



Tenant's Guide

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Important Contact Information

John King, Broker - Owner
Office (210)695-8252
Direct (210)468-1843
john@bluefaxpm.com

After Hours Emergency Maintenance
(210)695-8252 Option 2

Routine Maintenance
<https://bluefaxpm.com/tenants/repair-request/>

Tenant's Portal (Payments & Statements)
<https://bluefaxpm.com/tenants/>

Mailing Address
Bluefax Property Management
10730 Potranco Rd., 122-131
San Antonio, TX 78251

Repairs

An example of an emergency would be broken pipes and flooding, or a leak of some type into the house and damage is being caused.

For Emergency Repairs, please call (210)695-8252 Option 2.

Routine repair requests should start at the Repair Request page on our website.

<https://bluefaxpm.com/tenants/repair-request/>

Here you will find common troubleshooting steps for simple items. If these do not clear the issue for you, please submit a request through the Maintenance Portal.

Only items that need repair due to normal wear and tear, or the property owner's negligence will be repaired at the owner's expense.

Items that need repair due to damage/misuse/abuse will be charged back to the tenant. This includes damages from 3rd parties such as guests or other unforeseen actors/events.

Items that are cosmetic only may not be repaired.

In the event that you are unable to keep an appointment and fail to reschedule in a timely manner with the vendor, and they bill a missed appointment fee, this will be passed along to the tenant.

IMPORTANT LOCATIONS

Water Shutoff

The water shutoff to your home is typically located by the water meter, out by the sidewalk. Yours is on the Left / Right side of the driveway, near the property line. There are several valve types, and you may need a wrench to turn the valve.

If you have a water softener, you can also shut off the water there, and it is much easier to get to. There will be a valve leading into your softener, turning this valve 90 degrees should stop the flow of water into the home.

Electrical Shutoff / Breakers

In the event you need to turn off the electricity, or reset the breaker after an outage, there are typically 2 breaker boxes in each home.

The Sub Panel has the breakers for interior items like outlets, refrigerators, etc. Your subpanel is located: ___ Garage ___ Utility Room ___ Pantry ___ N/A

The Main Panel is normally outside, and is located near your electric meter, usually on the side of the house. It will be the large grey box. Normally to open it, there is a catch on the bottom of the door for you to push upwards, the door will slide down, then you can open it. This will have a breaker to the entire subpanel, as well as the larger items, such as the AC system, water heater, etc.

Yours is located on the ___ left side ___ right side of the home.

Gas Shutoff (if equipped)

Normally located near your electrical meter, it normally painted grey and will a pipe coming up from the ground into the meter. On this pipe is a small knob with a hole in it. Turning the knob 90 degrees will turn off the gas supply.

We recommend only doing this for emergencies. Turning off the gas will cause any pilot lights to go out as well, such as water heater, furnace, etc.

Yours is located on the ___ left side ___ right side of the home.

Air Filter Locations

Your home has _____ Air Filters. They are located at:

Things to Know

Communication

Email is the best way to communicate. This way, we are able to keep a written record of what has been requested.

Phone calls are normally answered during regular business hours.

Voice Mails are returned during normal hours. Messages left after hours will be returned the next business day.

Rent

Rent is always collected on the 1st of the month. It is late on the 4th.

Online payment through the portal is the preferred method. For checks that are mailed in, the postmark date does NOT count. It has to physically be received by the due date.

We do not accept cash, but we do currently accept PayNearMe. Let your Property Manager know, and they can set you up if you need this service.

Security Deposits

If you have paid a security deposit, the Texas Property Code allows the landlord up to 30 days to mail your deposit. In the event of damages or other charges, an accounting of all withholdings will be included.

If you have a Security Deposit Insurance Policy, and there are outstanding charges or damages claimed, we will process that through the Insurance Company in accordance with their terms and guidelines.

Security deposits are never to be considered as 'The Last Month's Rent'. Per the lease, this is considered to be in bad faith and the tenant may be penalized at 3x the amount due.

Late Fees

In accordance with Fair Housing Law, we must enforce all rules and regulations fairly and evenly across our portfolio. In accordance with that, we cannot waive any late fees or administration fees for one person or party, as that would be unfair to others in similar situations.

Funds Applied

When funds are received, they will be first applied to any outstanding balances due, such as late fees, etc. and the remainder applied to the rent due. In this instance, the remaining balance of rent due would be considered late, and late payment processes would occur.

Periodic Inspections

Per the terms of the lease agreement, during your lease term we will perform a walk through of your unit. This walk through may be performed by a 3rd party vendor that we hire specifically for this purpose.

The report will include photos of each room to include the yard, the exterior of the home and the interior of the home to include: flooring, walls, light fixtures / ceiling fans, bathrooms, under the vanities, garages, air filters and water softeners, appliances, under sinks, etc. This usually takes 90 minutes for the average sized house.

Fair Housing Laws

We follow ALL Fair Housing Laws and we cannot discriminate based on Race, Color, National Origin, Religion, Sex, Familial Status, Handicap or other classes that may be added.

Animals

Service Animals

We require all service & support animals to be screened by a 3rd party pet screening service. There are no fees involved for these animals.

