



Welcome to Vista Management Group, LLC. – Your Trusted Partner in Rental Living!

At Vista Management Group, llc we extend a warm welcome to you as our newest resident. We understand that a positive landlord-resident relationship is key to your satisfaction with your rented home. Open communication is crucial in fostering this relationship, and we are committed to making it a rewarding experience for you.

Should you have any questions or concerns about the contents of this handbook, our office is here to assist you. Vista Management Group LLC. is dedicated to making your living experience enjoyable and hassle-free.

As residents, you also bear certain responsibilities, so take a moment to acquaint yourself with the rules and regulations outlined in this Resident Handbook and the Lease Agreement. Once again, welcome to Vista Management Group, LLC. We look forward to providing you with an exceptional rental experience.

FAQ, Best Practices, Getting to Know your Property, Maintenance, & Reporting

Frequently Asked Questions-

How do I pay my rent?

- Tenant Online Portal: Pay conveniently through your tenant online portal. If you prefer to use a cashier's check or money order, please note that there is an additional \$10 processing fee. This fee covers the cost associated with depositing these forms of payment at the bank.

Is renter's insurance required?

- Yes, renter's insurance is required to protect your personal belongings. "See Renters Benefit Package for Details".

What's the process for reporting maintenance issues?

- You can submit maintenance requests through our online portal or contact our office 210-970-8388. Failing to adhere to these safety measures may result in the resident being held liable for the costs associated with the repair of any subsequent damage.

Do we allow Trampolines?

- No, we do not allow trampolines on our properties. While trampolines can provide fun and entertainment, they also pose significant safety risks, especially when not used properly. Our primary concern is the safety and well-being of our residents and visitors. Trampolines can lead to serious injuries, including sprains, fractures, and head injuries, even when safety measures are in place.

Additionally, trampolines can attract unsupervised use and increase the risk of accidents. Therefore, to maintain a safe environment for everyone, we have chosen not to permit trampolines on our properties.

Do we allow above ground pools?

- No, we do not allow above ground pools on our properties. While above ground pools can offer recreational opportunities, they also present several challenges

and potential safety hazards. Improper installation or maintenance of above ground pools can lead to water leakage, structural damage, and safety concerns.

Additionally, the presence of above ground pools may increase the risk of accidents and liabilities for both residents and property management. To prioritize safety and mitigate risks, we have chosen not to permit above ground pools on our properties.

Are pets allowed, and is there a pet fee?

- Some properties allow pets with a pet fee. Check your lease agreement for details. See Screening Criteria for more information.

How can I renew my lease?

- Lease renewal information will be sent to you before your current lease expires.

Is subletting allowed?

- Subleasing is subject to approval. Please contact our office for more information. See Early Termination Section below.

What's the policy on late rent payments?

- Late fees may apply. Refer to your lease agreement for specific details.

Can I make changes to the properties?

- Any alterations to the properties must be approved by management.

How do I retrieve a copy of my lease agreement?

- You can request a copy of your lease agreement from our office. Or visit your tenant portal.

What's the policy on terminating the lease early?

- Early termination may be subject to penalties. Contact us to discuss your situation.

How do I contact emergency maintenance after hours?

- Emergency maintenance can be reached at 210-970-8388.

Are there community events or social gatherings?

- We host community events periodically. Check our bulletin board or newsletter for details.

What's the policy on security deposits?

- Details on security deposits can be found in your lease agreement.

Can I install a satellite dish or cable in my properties?

- Installation of satellite dishes or cable may require management approval.

How do I update my contact information?

- You can update your contact information through the online resident portal.

What's the guest policy?

- Guests are welcome, but extended stays may need approval. Check your lease for details.

Is there a grace period for rent payments?

- Check your lease agreement for information on any grace period for rent payments.

Can I break my lease due to unforeseen circumstances?

- Breaking the lease may be subject to penalties. Please contact us to discuss your situation.

