

## TENANT SELECTION CRITERIA and APPLICANT REQUIREMENTS

Anyone occupying the property that is eighteen (18) years of age or older must fill out an application and submit a non-refundable application fee. Payment must be received before we will complete the verification process. We accept payments online with a credit card at [www.stoneoakmgmt.com](http://www.stoneoakmgmt.com) or cashiers check, money order, personal check, or cash (delivered to our office). We THOROUGHLY verify all applications for each client we represent. Our normal acceptable applicant will need to meet the requirements below. If you do not meet these minimum requirements, you should contact us before submitting your application in order to discuss your particular situation:

- 1) **Verification of Identity:** Each applicant will be REQUIRED to provide copies of proof of identity documents (at least one with a photo) such as Driver's License, Social Security card, Passport, etc.
- 2) **Income:** On most of our properties, the gross monthly income for all tenants should be at minimum three (3) times the monthly rent amount.
- 3) **Employment:** We require verifiable employment history for at least the past three (3) years. If you are self-employed, retired, or not employed, we can accept such documents as signed tax returns (2 years minimum), W-2's, bank statements, paycheck stubs, etc. that provide proof of applicant's ability to pay the rent. If military, we need a current copy of your LES.
- 4) **Residency:** We require verifiable residence history for at least three (3) years whether you currently own or rent.
- 5) **Credit History:** We will obtain a copy of your credit report. You cannot provide this to us, we will obtain this ourselves.
- 6) **Criminal, Sex Offense, and Terrorist Database History:** We will check for inclusion in these databases.
- 7) **Occupancy:** The total number of tenants and occupants may not exceed two (2) persons per bedroom.
- 8) **Pets:** Pet policies and deposits vary from home to home so please contact us to determine the pet policy for this home. Most homes are limited to the number and size of pets. None of our homes permit dog types that may have violent tendencies, including but not limited to: Akita, Bull Dog, Beauceron, Belgian Malinois, Caucasian Mtn Dog, German Shepherd, Great Dane, Keeshond, Mastiff, Rhodesian Ridgeback, Pit Bulls, Staffordshire Terriers, Dobermans, Rottweiler, Chows, Wolf Hybrids or any similar breed or mixed breed. Further any Farm, Saddle, or Exotic Animal, or any Animal with Bite History will not be accepted.
- 9) **Applicants will be denied** for the following or similar reasons: False, inaccurate, or incomplete applications; Evictions, judgments related to rental residency, tax liens, unpaid child support; current bankruptcy proceedings; felony convictions and out of prison or jail less than 5 years, multiple felonies, physical or violent crimes, domestic violence, sex offenses; and/or appearance on any sexual offense or terrorist database.
- 10) **Applicants may be denied** or required to pay additional deposit or rent for the following or similar reasons: insufficient verifiable income, excessive late or NSF rent payments, broken leases, property damages, unpaid rent, mortgage not current, foreclosures, credit scores under 550 or no credit score, excessive credit collection balances, slow pays, drug related offenses, etc.
- 11) **Special Considerations:** Potential applicants who are studying any field related to the practice of law, are educated to practice law or any related fields, and/or are actively practicing law or working in the legal system in a related field need to contact us before submitting an application.

## ACCEPTANCE AND MOVE-IN PROCEDURES

- 1) We normally verify and present an application to our client for an acceptance decision within two (2) business days of receipt PROVIDING ALL VERIFICATIONS CAN BE COMPLETED and application fees are paid.
- 2) **Once an application has been accepted, the Applicant has until 5:00 P.M. the following BUSINESS day to deliver the Deposit to our offices (if not already done). This Deposit must be in the form of a Cashier's Check or money orders made out to Stone Oak Management. We will not accept CASH for any reason. You also cannot pay this online. During this time, we will not remove the Property from the market; however, we will not process any further applications or present any other offers.**
- 3) Accepted Applicant(s) will be sent the lease for online e-signatures. The lease will be filled out by us, but there will be items you must fill out on the lease as you go through and sign it. The lease will include the "Tenant Information Letter," which includes our policies, procedures, and security deposit refund information. All documents should be thoroughly examined, and any questions should be addressed BEFORE signing the documents. Once the lease is completed arrangements will be made for access and keys.

