

Moxie Property Management

2131 N. Collins, 433-330 • Arlington, TX 76011
(682) 738-4050



1. Moxie's Rules & Regulations

1.1 BUSINESS 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 text message. 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.

1.2 PROPERTY MAINTENANCE

All non-emergency work orders must be submitted in writing via Property Meld. You will receive an email prompting you to accept our invite to Property Meld.

Text messages and emails to your property manager, the general inbox, or any employee or contractor of Moxie are not sufficient and **will not** receive a response. Once submitted via Property Meld, your work order will be handled by our maintenance team.

Moxie's office and the vendor assigned to the meld will contact you via text message; please pay attention to your devices after submitting work order.

After hours EMERGENCY maintenance requests can be submitted to **(817) 809-3458**.

1.3 PAYING RENT

Methods of Payment and Associated Processing Fees as of 1/2018:

- | | |
|---|-------------------------|
| • online tenant portal - ACH | Free |
| • online tenant portal - credit card/debit card | % based on each payment |
| • Pay Near Me - various local retailers* | \$3.99 per transaction |
| • Hard funds mailed/dropped off | \$25.00 per tender |

Any tenant who overpays rent and then requests a refund will incur an administrative fee of \$25.00, assessed and due upon refund of overage. Moxie PM is not required to refund any overage and such refunds will be at the sole discretion of Moxie PM.

* Pay Near Me slips are available upon request - email info@rentmoxie.com to Pay Near Me payslips via email. Tenants requesting Pay Near Me slips be delivered to property by mail or other means will incur an administrative fee of \$5.00.

1.4 FEES IN THE EVENT OF AN EVICTION FILING

If a notice to vacate is sent, a \$25 notification fee will be assessed. If Moxie files for eviction, a \$100.00 administrative fee will be assessed at the time of filing and an additional \$100.00 for appearing at the eviction hearing. These administrative fees are in addition to any back rents, late fees, court filing fees, etc. owed by Tenant(s).

1.5 RENTER'S INSURANCE

Insurance Coverage maintained by the owner does not protect residents from loss by fire, theft, water damage, natural disasters, 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. Please email your property manager or their assistant for details.

1.6 COMMUNICATION BETWEEN MOXIE AND TENANT(S)

At the time of application, each Resident provided an email address and a mobile number. **This email and mobile number 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. Our maintenance portal is text message based. Resident(s) are responsible for notifying Moxie PM of any changes in email address and/or mobile number in writing. If the need ever arises to execute a document via mail a \$25 document fee will be assessed.

1.7 MOXIE FILTER PROGRAM

In an effort to cut down on HVAC issues in properties, Moxie manages the delivery of high quality AC filters to your property **every 3 months**. Residents moving into a property equipped with a central HVAC system will pay an additional \$10.00 per month for the filter service; this is a mandatory fee. Filters are delivered to the property or unit by a national delivery company so all you have to do is carry it inside and change! **Remember, pay monthly and change quarterly!**

1.8 FEES DUE AT RENEWAL

When renewing a lease with Moxie, regardless of duration of renewal or extension, Residents 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.

1.9 ACCOUNTING OF SECURITY DEPOSIT AT MOVE-OUT

A written 60 day notice is required; an email to your property manager or property manager's assistant will suffice. A tenant's security deposit is refundable contingent upon the terms of the lease. Moxie charges the following non-negotiable fees upon move-out: (1) \$150.00 for a move out walk thru report (2) carpet cleaning (if applicable).

A deposit disposition and any applicable refund are not due to the Tenant(s) until all 3 of the following events have occurred:

- proper written notice to vacate is received by Moxie PM (refer to lease)
- unit or property is surrendered to Moxie PM per lease terms
- tenant(s) have provided Moxie PM a forwarding address, in writing

When the last of these 3 events has occurred, the appropriate paperwork and any applicable refund will be postmarked within 30 days. In the event of an early termination, the deposit disposition will be completed after (1) the lease terminates or (2) a new tenant moves into property.

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