

## Move-Out

- Clean all appliances, inside of drawers and cabinets.
- Clean fireplace.
- Mop floors and clean bathrooms.
- Clean up yard and garage.
- Do not touch up walls with the wrong color paint; this could end up costing you more than not touching the wall at all.
- Notify us of new contact information to receive bills and/or deposit.
- Carpets need to be professionally cleaned.
- Do not turn off utilities, request a final reading.

## Contact Information

- **Send all repair requests to:**  
servicerequest@circlec.com
- **You can find a copy of the Service Request Form on our website:**  
circlec.com
- **The most effective way to contact us is through email:**  
servicerequest@circlec.com
- **If necessary you can contact us by phone:**  
Office-972-578-8462  
Beverly-214-682-4384  
Dave-214-682-4385  
Frank-214-682-4387
- **Send all rental payments and any other mail to:**  
Circle C Properties  
637 Buffalo Bend  
Plano, TX 75023
- **Or fax to:**  
972-424-4109

CIRCLE C PROPERTIES



## Tenant Handbook

CIRCLE C PROPERTIES



## Tenant Handbook

### Move-In

- Fill out and return inventory and condition form within two days of moving in.
- Look in kitchen drawers for garage door openers, if applicable.
- Change utilities into your name, and out of Circle C.
- Contact locksmith.
- Notify us of new phone numbers.

### Procedures

- Rent is due on the first of the month unless otherwise specified.
- Rent is late after the third of the month.
- Late charges accrue at \$25 on the fourth and \$10.00 a day for every day after the rent is not received.
- Any repair requests need to be written down and mailed or emailed to us unless it is an emergency repair.
- After we receive the repair request, we will set up a time to have our vendor take care of the problem.
- If for any reason a repair is scheduled and no one is in the unit, a \$45.00 trip charge will be charged to your account.
- At least once a year, a walk-through inspection will be done on the rental unit. An appropriate time will be scheduled with you beforehand.
- Tenants are responsible for all filters and light bulbs.
- We generally do not recommend our tenants do even small plumbing repairs.

Locksmith Contact \_\_\_\_\_  
Lockbox \_\_\_\_\_

HOA Management Contact \_\_\_\_\_

## Spring/Summer

- BegintomowlawninMarch/April.Keeplawnmowed, edged,andweeded.Upkeepiscrucialduringgrowing season.
- Waterplantsandlawnregularly,threetimesaweek duringgrowingseason.

Fertilizelawnthreetimesayearduringgrowingseason. Any finesfromthecityaboutlandscapingissueswillbe charged backtothetenant.

## Autumn/Winter

- Coveroutsidefaucetswhentheweatherstartstocool down.
- Duringfreezingweather,letindoorfaucetsdrip slightly, andopencabinetsundersinktopreventfrozenpipe s.
- Swimmingpoolshouldbekeptrunningatalltimesduringfreezingweather.
- Turnsprinklersoffwhenweathergetscold.

## Fireplaces

- Tooperatethefireplace,firstopenthedamper
- Keepthedamperclosedwhennotinuse.
- Thehandleisthethroatoftheflue.

## Utilities Tips/Suggestions

- Toreducecleaningcosts,considerusingovenliners.
- Allfiltersneedtobechangedeverymonth. Thisincludesairfiltersandfurnacefilters. Thisisvery important,thereareonlytworeasonsanairconitioner will freezeup-dirtyfiltersorlowFreon.
- Outsideairconditioningunitneedstobehosedoff once amonthduringcoolingseason.
- Whirlpooltubsmustbeoperatedwithappropriatesoap, andpumpsneverturnedonwithoutwatertocoverthe jets.

## FAQs

**Mydishwasherdoesn'twork** . Onalotofproperties,there isaswitchonthewallnearthegarbage disposals witch toturnthedishwasheron.

**WhenIturnonmygarbage disposalit makesahumming noisebut doesn'tturnon** . Makesureitisturnedoff, firstandforemost. Putawoodenspoonorabroom handleinthedisposalandjiggleitaroundforafew minutes. Usuallythereisasmallpieceofboneorsomething caughtinthere,thisshouldshakeitloose. Press there-setbuttononthebottomofthedisposal,andtryt oturnit onagain.Ifthisdoesn'tworkpleasecallus.

**Myheat/airisn'tworking** . Checkthebreakers. Therewill almostalwaysbeadoublebreaker,donotassumeit is on. Flipthembothoffandthenbackon,thisshouldreset thebreaker. Checkthatfiltersareclean,hoseoff outside unittoclearofdebris.

**The outlets in my kitchen or bathroom won't work.** Most likely a GFI has popped off. Checking garage and under sinks for a red GFI reset button. Pushing this should solve the problem.

**Can I use my security deposit for my last month's rent?** Security deposits are never to be used for rent under any circumstances.

**If I want to move out, can I just leave?** No. We require at least 30 days written notice of move-out at the end of your lease. Any other move out time will be negotiated on a case by case basis.

**My heater is on but it's still cold in the house.** Properties that have a heat pump will have an additional setting on their thermostat called emergency heat. Heat pumps are not designed to operate below approximately 25°W hen the temperature goes below 30° turn on the emergency heat to warm the house and save electricity.