**I have read and fully understand the above tenant application, selection criteria, and requirements.**

**Printed Name:**

**Signature:**

**Date:**

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Stone Oak Property Management  
13497 US Highway 183 Ste 700, Austin, TX 78750  
512.617.6766 Phone 512.994.2300 Fax

## Lease Application Checklist

(Please review this with the applicant and ensure they initial/sign as required)

Please initial upon receipt	<b>The following items are needed with every application.</b>	<b>Office Use Only</b>
	Completed & Signed Online OR Paper Lease Application (1 per person 18 & over)	
	This form and the "New Tenant Packet" download from <a href="http://www.stoneoakpm.com">www.stoneoakpm.com</a>	
	Application Fee for each person 18 & over (certified funds only)	
	Security Deposit (certified funds only)	
	Copies of government issued valid Photo ID for each applicant 18 & over	
	Verification of income- 1) latest paystubs; or 2) 3 months of bank statements for self-employed applicants and two (2) years W2/1099 or completed tax returns	
	3 years of residential history with landlord contact information (owner's and landlord will be verified via CAD System)	

### Criteria Considered For Residency

Rental history verifying residency	Gross monthly income of all tenants should be a minimum of 3x monthly rent
Credit Report check	Criminal background check
Verification of current employment and up to three years previous	No history of no evictions
Debt to income ratios not to exceed 55% in total	Guarantor may be required

### The following may result in an automatic application denial

Felony conviction of violent or physical nature	Registered sex offender or multiple offender
Previous eviction or breaking a lease	No employment or credit score below 550

No dangerous breed animals will be accepted: Akita, Bull Dog, Beauceron, Belgian Malinois, Caucasian Mtn Dog, German Shepherd, Great Dane, Keeshond, Mastiff, Rhodesian Ridgeback, Pit Bulls, Staffordshire Terriers, Dobermans, Rottweiler, Chows, Wolf Hybrids or any similar breed or mixed breed. Further any Farm, Saddle, or Exotic Animal, or any Animal with Bite History will not be accepted

### Please have your applicant initial next to the following

I authorize Stone Oak Property Management to perform a criminal background exam	<input type="checkbox"/>	I authorize Stone Oak Property Management to perform a credit check on me	<input type="checkbox"/>
I acknowledge that the privacy policy is available at <a href="http://stoneoakpm.com">stoneoakpm.com</a>	<input type="checkbox"/>	Additional deposits may be required	<input type="checkbox"/>

**I UNDERSTAND THAT SUBMISSION OF THIS APPLICATION DOES NOT GUARANTEE APPROVAL. ADDITIONAL CONDITIONS MAY APPLY THAT WERE NOT LISTED IN THE ORIGINAL OFFER OR LISTING. APPLICATION FEES ARE NON-REFUNDABLE.** An applicant may be called directly for more information related to this application.

Applicant's Name \_\_\_\_\_ Applicants Phone # \_\_\_\_\_

Agent's Name \_\_\_\_\_ Agent's Phone # \_\_\_\_\_

STONE OAK PROPERTY MANAGEMENT

TENANT INFORMATION LETTER

Property Address: \_\_\_\_\_

Tenants:

\_\_\_\_\_  
\_\_\_\_\_

Welcome to your new home! We hope you will enjoy living here. Our company uses the latest in technology to ensure paying rent and making maintenance requests is simple and efficient. Once you have been entered into our system, you will receive an email inviting you to sign into your online portal. This letter is to explain what you can expect from the management and what we'll be looking for from you.