There is not an internet registry or certification required for these animals. Please be careful with internet scams offering certificates or registrations, these are not typically recognized as legitimate.

Pets

Not all properties allow pets, or may have certain restrictions on the types of pets that are allowed.

Please request approval from your property manager PRIOR to obtaining a pet or an additional pet. Sometimes, they are not approved, and it is not fair to the animal in the event you have to re-home them.

Pet Breeds

We do maintain an aggressive breed list in accordance with many insurance company requirements. Please check our list prior to obtaining a new pet, any fees or associated costs will not be refunded or reimbursed should an animal fail our screening process due to the breed.

Bluefax Property Management reserves the right to refuse any pet.

Storage

No storage is allowed in the front yard, or within view from the front street. This includes:

- Trash Cans
- Lawn Mowers
- Bicycles
- Basketball Goals
- Trailers

Trailers / Boats / RVs / Non Operating Vehicles

In accordance with most home owner association rules, these are not to be parked or stored in the driveway, or in front of the property except for loading and unloading prior to or just after a trip.

Pools and Trampolines

Above ground swimming pools and trampolines are expressly forbidden per the terms of the lease. Primarily due to Property Owners typical Tenant Occupied Insurance Policy limitations. Due to fair housing concerns, there are no waivers.

Reporting Payment Patterns

Bluefax PM at its sole discretion may report the payment patterns of tenants to credit reporting Agencies.

Utilities

Utilities should be transferred to your name no later than move in day, and remain on through 5pm on the last day. Turning off the utilities prior to this could result in unintended damage such as ice leaking across the kitchen from the refrigerator.

Renters Insurance

Renters Insurance is REQUIRED with a minimum of \$100,000 in liability coverage. Please keep your renters insurance information updated in the Tenant Portal.

In the event of a catastrophic loss, the property owner nor their insurance will cover the loss of your belongings or the cost of temporary lodging should the home become uninhabitable for any reason.

Care of The Property

Leaks

In the event of a leak of any type concerning water or water damage, the Tenant has a responsibility to help prevent further damage to the property. This includes reporting the issue right away, as well as taking all steps possible to stop the flow of water.

- In the case of a water line break, turn off the water to the house.
- If it's leaking from the A/C unit, turn the unit off until a technician can arrive.
- Use buckets and towels to collect the water and prevent further spread until someone can be dispatched to extract the water.

Water Softeners (if equipped)

Salt is to be maintained in the softener at all times. It should never get below 1/3 full. Salt can be purchased at most grocery stores, convenience stores and home improvement stores. Most units will require you to manually adjust the salt level indicator when you fill it. If you need help, just send us your model softener and we can get you the instructions for it.

Lawn Care

The tenant is responsible for maintaining the lawn. This includes:

- Watering on a regular basis
- Treating for weeds
- Cutting and trimming as needed, but not longer than 2 weeks between cuts
- Flower Beds maintained weed free and trimmed
- Shrubs, trees and flowers watered and kept alive

It Really Happened!

A tenant failed to water the trees in the yard, and over a period of time and several warnings, the trees died.

At move out, the tenant was charged for the full cost of removing the dead trees, purchase and installation of new trees.

Smoke Alarms

Smoke alarms are to remain installed and unaltered. Batteries should be changed every 6 months.

Air Filters

You will be shipped air filters on a regular basis. It will be your responsibility to ensure they are installed correctly and in a timely manner.

If your filter is located in the attic, a service provider will schedule an appointment to change them for you. Your filters will be shipped to the property and we'll make the arrangements to have them changed.

The most common air filters are 1" thick. Those are shipped monthly. 4" thick filters are shipped every 4 months. And Aprilaire Whole House Filters are shipped every 6 months.

Pest Control

Pest control is a tenant responsibility, and you are required to maintain the property in a pest free and clean manner. This is to include fleas, ticks, rodents, etc.

Blocked Plumbing / Sinks

Clearing drains is typically a tenant responsibility. The exception would be if the main drain line has been compromised or broken.

Clogs due to hair or other items flushed down the toilet will be charged back to the tenant.

Routine Cleaning

Per the terms of the lease, the tenant is required to maintain the property in a clean and habitable manner.

- All trash is to be discarded on at least a weekly basis
- Trash and debris should not be allowed to accumulate, even in the garage
- A clear pathway in the garage should always be maintained to:
 - Attic Access
 - Water Heater
 - Water Softener
 - From the door leading to the garage to the roll up garage door, and any other doors
- Wood or other items should never be stacked against the house
- Animal Waste should not be allowed to accumulate
- Carpets should be vacuumed on a regular basis
- Hard Floors should be cleaned on a regular basis so as to not allow scratching, stains, etc
- Sink Disposal:
 - Occasionally, turn the water on and pour a cup of ice into the disposal and run it until it runs smoothly. This will clean the blades

- Once a month or so, run a slice of lemon peel through there. The acid in the lemon will help with any smells
- DO NOT USE CHEMICALS / ALL PURPOSE CLEANERS ON MIRRORS
 - Cleaners not designed for mirrors can break down the film on the backs side. That's what gives them a deteriorated look over time, using the wrong cleaner.

