



TENANT ACKNOWLEDGMENTS

05/16/19

1. The Inventory and Condition form must be completed and returned within 3 days after the commencement date of the lease (Paragraph 15B of the Residential Lease).

If you cannot return the form within this time period, you must contact our office and request an extension of this time period. If granted, you will receive a written notice of the amended date. If you fail to deliver the Inventory and Condition form within the allowed time period, the property will be deemed to be free of damages. **IMPORTANT NOTE:** The inventory and Condition form is NOT A REQUEST FOR REPAIRS.

2. Repair requests must be submitted in writing:

PREFERRED METHOD:

STEP 1: Go to www.ShineRM.com

STEP 2: Click on **TENANT LOGIN** at the top right corner of the front page. A new window will open with a login form.

STEP 3: Enter the username and password you received by email when you moved into your home. If you have not received your login information or if you have misplaced it, please call 254-690-7484 or email info@shinerm.com to request your login information to be resent.

STEP 4: Click the link on left hand side of the page called "Requests"

STEP 5: Click the "Create request" button

STEP 6: Click the "Maintenance request" button

STEP 7: Fill out the Request Form. Select the category that best fits your request. Enter a short subject that describes the issue you are having. For example, "A/C not cooling." Next, enter a description of the problem you are experiencing. Please explain the problem as thoroughly as possible. This will save us time when selecting and dispatching a vendor. If you have multiple items in need of repair, please submit a new request for each item. Pictures are always helpful to us, so if you have a picture of the issue you can click on "Add attachments" and it will allow you upload the picture.

STEP 8: Select "Yes" to give us permission to enter the home as soon as possible to complete the repair.

STEP 9: Click the "Submit request" button and you're done!

Alternative method (please do not use this method unless you are having technical difficulties with the Tenant site). **Submitting a request in this method will result in a slower response time:**

Email the request to Info@ShineRM.com: Include your name, phone number, address and detailed information about the item needing repair.

We will get back in touch with you as soon as possible and we will have the service personnel contact you to schedule an appointment to fix the problem. When the repair has been made, please call us to let us know.

In most cases, you will be contacted within 72 hours from the time that we receive your request to discuss the course of action to repair the item.

Initials _____ Initials _____ Initials _____ Initials _____

Please DO NOT contact Shine Team Realtors (254-690-4321) with any repair requests. It is a separate entity with different employees and there is no way we can guarantee that we will receive your message.

Please note that all maintenance of the property is your responsibility. Cost of repairs due to lack of maintenance will be made at the Tenant's expense.

3. Repairs will be handled by our vendors on weekdays from 9:00 am until 5:00 pm.

The vendor will contact you by phone or email to let you know what day and time they will be at the house to complete the repair. The vendor will pick up a key from our office to enter the home. You are responsible for having the alarm turned off and the keyless deadbolt unlocked so the vendor can enter the home. If these things are not done and the vendor cannot enter the home you will be charged a trip charge (approximately \$40.00).

4. If you make repair request and the contractor finds the item to be in proper working condition, you are responsible for the service call.

Service calls typically run from \$40.00 to \$75.00, but can be higher if specialized tests are needed to determine proper working condition of the item.

5. If your computer will not allow you to login to pay rent; try the alternative web address below:

<https://shinerm.managebuilding.com/Resident/portal/login> Enter your username and password and click "Sign In." This will bypass the security issue and allow you to successfully log in and make payments and repair requests.

If this is not successful, you will need to pay rent by personal check, money order or cashier's check. Your inability to login does not negate the requirement to pay rent nor does it extend the time for payment.

6. You may not make any alterations to the home such as painting, changing light fixtures, landscaping, remodeling, etc. without specific written permission from Shine Residential Management or the owner of the property.

7. The date that your check arrives in the mailbox (at the designated address for payment) will be considered as the date of payment regardless of the post mark date. Make sure that you allow the proper amount of delivery time for your check if you decide to mail it.

8. NO new mounts, brackets, satellite dishes, etc. can be installed on the house. If you are using a television provider that requires a satellite dish, they will need to attach the dish to a pole installed in the yard. If you add a mount to the house, you will be responsible for the repair of any damages caused by the installation and removal.

9. Your final walk through will be completed once you have fully vacated the property and turned in the keys.

Therefore, there is no need to schedule a walk through with our office. We expect the property to be properly cleaned according to our Move-Out Cleaning Instructions and for the yard to be mowed and trimmed, flower beds de-weeded and other landscaping appropriately maintained.

10. Utilities may not be on at the property. Tenant should contact the appropriate utility companies to establish service immediately upon signing lease to insure utilities are on at the commencement of the lease. If utilities are on, Tenant must contact the utility companies to have accounts transferred to Tenant's name beginning on the beginning date of the Residential Lease.

Initials _____ Initials _____ Initials _____ Initials _____

11. Playscape Authorization. Playscapes shall NOT be installed without express written permission from the Landlord or Shine Residential Management. If you wish to install a playscape, you MUST submit a request in writing to info@shinerm.com, along with a photo of the playscape you wish to install and any alterations you intend to make to the property. You understand and agree that if your request is approved you will be required to sign a liability waiver and return the property into the original condition. You also understand and agree that you will be responsible for any damages caused to the property by any installed playscape. Once any approved playscape is installed you agree to send Shine Residential Management photos of the installed playscape for our records. Failure to comply with this procedure will result in a \$200 fee.

Tenant Date

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