**1. RENT:**

Once you are entered into our system, you will receive an email inviting you to your online portal where you can securely pay your rent. No need to mail a check! Rent is always due on the first of the month. After the grace period in the lease you will be charged late fees as specified in the lease until rent is paid in full. If you pay by check, **Only one check or money order will be accepted for all rents.** **Each rent payment not made electronically will be charged a \$2 admin processing fee.**

**If your rent payment is rejected by your bank for any reason YOU WILL BE REQUIRED TO PAY RENT VIA CERTIFIED FUNDS AND YOU WILL BE CHARGED AN NSF FEE as specified in your lease. Cash is never accepted at the office and MUST USE THE CASH VOUCHER PAYMENT SYSTEM no exceptions.**

**2. NEW ROOMMATES:**

The management company must be notified of any changes in occupancy and requires approval. A new roommate must complete an application, pay the app fee, qualify according to our criteria, and be added to the lease **BEFORE ANYONE MOVES**. An approved lease change is subject to a minimum \$150 fee or as stated in section 28 of the lease as determined by management.

**3. NOTICE TO END TENANCY:**

The lease will automatically renew on a month-to-month basis unless either party provides written notice based on the number of days prior to the Termination Date stated in your lease or the end of any renewal period. **The lease will always end on the date specified in your lease.**



# STONE OAK PROPERTY MANAGEMENT

## **4. DEPOSITS:**

You may not withhold the last month's rent on grounds that the security deposit is security for unpaid rent. If 30 days notice is not given prior to move-out, Landlord is not obligated to refund or account for the security deposit. Pet Deposit is non-refundable unless stated otherwise in your lease.

## **5. MANAGER:**

Stone Oak Property Management

Phone: 512.617.6766

Email: [Admin@StoneOakMgmt.com](mailto:Admin@StoneOakMgmt.com)

Mailing Address: 13497 N. US Hwy 183 Ste 700, Austin, TX 78750

## **6. LANDLORD-TENANT CHECKLIST:**

It is important you complete the move-in condition report. This protects you from possible charges when you move out.

## **7. MAINTENANCE/REPAIR PROBLEMS:**

All requests for maintenance should be in writing. We require you to use the online portal for all maintenance requests to get the fastest results, however traditional mail and E-Mail are acceptable as well. Please state the type of repair, name address, unit #, and a phone number you can be reached at during the day if using any means other than the online portal.

### **Maintenance Responsibilities: NOTIFY US IN WRITING OF ALL MAINTENANCE REQUESTS**

- **DO NOT HAVE ANY MAINTENANCE DONE YOURSELF. ALL MAINTENANCE MUST BE DONE BY MANAGEMENT/LANDLORD ONLY**
- You are responsible for changing the filters in the Heating/Air Condition unit on a monthly basis. Not changing the filters can damage the unit, so the cost would be passed back to you
- Plumbing stoppages are billed back to tenants unless it is caused by failure of the pipes or external issues like roots in the lines
- You are responsible for protecting pipes from breaking during freezing weather.
- You are responsible for changing the batteries in the smoke detectors and if applicable maintaining and/or replacing the fire extinguisher if used.
- You are responsible for any extermination costs desired within your unit. This includes bed bugs, should the occasion arise. If you are in a multi-unit property and bed bugs are found in your unit, you will be responsible for the extermination expense in all units on the property. Wood destroying insects (WDI) are the owner's responsibility in most cases. If WDI are found, please contact Stone Oak Property Management immediately.
- You are responsible if bifold doors come off the track and need to be put back
- You are responsible for any desired water filters and replacements

# STONE OAK PROPERTY MANAGEMENT

## **8. SEMI-ANNUAL SAFETY AND MAINTENANCE UPDATE:**

You may be sent a **Semi-Annual Safety and Maintenance Update** to complete approximately 6 months into your lease. Please return it with the next rent payment. Many repairs that go unattended can become large problems or life threatening.

