



[www.rentmoxie.com](http://www.rentmoxie.com)

682-738-4050

[info@rentmoxie.com](mailto:info@rentmoxie.com)

## Landlord's Rules and Regulations

### Office Hours

Business hours are 9:00am – 5:00pm, Monday thru Friday. We are closed on Saturday and Sunday. Any issues, questions, or needs that may arise can be taken care of with an email or phone call. We do not keep office hours please email us directly if you'd like to schedule a meeting. We do not have a brick and mortar location - no office! The address on N. Collins is a postal center. Please plan accordingly.

### Maintenance

All non-emergency work requests must be submitted in writing. You may log onto our website and submit a work order from our home page. You also have the option of submitting a work order when you pay rent online. Text messages and/or emails to your property manager or to [info@rentmoxie.com](mailto:info@rentmoxie.com) are not sufficient and will not receive a response. Once submitted, your work order will be handled by our maintenance team. They will contact you via email; check your email for updates after submitting.

### Rents

Rent may be paid through our online tenant portal OR through PayNearMe free of charge. Debit and credit cards are accepted although a processing fee is applied based on the payment amount. Should you choose to pay via personal checks, cashier's check or paper checks created by your bank's billpay system a \$25.00 processing fee will be charged. If you require a PayNearMe slip delivered to your home (mail or otherwise) a \$5.00 fee will be assessed. If we are forced to file for eviction, a \$100 fee will be assessed for filing and an additional \$100 for appearing at the eviction hearing.

### Renter's Insurance

Insurance coverage maintained by the owner does not protect residents from loss by fire, theft, water damage, etc. Residents are strongly encouraged to obtain a renter's insurance policy to protect their household goods and personal property. You can enroll in liability insurance through Moxie for a minimal fee per month. Contact us for details.

# Landlord's Rules and Regulations (cont'd)

## Communication Between Office and Tenant(s)

At the time of application, each tenant provided an email address. This email will be used as the primary mode of communication between Moxie and the tenant(s). Moxie utilizes software allowing our office to text residents' mobile numbers and this option is used frequently. Resident(s) are responsible for notifying Moxie Property Management of any changes in email address and/or mobile numbers in writing.

## AC Filters

Residents moving into a property with central heat and air will be charged an additional \$10.00/month to cover the cost and delivery of filters to the property on a quarterly basis. This is a mandatory fee for all properties with central HVAC systems. Additional details are discussed during the move in process.

## Fees Due at Renewal

When renewing a lease with Moxie, tenants are charged an administration fee of \$150.00. A property walk thru is scheduled and performed by a third party vendor. The resulting report will be provided to the tenant and is kept on file at Moxie. This report will aide in processing the tenant's security deposit upon move out. This report and fee are due at each renewal period regardless of the renewal period term.

## Move Out Process

A written 60 day notice is required; an email to the property manager will suffice. A tenant's security deposit is refundable contingent upon the absence of any damages beyond normal wear and tear. There are two non-negotiable charges at move out - 1. A third party vendor will perform a final walk through of the property and the charge for that report will be assessed against the tenant's deposit. 2. Carpet cleaning (if applicable); tenants **are not** authorized to have the carpets cleaned by a vendor of their choosing.