



# **TXC AZ Realty Property Management & HOA Services – Tenant Handbook**

## **Property Management & HOA Services**

 **info@txcrealty.com**

 **623-203-6687**  [www.txcpropertymanagement.com](http://www.txcpropertymanagement.com)

## **Welcome to Your New Home**

Thank you for choosing **TXC Realty – Property Management & HOA Services** as your housing provider. Our team is committed to providing responsive service, transparent communication, and a smooth rental experience.

This Tenant Handbook serves as your guide for everyday living in your rental home. It outlines responsibilities, procedures, and helpful information for maintaining a safe and comfortable residence.

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## 1. About TXC Realty

TXC Realty – Property Management & HOA Services proudly manages homes, duplexes, townhomes, condos, and communities. Our mission is to provide fair, professional, and dependable service to ensure a quality living environment for all residents.

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## 2. Contact Information

**Office Email:** [info@txcrealtyazpmservices.com](mailto:info@txcrealtyazpmservices.com)

**Office Phone:** 623-203-6687

**Website:** [www.txcpropertymanagement.com](http://www.txcpropertymanagement.com)

**Maintenance Portal:** Provided in your welcome email

**Office Hours:** Monday–Friday, 9:00 AM–5:00 PM Closed on holidays

**Emergency Line:** Provided upon lease signing (for urgent maintenance only)

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## 3. Move-In Procedures

### Move-In Condition Report

- Must be completed and submitted within **5 days** of receiving keys.
- Document any existing issues using photos/video.

### Keys & Locks

- Tenants may not change locks without written approval.
- Lost keys may incur a replacement fee.
- **key replacement cost is estimated to be around \$150.00.**

### Initial Walkthrough

- Review home condition and test appliances, smoke detectors, and water shut offs.

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## 4. Rent Payments

### Rent Due Date

- Rent is due on the **1st of each month**.
- Late after 11:59 PM on the 3rd **day** (or as stated in your lease).

### Accepted Payment Methods

- Online via tenant portal with a charge of \$2.99 for each payment
- ACH bank transfer

*Credit or debit card payments have been removed per your request.*

### Late Fees

- **10% of one month's lease amount.**

### Returned Payments

- **NSF Fee: \$65.00**

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## 5. Maintenance Requests

### How to Submit

- All routine maintenance requests must be submitted **through the online tenant portal**.

### Emergency Requests

- Emergencies are addressed **ASAP**.
- **If it is a water leak:**
  - Use the shut-off valve under the sink,
  - Or behind the toilet,
  - Or the main shut-off valve in the yard or garage.

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## 6. Emergency Procedures

**In an emergency, always call 911 first.**

### **Emergency Situations Requiring Immediate Contact**

- Major flooding
  - Sewer backup
  - Fire or electrical hazard
  - Gas leak
  - **Water flooding the house and you cannot turn off the water — call the city or their after-hours emergency line**
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### **7. Utilities & Services**

Tenants are responsible for setting up utilities unless otherwise stated in your lease.

Common utilities include:

- Electric
- Water/Sewer
- Gas
- Trash/Recycling
- Internet/Cable

**Proof of activation will be required before moving in.**

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### **8. Tenant Responsibilities**

- Pay rent on time
- Maintain a clean and sanitary home
- **Change HVAC filters monthly**
- Replace light bulbs
- Resetting GFCI outlets
- Prevent pest issues through proper housekeeping **to include rodents in attics, etc.**

- Report maintenance needs promptly
  - Follow HOA rules (if applicable)
  - Maintain yard/landscaping if required by your lease — **this includes edging, weed eating, and weed treatment such as weed & feed and fertilizer**
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## 9. Property Care Guidelines

### Air Filters

- Replace monthly to prevent HVAC damage.

### Plumbing

- Do not flush wipes (even “flushable”).
- Keep sinks free of grease and debris.

### Appliances

- Clean regularly and report issues early.

### Smoke Detectors

- Notify TXC immediately if not functioning (**after you have checked to make sure it is not the batteries that need to be replaced**).

### Water Leaks

- Report immediately.
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## 10. HOA Rules & Compliance

If your rental home is in an HOA:

- You must follow all HOA rules and guidelines
- Violations are the tenant’s responsibility
- **Fines will be charged back to the tenant**
- HOA amenities require proper conduct

HOA packets will be provided when applicable.

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## **11. Pets & Animals**

### **Pet Policies**

- Only approved pets listed in your lease are permitted.
- Pet fees/pet rent apply.
- Tenants must clean up after pets and prevent damage.

### **Unauthorized Animals**

- Subject to immediate fees and potential lease violation.

### **Service/Support Animals**

- Eligibility requires proper documentation per fair housing laws.
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## **12. Parking & Vehicles**

- Park only in designated areas
  - No inoperable vehicles
  - No parking on grass
  - **No overnight curbside parking**
  - Boats, trailers, or RVs may require approval
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## **13. Noise, Guests & Community Courtesy**

### **Noise**

- Respect quiet hours and neighbors.

### **Guests**

- Short-term guests (1–7 days) allowed
- Stays over 7 days require written approval

### **Courtesy**

- Keep shared areas clean

- Dispose of trash properly
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## **14. Lease Renewals & Non-Renewals**

### **Renewal Offers**

- Sent **approximately 180 days before lease ends.**

### **Non-Renewal**

- Written notice required as stated in your lease.

### **Rent Adjustments**

- Based on market conditions and property needs.
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## **15. Move-Out Procedures**

### **Required Notice**

- Refer to your lease for the required notice period.

### **Cleaning Expectations**

- Home must be professionally cleaned
- Carpets professionally steam cleaned
- All items must be done **before the end date of the lease**
- Remove all belongings
- Repair tenant-caused damage

### **Final Inspection**

- Conducted after keys are returned.
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## **16. Security Deposit Information**

### **Deposits May Be Withheld For:**

- Unpaid rent
- Damage beyond normal wear
- Cleaning beyond standard expectations
- Re-keying if keys are not returned
- Trash or belongings left on the property

### **Deposit Return**

- **Deposits are sent out within 30 days.**
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### **17. Important Policies**

- No smoking inside the home
  - No unauthorized alterations
  - No illegal activity
  - No subleasing or Airbnb
  - **Rental insurance is required**
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### **18. Common Forms & Resources**

- Maintenance Request
- Notice to Vacate
- Pet Request Form
- HOA Rules Packet
- Utility Setup Guide
- Move-Out Checklist
- Renewal Offer Form