## **9. ANNUAL SAFETY INSPECTION:**

We will inspect your unit at least once a year, however you should always check your smoke alarms twice a year and make sure all locks are always working.

## **10. INSURANCE:**

All tenants are required to carry renters insurance. The landlord's insurance covers losses to the building, but **does not cover** your personal property. Depending on your policy, renter's insurance typically covers your personal property and household items in the event of a fire, theft, or other loss. It often also offers you financial protection if a visitor is injured in your home, or the home is temporarily uninhabitable for covered incidents.

## **11. MOVING OUT:**

You are expected to return the premises in the same condition you received them, normal wear and tear excepted. Normal wear and tear means deterioration that occurs without negligence, carelessness, accident or abuse.

**You are responsible for returning all keys, pool keys and garage door opener remotes. The cost of replacement is \$20 per key, \$25 per pool key and \$75 per remote.**

### **ADDITIONAL MOVE-OUT INSTRUCTIONS**

Prior to your move-in, your rental property will be cleaned, and any carpet will be professionally steam cleaned. Keep your receipts to show proof of professional service. Upon your move-out, the unit is expected to be the same clean condition. Please note that we require carpeting to be professionally cleaned. Renting a carpet cleaner and doing it yourself is not sufficient. We are happy to assist you in securing one of our Vendors to complete this service for you.

In accordance with your lease agreement, we require that your lease term be fulfilled and that written notice be given prior to move-out in the required time frame. Failure to provide your required written notice or the keys upon move-out could result in the loss of your security deposit and/or other charges.

# STONE OAK PROPERTY MANAGEMENT

## COMMON MOVE OUT CHARGES

Upon move-out, the following items will be inspected and considered with respect to possible deductions from your security deposit. The prices shown are **APPROXIMATE** costs. The final deductions will be based on the actual cleaning or repair costs incurred.

Haul Trash, debris or other items to Landfill \$200+  
Steam-Clean Carpets \$60/room  
Replace Dirty A/C Filters \$20 each  
De-Flea and/or Deodorize Entire Unit –Actual Cost  
Weed and Mulch Beds –Actual Cost  
Replace or Repair Lawn –Actual Cost  
Bathtub \$30  
Carpet \$75+  
Ceiling Fans \$25+  
Counters/Cabinets \$10 each  
Dishwasher \$25  
Drawers/Shelves \$5+ each  
Fireplace \$35+  
*Does not include chimney*  
Floors \$30+  
Freezer \$20  
Furniture Removal \$100+  
Garage \$50+  
Microwave 25+  
Mirrors \$5 each  
Oven or Stove \$50+  
Patio \$25+  
Pet Waste Removal \$100+  
Refrigerator \$50+  
Sinks \$10+ each  
Sliding Glass Door \$25+  
Toilet \$30+  
Trash Removal: Exterior \$100+  
Trash Removal: Interior \$100+  
Vent Hood \$35+  
Vertical Blinds \$35  
Walls (per wall) \$35+  
Windows and Tracks \$20+ each  
Windows \$10 each

### Replacement Costs

Battery for Smoke Alarm \$10+  
Blind Wand \$5+  
Door Replacement \$100+  
Drip Pans (all 4) \$45  
Light Bulbs - Specialty \$15+/each  
Light Bulbs- Normal \$5+/each  
Light Fixtures \$100+  
Light Globes \$25  
Mini-Blinds \$40+  
Oven Rack \$30+  
Reinstall Doors on Track \$30+  
Screens \$35+  
Stove Pans \$25+  
Switch Plates \$5+  
Toilet Seat \$40+  
Tub stopper/Drain covers \$15+ each  
Vertical Blinds \$100  
Vertical Slats \$15 each  
Window \$200+

### Service call / Trip Charge \$50

**These minimum charges are subject to change at any time without notice.**

### COST AND LABOR WILL BE CHARGED FOR:

Counter Repair	Carpet Replacement
Vinyl Replacement	Drywall Repair
Painting	Mow and Trim Lawn
Trim Shrubs	Trim Trees

STONE OAK PROPERTY MANAGEMENT

**12. ADMINSTRATIVE FEES:**

- An additional 15% administrative fee will be added to all charges assessed to your account for maintenance items billed back during the lease and/or items necessary to return the property to move in condition aside from normal wear and tear.
- HOA Violations resulting in fines caused by tenant will result in \$25 admin charge for each violation in addition to any HOA fines charged to your account.

