



Welcome Letter

Dear New Tenant,

As your new property management team we would like to welcome you into your new home and thank you for choosing to work with us. The purpose of this handbook is to assist you with caring for your home and also answer the most common questions you will have while working with a property management company.

Please take a moment to look through this packet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through, you still have some questions, feel free to call our office. Quality Rental Solutions is committed to providing friendly and helpful services to all of our owners and tenants. Our team members play specific roles to best service your needs. Anytime you have a question or something to discuss, someone from our team will always be here to help.

We look forward to working with you.

Sincerely,

The Management Team



Paying Rent

When is rent due:

Rent is due on the 1st of each month and is considered late on the 5th. Please note this timeline includes weekends and holidays.

How to pay rent:

Rent can be paid online, money order or cashier's check payable to **Quality Rental Solutions**. We will NOT accept cash. Rent can be paid by mail, please address to:

4427 Youree Drive

Shreveport, La 71105

Important Notes:

Place your name and property address on the check or money order to ensure that you are properly credited with rent payment. Review your money order to ensure it has the names of the payer. If you choose to pay online, there will be NSF (Insufficient fund) charges if money is returned. All future payments must be in the form of a money order.



Important Policies

_____ **Rental Agreement:** The duration of your rental agreement is fixed and specified in the document. Any early termination must be discussed with the property manager. The last page of your lease will detail the consequences of breaking your lease early.

_____ **Security Deposits:** Your security deposit cannot be used to pay last month's rent or any other month's rent. A 30 Day notice must be given, with a forwarding address to be given deposit back. A move out inspection will be done after tenant moves out. The house must be in the same shape it was when move in inspection was done.

_____ **Pets:** Animals are only allowed with prior approval of the owner and the management company. Each animal must be 30lbs or less. A maximum of two pets are allowed. There are certain breed of dogs that are not acceptable. Please discuss before lease is signed. A non refundable deposit of \$150.00 per pet must be put down with deposit of house. Upon move out, the property must be professionally treated for odor and pets. Carpets must be professionally cleaned. A proper receipt must be turned in.

_____ **Keys:** If you lose or lock yourself out of your home you may call our office to get the key to make a copy. We may not always have a key on file, in that case you will need to go about getting the home rekeyed at your cost. The first time will be free on us to be let in, the second time will be a cost of \$25.00.

_____ **Yard and Ground Maintenance:** You are responsible for maintaining your yard, upkeep the flower beds, lawn care and maintain other parts of the yard is expected. If the yard becomes overgrown and we have to maintain the cutting of the grass it will be a cost of \$75.00.



_____ **Vehicle Parking:** Only approved and operational vehicles in designated areas are allowed. Please consult us for further detail.

_____ **Guests:** A guest(s) staying longer than 14 days will require approval from the management company. Consult your rental agreement for more details.

_____ **Plumbing:** No flushing anything other than toilet paper down the toilet. If we find anything other than toilet paper (Feminine products, toys, toothbrushes, etc..) is causing the plumbing issues, the tenant will be charged.

_____ **Heating/AC:** You are responsible for checking filters and changing them when needed.

_____ **Evictions:** Rent is due on the 1st day of the month. If it is NOT received by the 5th of the month, Late fees will apply (\$5.00 per day). If Rent is not in by the 10th of the month, the eviction process will begin. Once eviction is filed there will be a \$86.00 Eviction charge.

If you have any questions regarding the lease, or the important policy page. PLEASE ask before you sign. Thank you! We look forward to working with you.



Services For Your New Home

These are some of the services in our area that you may need to establish or transfer before moving into your new home. We recommend that you make arrangements for utilities 5 days prior to your move in date and no more than 2 days from your move in date. PLEASE DO NOT delay in calling.

Electricity – AEP 888-216-3523

Gas – CenterPoint 866-275-5252

Water – Ask if garbage is provided, if not see providers below

Bossier City 318-741-8757

Shreveport 318-673-5510

Garbage Services

IESI 318-635-1700

Republic 318-213-5050

BEST 318-377-8222

Progressive Waste Solutions 318-635-1700

Television

Shreveport Comcast 822-266-2278

Sudden Link 877-794-2724

Dish Network 877-203-9036

Direct TV 800-280-4388