How are utility bills handled?

- Check your lease agreement to see which utilities are included and which are the tenant's responsibility.

What's the policy on terminating the lease early?

- Early termination may be subject to penalties. Contact us to discuss your situation.

How do I request pest control services?

- You can request pest control services through our maintenance portal. When enrolled, pest control services are covered for up to 4 services per year. See Resident Benefit Package.

What's the process for moving out at the end of the lease?

- Moving-out instructions will be provided closer to the end of your lease term.

Can I add or remove a roommate from the lease?

- Any changes to the lease agreement must be approved by management, and may be subject to additional fees.

How is parking handled for residents?

- Details on resident parking can be found in your lease agreement.

What amenities are available for residents?

- You may reach out to my office for more information about the Resident Benefit Package.

- Satellite Dish and Antenna Installation Guidelines:

1. Prior Approval from HOA: Before installing a satellite dish, residents are required to check with the HomeOwners Association (HOA), especially if their property falls under a mandatory HOA. Many HOAs mandate obtaining written permission before installation, and the dish must comply with the HOA's rules. Any fines imposed by the HOA due to the installation are the responsibility of the resident.

2. Location Requirements: Satellite dishes or antennas must be installed in accordance with the following guidelines: Inside your dwelling. In an area

outside your dwelling (e.g., patio, back yard) or any other area exclusively assigned to you per your lease. Installation on roofs, exterior walls, windows, windowsills, or fences is strictly prohibited.

3. Removal and Damages: Upon moving out of the dwelling, residents are obligated to: Remove the satellite dish, cable, or antenna, along with all related equipment. Bear the cost of any damages incurred, including repair and repainting expenses reasonably necessary to restore the leased premises to its original condition before the installation of said equipment.

Adhering to these guidelines ensures compliance with property regulations and maintains the overall condition of the leased premises.

HOW DO I GET MY MAILBOX KEYS

- To obtain your mailbox key, please visit the Post Office in your area. To find out which Post Office branch services your address, call the US Postal Service at (800) 275-8777.

Best Practices

Open Communication:

- Maintain open communication with our team. Feel free to contact us with any questions or concerns.

Respect for Neighbors:

- Be considerate of your neighbors by keeping noise levels reasonable and respecting community quiet hours.

Safety First:

- Familiarize yourself with emergency procedures and contacts for your safety and the safety of the community.

Property Care:

- Report maintenance issues promptly to prevent further damage. Take care of the property as if it were your own.

Community Involvement:

- Participate in community events and initiatives to build a positive and vibrant living environment.

Timely Rent Payments:

- Ensure timely rent payments to maintain a good standing and a positive rental history.

Stay Informed:

- Stay informed about community updates, events, and policies through provided communication channels.

Environmental Responsibility:

- Adhere to recycling guidelines and adopt eco-friendly practices to contribute to a sustainable community.

Getting To Know Your Residence

Introduction: Welcome to your new residence! Familiarizing yourself with the features and important aspects of your home is essential for a comfortable living experience. This section provides you with key information to help you settle in seamlessly.

1. Appliances:

Take note of the appliances in your residence, including the refrigerator, stove, dishwasher, washer, dryer, etc. Refer to the user manuals for each appliance to understand their proper usage and maintenance.

2. Thermostat:

Locate and understand how to operate the thermostat to control the heating and cooling of your home. Familiarize yourself with temperature settings and any programmable features.

3. Utilities:

Resident Responsibility for Property Safety:

As per the lease agreement, residents are required to be familiar with the location and operation of critical utilities within the property to mitigate potential damage. Ensure you are knowledgeable about the following:

Main Water Cut-Off Valve and Electric Breaker Switches:

- Identify the location and operation of the main water cut-off valve and all electric breaker switches. Understand how to switch them off in case of emergencies to prevent property damage.