**13. TELEPHONE NUMBER CHANGES:**

Please notify us immediately of any telephone number changes. Sometimes it may be urgent that we reach you.

**14. SPECIAL PROVISIONS:**

Please feel free to contact us if you have any questions.

Landlord or Landlord’s Representative: \_\_\_\_\_ Date: \_\_\_\_\_

I have read, understand and received a copy of this statement:

Tenant: \_\_\_\_\_ Date \_\_\_\_\_

Tenant: \_\_\_\_\_ Date \_\_\_\_\_

Tenant: \_\_\_\_\_ Date \_\_\_\_\_

Tenant: \_\_\_\_\_ Date \_\_\_\_\_



# Stone Oak Property Management Privacy Policy

We have created this privacy statement in order to demonstrate our firm and continuing commitment to the privacy of personal information provided by those visiting and interacting with this web site. We hold the privacy of your personal information in the highest regard. The following discloses our information gathering and dissemination practices for this website.

**We recognize the importance of protecting your privacy** and our policy is designed to assist you in understanding how we collect, use and safeguard the personal information you provide to us and to assist you in making informed decisions when using our site. This policy will be continuously assessed against new technologies, business practices and our customers' needs.

## **What Information Do We Collect?**

When you visit this web site you may provide us with two types of information: personal information you knowingly choose to disclose that is collected on an individual basis and Web site use information collected on an aggregate basis as you and others browse our Web site.

### **1. Personal Information You Choose to Provide**

#### **1. Registration Information**

When you register for any of our products, services or newsletters you will provide us information about yourself.

#### **2. Lease Application and Background Check Data**

When you apply to live in one of our managed property you will provide the necessary personal information for us to evaluate you as prospective tenant.

#### **3. Credit Card and Banking Information**

If you choose to avail of our services, you may need to give personal information and authorization to obtain information from various credit services. For example, you may need to provide the following information:

- Name
- Mailing address
- Email address
- Credit card number
- Name on credit card
- Credit card billing address
- Business and home phone number

#### **4. Email Information**

If you choose to correspond with us through email, we may retain the content of your email messages together with your email address and our responses. We provide the same protections for these electronic communications that we employ in the maintenance of information received by mail and telephone.

### **2. Web Site Use Information**

Similar to other commercial Web sites, our Web site utilizes a standard technology called "cookies" (see explanation below, "What Are Cookies?") and web server log files to collect information about how our Web site is used. Information gathered through cookies and Web server logs may include the date and time of visits, the pages viewed, time spent at our Web site, and the Web sites visited just before and just after our Web site.

### **How Do We Use the Information That You Provide to Us?**

Broadly speaking, we use personal information for purposes of administering our business activities, providing the products and services you requested, to process your payment, to monitor the use of the service, our marketing and promotional efforts and improve our content and service offerings, and customize our site's content, layout, services and for other lawful purposes. These uses improve our site and better tailor it to meet your needs.



Furthermore, such information may be shared with others on an aggregate basis. Personally identifiable information or business information will not be shared with parties except as required by law.

Occasionally, we may also use the information we collect to notify you about important changes to our Website, new services, and special offers we think you will find valuable. You may notify us at any time if you do not wish to receive these offers by emailing us at the link provided on the newsletter.