Safety Tips

The safety of you and your family is important to Bluefax Property Management, and many things can affect it.

Here are some tips to follow:

- Unplug all heat-producing appliances like toasters, irons, and coffee makers when they are not in use to prevent fire hazards.
- Never leave a stove or oven unattended; turn off all stove and oven appliances when you leave the house.
- Never leave heating pads and electric blankets on indefinitely, and turn them off when you leave the residence to prevent fire hazards.
- Never leave water running unattended in the bathtub or when leaving the residence.
- If you have an upstairs bathroom and you see water in the ceiling below, particularly in a light fixture, report the leak immediately to us.
- Do not operate electrical appliances while standing or sitting in water.
- Avoid using blow dryers, curling irons, radios, TVs, or other appliances while in a bathtub or over a sink filled with water.
- If you have small children, use child protector plugs when you are not using outlets
- Do not overload extension cords with too many appliances.
- Place lamps on level surfaces and use the correct wattage.
- Avoid running extension cords over walkways, under rugs, or any other place that could cause tripping.
- If you suspect an electrical problem, report it to Bluefax Property Management immediately.
- Do not remove smoke alarms, particularly if they are beeping. Smoke alarms are for safety and removing them can endanger all residents and guests. Change the batteries if needed.
- Do not allow children to leave toys on walkways and sidewalks.
- Replace outside light bulbs so you can utilize lights properly when it is dark.
- Report any exposed tree roots to Bluefax Property Management
- Keep a portable fire extinguisher in the kitchen and the garage; they are available in hardware supply stores.
- If you use a grill or BBQ, use common sense, never leave grills unattended.
 - Do not use the grill too close to the home, this could cause smoke damage
- If you have a fireplace, be sure to store hot ashes and coals away from the residence. Do not place ashes in garbage receptacles unless certain they are cold.
- Do not store fireplace wood against the residence, this could bring unwanted pests/termites
- Always be certain the damper is open before starting a fire in the fireplace.
- Do not build "roaring" fires in the fireplace; build reasonable fires suited to the size of the fireplace.

Move Out Checklist

TIP

If using professional cleaners, schedule them the day before the carpet cleaners are scheduled. Doing them on the same day usually doesn't work out well as they have to work around each other, and one of them may choose to leave. (Yes. That's happened)

- If you do not have a lockbox on your hose bib or side fence gate, let us know so we can one delivered.
 - Please leave a key in there so we can access the property once vacant.
 - Your combo is _____
 - You are welcome to use the box to allow the cleaners to access the home
- Leave all extra keys, remotes, pool keys, etc. on the kitchen counter.
- Begin to discard all unwanted items for trash or special pick-up—avoid piles of debris in front of your residence on moving day.
 - If there are additional items left after move out, you may be charged a haul off fee.
- Replace any burned out light bulbs. Bulbs that are visible should all match and be of the same type.
- Replace any batteries in remotes if they are dead. We expect remotes to work at move out.
 - Ceiling Fan Remotes
 - Garage Door Remotes
- Clean all floors and/or carpeting when the unit is VACANT.
 - **If there's carpet: A Receipt from a Professional Carpet Cleaner is Required. Machine Rentals will NOT suffice.**
 - **If you have pets, please get the 'Pet Treatment', smells may be cause for the carpet to be re-cleaned at your expense.**
- Wipe down / clean all doors where they tend to get dirty with normal traffic.
- Wipe down light switches if they are dirty.
- Dust all blinds.
- Clean out and wipe down kitchen/bathroom cabinets and drawers.
- Wipe down all baseboards.
- Wipe down all shelves / flat surfaces
- Wipe down all a/c return vents and grills
- Clean the Oven
 - Clean Inside Oven
- Clean the Microwave
 - Clean UNDER the Microwave too
 - Make sure the light works
 - Make sure the Air Filter is Clean
- Clean inside the Dishwasher
 - yes, it sounds silly, but the dishwasher door on the inside tends to get dirty
- Clean the Refrigerator
 - Empty the icemaker.
 - Turn the icemaker off (typically there is a small lever inside the icemaker, lift it up)

- Clean the sinks. They should be free of stains and water marks.
- Clean the Showers and Tubs
 - They should be free of all soap scum, water marks
- Clean the Toilets
- Sweep out the garage
- Sweep off the front & back porch/patio area
- Be sure the lawn is trim, clean and free of weeds and leaves.
- Make sure the home is clean and ready for the next tenants.
- All Final Walks are scheduled once the property is vacant, you do not need to be present.
 - Final walks will be conducted by a technician that may not have access to how the unit looked at move in. They are simply there to document the current condition at the time of move out.
 - Any issues will be documented with photos, and compared to the move in photos.
 - Normal Wear & Tear is not charged to tenants, only actual damage.
 - Wear & Tear would be door handles showing wear, traffic patterns on flooring, small holes from picture frames, etc.
 - Damage would be a large hole in the wall, holes in the flooring/cabinets, doors missing, etc.
- *Call us when the unit is clean and a key is in the lockbox. The deadline is 5pm on the last day of your lease.*