Water Cut-Off Valve Key:

- Purchase a key to operate the water cut-off valve on the water meter from any major hardware store. Having this key ensures quick access during water-related emergencies.

Key Locations:

- Take the time to know or locate:
 - The main electrical circuit breaker, usually in the garage, in the event of a power outage.
 - Gas shut-off valve for safety during emergencies or disasters.

- GFI (Ground Fault Interrupter) plug(s) in the bathroom, kitchen, patio, or garage. Check them if your plugs or appliances fail to work.
- Electric and/or gas meters to monitor utility usage.
- Main water shut-off valve in case of plumbing leaks.
- Water shut-off valves below sinks and behind toilets to address leaks.
- Time bake knobs on the oven – ensure they are turned off to prevent operational issues.

Safety First:

Understanding and being proactive about these key utilities not only ensures the safety of the property but also contributes to a secure living environment. If you have any questions or need assistance, please reach out to the management office.

4. A/C Filter:

- **Locating the A/C Filter:**

Upon move-in, take a moment to identify the location of the A/C filter in your residence. The A/C filter should be replaced on a quarterly basis as specified in your lease agreement.

- **Replacement Protocol:**

If you do not find a new A/C filter in place or have any concerns about its condition, please contact the office promptly.

Proactively addressing A/C filter replacement ensures the efficient functioning of your HVAC system and contributes to a comfortable living environment.
(see resident benefit package)

5. Emergency Exits:

Know the location of emergency exits in your residence. Familiarize yourself with evacuation routes and any emergency procedures provided in this handbook.

Maintenance and Reporting:

1. Maintenance Requests:

Understand the procedure for submitting maintenance requests. If you encounter any issues with your residence, report them promptly to the management office.

2. Reporting Damages:

If you notice any damages during your stay, report them to the office. Timely reporting helps in addressing issues promptly and maintaining the condition of the property.

Security Measures:

1. Locks and Keys:

Ensure the proper functioning of locks on doors and windows. Know how to secure your residence effectively. Report any issues with locks promptly.

2. Security System (if applicable):

If your residence is equipped with a security system, familiarize yourself with its operation. Know how to arm and disarm the system as needed.

Community Resources:

1. Trash and Recycling:

Learn about the community's trash and recycling schedule. Understand the designated areas for disposal and recycling.

2. Community Amenities:

If your residence is part of a community with shared amenities, familiarize yourself with their location and rules of use.

MOVE IN CONDITION FORM

YOU HAVE BEEN PROVIDED WITH A RESIDENTIAL LEASE INVENTORY AND CONDITION FORM TO CONDUCT "MOVE IN CONDITION". THE PURPOSE OF THIS FORM IS TO IDENTIFY AND LIST PRE-EXISTING CONDITIONS THAT YOU WOULD NOT WANT TO BE HELD RESPONSIBLE FOR WHEN YOU MOVE OUT. THIS FORM MUST BE FILLED OUT BY YOU. IF THIS FORM IS **NOT** TURNED INTO THE PROPERTY MANAGER, THEN IT WILL BE

ASSUMED AT YOUR MOVE OUT INSPECTION THAT THE PROPERTY WAS DELIVERED TO YOU IN SAFE, CLEAN, AND PERFECT CONDITION.

YOUR INVENTORY AND CONDITION FORM IS DUE BACK NO LATER THAN (5) DAYS AFTER YOUR MOVE IN DATE.

IT IS TENANTS RESPONSIBILITY TO VERIFY MANAGEMENT COMPANY HAS RECEIVED FORM.

Renter Benefit Program

We provide an extensive range of programs for tenants, designed to support their adherence to the terms of the lease agreement. Tenants are automatically enrolled in the RBP, cost for this program is \$65.00 per month.

