental agreement/lease 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, contact your NewGen management team to discuss your options.
- Notices must be in writing. The day NewGen receives the notice is the date the notice begins. For example, do not fill out a notice with the current date and mail it five days later, thinking the date you mailed is the notice date.
- NewGen does not accept notices by email because of lack of signature; NewGen does receive notices by fax.
- NewGen does not provide rental history to other landlords/property management companies unless tenants submit a written Notice to Vacate and the tenant gives the authority to NewGen to give out rental references.
- The NewGen Notice to Vacate from Tenant contains the authorization for allowing NewGen to give out rental references. This form is included with this information.

Setting up your move out appointment

- After you submit your Notice to Vacate, NewGen will send you a three-page letter. This will instruct you on what to do during the notice period, and how to set up your move out appointment.
- NewGen only performs move out appointments during weekdays, 9am to 5pm.
- It is the responsibility of the resident to deliver all keys and openers to NewGen, either at the move out appointment or delivery to the NewGen office.
- Failure to deliver keys and openers could incur additional charges.
- Remember to supply a forwarding address and telephone number for your security deposit refund.
- Use the NewGen Moving Checklist so you remember important details.



Preparing the Property

When you are ready to move, if you have questions on how to prepare your residence, please call your NewGen management team, and discuss your concerns with them. We want your move to be a pleasant and successful one. The following are the steps to take for your move.

Cleaning

- Have the property clean throughout the interior and the 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 debris and animal feces on the exterior of the property and place them in the proper trash receptacles.

Carpet Cleaning

- Carpet cleaning depends on time lived in the property for normal wear and tear, whether you have had pets, and also if the carpet cleaning exceeds normal wear and tear.
- You will be charged 100% at all times, if you have had pets and/or you have soiled carpets exceeding normal wear and tear.
- Up to one year: carpets will require cleaning. Tenants incur charges if tenant does not have carpets professionally cleaned. One to two years in the property, you will be charged 50% of the cleaning of normal wear and tear.
- After two years, there is no charge for normal wear and tear. However, there is a charge for carpet damage and stains.
- 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 is accepted.
- Call NewGen for a recommendation on a carpet cleaner who will give you reasonable rates on carpet cleaning.
- If you hire another carpet cleaner, the carpet cleaner must guarantee their work to the satisfaction of NewGen, and a receipt is required during the walk-through inspection.
- Tenants, please note: NewGen will not reimburse for any carpet cleaning contracted by tenants.

Draperies/window coverings/windows

- Do NOT wash draperies.
- You are not expected to dry clean draperies unless:
 - You have caused excessive soil or allowed water damage from open windows. Draperies with water stains could require replacement. Discuss this with your management team.
 - You have not been using the draperies provided and/or have not kept them in good condition.
- Wipe all mini blinds - do not use harsh chemicals on the blinds.
- Clean all windows inside and out.

Replacements

- The following must be in working order to avoid charges when moving out:
 - Burned out light bulbs
 - Non-working smoke detector batteries
 - Missing doorstops
 - Furnace filters - change the filter just before you vacate the property, and make sure you use the correct size.

Pest control

- If you have a pet, leave an adequate supply of insect/flea foggers. The minimum required is four (4) foggers. If you have three bedrooms, two baths, and 2-car garage home or larger, you must supply a minimum of six (6)

foggers. There is a charge if you do not leave the foggers unopened in the property. Foggers are available at the NewGen office.



- If you do not have a pet, you do not need to supply foggers unless you have not been exercising minimum insect control. If a property is found loaded with ants, spiders, cobwebs, etc., you can incur pest control charges. Therefore, follow the proceedings for using the foggers.
- All foggers must be left unopened and given to agent during walk through inspection.
- NewGen will place and discharge them after the walk-through.
- If you fail to leave the proper number of foggers, there will be a charge.

Landscape clean up

- The outside area is to be neatly mowed, trimmed, pruned, fertilized, and watered for outside areas that apply in your rental contract.
- Remove all trash and debris, placing in the proper receptacles.
- Remove grease or oil drips; dispose of motor oil properly - it does not belong in the garbage receptacles.
- Pick up any animal feces whether you have an animal or not.

Trash

- If you have trash that exceeds the normal pickup, you are to arrange to have it hauled away at your expense.
- 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 sure the paint will match.
- Charges for painting depend on whether it exceeds normal wear and tear, and the length of time in the property.

Your security deposit refund

When you follow the move out procedures leave the property in good condition. It simplifies the task of refunding your security deposit. NewGen remits security deposit transmittals in accordance with the state landlord/tenant law. Remember, NewGen wants your move out to be a pleasant and successful process.