

Tenant Maintenance Repair Requests

1. **Give notice** to King Realty & Management by submitting a written request for repairs by using the tenant portal, mailing, or emailing:

Mailing address: King Realty & Management 1506 W Pioneer Parkway #104 Arlington, TX 76013 or

10777 Westheimer #1100 Houston, TX 77042

Email address: info@kingrealtymanagement.com

2. **Pay your rent.** By law we are not obligated to make repairs required by state law, unless you are current on your rent. You must perform your obligation to pay your rent. Your rent must be current at the time you give us your 1st request for maintenance.

3. **Give the Property Management a Reasonable Time to Make the Repairs.** The length of time considered reasonable will depend on the circumstance, although the law presumes that seven days is a reasonable time to contact you regarding your request. The nature of the problem and the availability of material, labor, and utilities are all factors that will be taken into consideration in determining how much time is reasonable. *Please note:* If your property is older (which you knowingly rented it in its current condition) there may be maintenance requests that may occur due to the age of the property, which is to be expected. Please take this into consideration when making the repair request and understand there may be a 'turn around' time to schedule and perform the repair. **Please also note that if your request is not a hazard to you or your property that the owner of the property may not choose to repair an item, such as; tightening a doorknob or replacing a closet door that doesn't latch properly. When you move into a property it is received "as-is" and sometimes an owner may not choose to upgrade or replace items that are not hazards.**

4. What is the management's responsibility to preform repairs?

By law we are to repair or remedy conditions affecting a tenant's health and safety such as a blocked sewer line due to roots or roof repair due to storm damage. The landlord does not have a duty to pay for or make repairs if you or your guests cause an unsafe or unhealthy condition through negligence, carelessness, abuse or accident—unless the condition resulted from "normal wear and tear."

5. What is the tenants repair responsibility?

It is the tenant's responsibility to pay for damages from wastewater stoppages caused by foreign or improper objects in lines that exclusively serve the tenant's dwelling, damages to doors, windows, or screens and damages from windows or doors left open. Also unless the condition was caused by normal wear and tear, the property manager does not have a duty during the lease term or a renewal or extension to repair or remedy a condition caused by the tenant, a lawful occupant in the tenant's dwelling, a member of the tenant's family or a guest or invitee of the tenant.

6. What is the tenant's property maintenance responsibility? The following items are expected of each tenant:

- Keep the property clean and sanitary, **preforming all functions** to keep it this way.
- Properly dispose of all garbage.
- Supply and change heating and air conditioning filters, minimally at least once every three months.
- Supply and replace all light bulbs, fluorescent tubes, batteries from smoke detectors (twice a year when the time changes- Spring and Fall), carbon monoxide detectors, garage door openers, ceiling fan remotes and other devices.
- Take action to promptly eliminate any dangerous condition on the Property.
- Take all necessary precautions to prevent broken water pipes due to freezing or other causes.
- Replace and lost or misplaced keys.
- Pay any periodic, preventative or additional extermination cost desired by Tenant, examples are insects & rodents (list not inclusive).
- Remove any standing water.
- Know the location and operation of the main water cut off valve and all electrical breakers and how to turn off the valve or breakers off at appropriate times to mitigate any potential damage (Contact the Property Management office to schedule a maintenance technician to instruct you how to do this, if you do not know how to do this).
- Promptly notify the Property Manager, in writing, of all needed repairs.

Please note most of the material found in this document is located in, Tenant Request for Repairs can be located in sections 24, 54, 91 and 92 of the Texas Property Code.