Filter Delivery Service: Cleaner air and lower utility bills? That almost sounds too good to be true. But with regular air filter deliveries, you can keep the HVAC unit running smoothly, lowering utility bills by 15% and reducing maintenance requests by 38% on average. MERV8

\$1M Identity Protection: 1 in 4 Americans are victims of identity theft. With identity protection as part of your RBP, every adult on the lease automatically gets the peace of mind, including dark web monitoring, alerts when a strange account is opened in your name, and a US based restoration specialist team—all using the latest technology with IBM Watson AI.

Resident Rewards Program: Turn rent day into rewards day. By paying your rent on time, you can earn rewards like gift cards, exclusive discounts to stores and restaurants, and even cash prizes.

24/7 Maintenance Coordination: It always seems like things happen after hours. This makes reporting those pesky maintenance issues fast and easy, either online or by phone.

Home Buying Assistance: If and when you're ready to move on to homeownership, we can help you get there.

Online Portal: Access your documents, pay rent, and more through our easy to use online portal.

Credit Building: You can build credit by paying for virtually anything. Except rent. Let's change that. By automatically reporting on-time payments to the three major credit bureaus, residents typically see an average credit score increase of 23-42 points—improving credit card rates, auto loans, and future mortgages.

Renters Insurance: The group rates are incredibly competitive—with an average retail policy at \$18/mo according to quotewizard.com. The master policy meets all your lease requirements and enrolling is as easy as signing your lease. If you want more or different coverage, of course you can shop and provide your own. If the tenant provides evidence of existing rental coverage, and Vista Management Group, LLC is listed on the policy as an additional interest, the Rental Benefit Program (RBP) will be lowered.

Move-In Concierge: Turn hours of research and calls into a single conversation. Our move-in concierge service helps you get your utilities, cable, internet, even security systems set up for you. Plus, they take time to find only providers that service your address and any promotions so you don't waste time or money.

Vetted Vendor Network: Everyone who services your home is screened to meet or exceed our standards for insurance, licensing, and professionalism for the job.

RENTERS INSURANCE

At Vista Management Group, we prioritize the well-being and security of our valued residents. As part of our commitment to creating a secure living environment, we want to remind you of the requirement for all tenants to maintain renters insurance.

Why Renters Insurance is Required:

Protect Your Belongings: Renters insurance provides coverage for your personal belongings in the event of unexpected events such as theft, fire, or other covered incidents.

Liability Coverage: In addition to safeguarding your possessions, renters insurance offers liability coverage. This can be crucial in situations where you may be held responsible for accidental damage to the property.

Temporary Housing: In the unfortunate event that your residence becomes uninhabitable due to covered damages, renters insurance may cover the cost of temporary housing.

How to Comply:

Option 1- Do nothing as you will automatically be enrolled into the Resident Benefit Program above. .

Option 2 - Ensure you have an active renters insurance policy and add Vista Management Group as an additional interest. This ensures that you are compliant with our leasing agreement requirements. Link to submit insurance (<http://insurance.residentforms.com/>)

The Importance of Compliance: By adhering to the renters insurance requirement, you not only fulfill your lease obligations but also contribute to the overall safety and security of our community. This collective effort helps maintain a positive and protected living environment for everyone.

If you have any questions or need assistance in obtaining renters insurance, please feel free to contact our office. Thank you for your cooperation and commitment to making Vista Management Group a secure place to call home.

Pet Policy

Please be advised that no pets are allowed on the property without prior written authorization from Vista Management Group, LLC.. If you're wondering about adding a pet after signing the lease, it is essential to obtain approval and sign a Pet Agreement before bringing any pets onto the premises.

In the event that you have an unapproved pet, it is considered a serious lease violation and may result in eviction. Additionally, unauthorized pets found on the property can lead to eviction and/or charges \$400.00 per pet, along with an additional \$100 per day per pet.

Please note that the definition of 'pets' includes not only common household animals but also extends to fish in aquariums larger than ten gallons, mammals, birds, and reptiles. Your cooperation in adhering to these guidelines is crucial for maintaining a harmonious living environment for all residents."