### **What Are Cookies?**

A cookie is a very small text document, which often includes an anonymous unique identifier. When you visit a Web site, that site's computer asks your computer for permission to store this file in a part of your hard drive specifically designated for cookies. Each Web site can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a Web site to access the cookies it has already sent to you, not the cookies sent to you by other sites. Browsers are usually set to accept cookies. However, if you would prefer not to receive cookies, you may alter the configuration of your browser to refuse cookies. If you choose to have your browser refuse cookies, it is possible that some areas of our site will not function as effectively when viewed by the users. **A cookie cannot retrieve any other data from your hard drive or pass on computer viruses.**

### **How Do We Use Information We Collect from Cookies?**

As you visit and browse our Web site, the site uses cookies to differentiate you from other users. In some cases, we also use cookies to prevent you from having to log in more than is necessary for security. Cookies, in conjunction with our Web server's log files, allow us to calculate the aggregate number of people visiting our Web site and which parts of the site are most popular. This helps us gather feedback to constantly improve our Web site and better serve our clients. Cookies do not allow us to gather any personal information about you and we do not intentionally store any personal information that your browser provided to us in your cookies.

### **IP Addresses**

IP addresses are used by your computer every time you are connected to the Internet. Your IP address is a number that is used by computers on the network to identify your computer. IP addresses are automatically collected by our web server as part of demographic and profile data known as traffic data so that data (such as the Web pages you request) can be sent to you.

### **Sharing and Selling Information**

We **do not** share, sell, lend or lease any of the information that uniquely identify a subscriber (such as email addresses or personal details) with anyone except to the extent it is necessary to process transactions or provide services that you have requested.

### **How Can You Access and Correct Your Information?**

You may request access to all your personally identifiable information that we collect online and maintain in our database by emailing us at the usual address.

### **What About Legally Compelled Disclosure of Information?**

We may disclose information when legally compelled to do so, in other words, when we, in good faith, believe that the law requires it or for the protection of our legal rights. We may also disclose account information when we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating our Terms of Service or to protect the safety of our users and the Public.

### **What About Other Web Sites Linked to Our Web Site?**

We are not responsible for the practices employed by Web sites linked to or from our Web site or the information or content contained therein. Often links to other Web sites are provided solely as pointers to information on topics that may be useful to the users of our Web site.

Please remember that when you use a link to go from our Website to another web site, our Privacy Policy is no longer in effect. Your browsing and interaction on any other web site, including web sites, which have a link on our Website, is subject to that Web site's own rules and policies. Please read over those rules and policies before proceeding.

### **Your Consent**

By using our Web site you consent to our collection and use of your personal information as described in this Privacy Policy. We reserve the right to amend this privacy policy at any time with or without notice.

***Our Commitment To Data Security:***

Please note that your information will be stored and processed on our computers in the United States. The laws on holding personal data in the United States may be less stringent than the laws of your Country of residence or citizenship. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

**Choice/Opt-In/Opt-Out**

This site allows visitors to unsubscribe so that they will not receive future messages. After unsubscribing we will discontinue sending the particular messages as soon as technically feasible.

**Surveys & Contests**

From time-to-time our site requests information from users via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

**A Special Note About Children**

Children are not eligible to use our services unsupervised and we ask that children (under the age of 14) do not submit any personal information to us. If you are a minor, you can use this service only in conjunction with permission and guidance from your parents or guardians.

**Acquisition or Changes in Ownership**

In the event that the web site (or a substantial portion of its assets) is acquired, your information would be considered part of those assets, and may be part of those assets that are transferred.

**Policy Modifications**

We may change this Privacy Policy from time to time. If/when changes are made to this privacy policy, we will email users who have given us permission to do so. We will post any changes here, so be sure to check back periodically. However, please be assured that if the Privacy Policy changes in the future, we will not use the personal information you have submitted to us under this Privacy Policy in a manner that is materially inconsistent with this Privacy Policy, without your prior consent.