Carpet Cleaning

Residents are required to have the carpets professionally cleaned after move-out. Ensure that this is done only after you have completely removed all your belongings and vacated the property. When turning in your keys, provide a receipt from a professional carpet cleaning company. **Renting machines from a store or using home cleaning machines is not acceptable.**

Attend to spot treatments or pet treatments as necessary. Any lingering pet odor after vacating the property will incur a cost to remove it. If you choose a carpet cleaner other than the ones we recommend, ensure that they guarantee their work to Vista Management Group, llc standards and satisfaction. **Contact your property manager for a list of approved carpet cleaning companies.**

Can I be let out of my lease agreement

EARLY TERMINATION / RELETTING FEES

INSTRUCTIONS & PENALTIES

"Breaking the Lease"

As stated on page 11 paragraph 27 B4 of your lease agreement, Tenant must provide written notice of termination. Tenants must also submit the early termination / reletting fee which is equal to ONE MONTH'S RENT in certified funds at the time notice is given. Time remaining in your lease does not make a difference (ex.: 5 months or 2 weeks).

- Tenant IS responsible & liable for rent payments until the property is re-leased.
- Tenant IS responsible for water, electricity, yard maintenance, & ALL other obligations of the lease until a replacement tenant has executed a new lease agreement.

All obligations stated under this paragraph apply. Vista Management Group, LLC will attempt to mitigate damages or loss caused by the tenant's breach of lease by attempting to re-let the property to an acceptable tenant.

In the event of an owner choosing to list the property for sale, the Landlord may negotiate a definitive end date with the tenant. Page 11 paragraph 28 supersedes any negotiations.

PLEASE BE ADVISED:

Even if you do not take possession of the property or move in all the same obligations apply IF you vacate the property prior to a replacement tenant being found ALL obligations & liabilities are still in full effect.

PAINT ADDENDUM

Normal Wear and Tear vs Damages:

Normal wear and tear is different than damage caused by a tenant. Normal wear and tear occurs naturally over time. Damage caused by tenants isn't a result of aging but is a result of negligence, carelessness or abuse.

Normal Wear and Tear Definition:

Normal wear and tear is deterioration that results from the intended use of a dwelling. This term does not include deterioration that results from negligence, carelessness, accident or abuse of the premises, equipment or personal property by the tenant, by a member of the tenant's household or by a guest of the tenant.

Paint Charges at Move Out:

Unless specified in writing as a preexisting condition prior to move in, the tenant will be charged for repair and painting the following damages found at move out inspection.

- Holes (larger than pencil tip)
- Unauthorized paint alterations
- Unprofessional paint job
- Excessive nail hold including thumbtacks
- Unprofessional sheetrock repairs
- Tears in wall, Stickers on walls
- Mismatched paint (including touch up
- Excessive scuff mark
- Unprofessional sheetrock repairs
- Color markings

Smoking and other displeasing or harmful odors that would prevent a new tenant moving in.

Thank You for Being a Valued Member of Our Property Management Community

On behalf of VISTA MANAGEMENT GROUP, LLC I would like to express our sincere gratitude for choosing us as your property management company. We truly appreciate the trust you have placed in our services.

At VISTA MANAGEMENT GROUP, LLC, our commitment is to provide unparalleled property management services, and we are honored to have you as part of our community. Your satisfaction is our top priority, and we are dedicated to ensuring a seamless and positive experience for you.

As we move forward together, we look forward to serving you and meeting all your property management needs. Our team is here to assist you every step of the way, and we are committed to exceeding your expectations.

Should you have any questions, concerns, or feedback, please do not hesitate to reach out to us. We value your input and are always eager to enhance our services based on your valuable insights.

Once again, thank you for choosing VISTA MANAGEMENT GROUP, LLC. We are excited about the opportunity to work with you, and we look forward to a long and successful partnership.

Best regards,
John Garcia-Broker / Owner
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