

COVENTRY PARK

A P A R T M E N T S

9401 Coventry Square Dr., Houston, TX 77099 Phone: 281-741-5503 TTY: 711

Office Hours: 8:30 am to 5:30 pm Mon to Fri

E-mail: coventrypark@arborprop.com Website: www.lifetimeatcoventrypark.com

Community Policies & TAA Lease Addendums:

NOTIFICATIONS: Communications with residents are done via email, text and paper notices. (Some notifications are required to be mailed or posted inside of the apartment.)

RESIDENT PORTAL: Links for your portal will be sent to you by text and email, please activate upon receipt. Through this portal you can pay rent, submit work orders and access your lease documents. Lease documents, and other paperwork, are found under the “Shared Documents” tab.

IMPORTANT TELEPHONE NUMBERS

Coventry Park Apartments Office
Emergency Maintenance

281-741-5503 TTY: 711
281-741-5503, option 3, then option 3 again

City Offices

Police Emergency
City of Houston
Non-Emergency police #

Utilities

911
311
713.884.3131

RENT PAYMENTS: Rent may be paid online, in person, or in the office.

WE ENCOURAGE YOU TO USE THE RESIDENT PORTAL TO MAKE YOUR RENT PAYMENTS. Payments made via the e-check option are free; credit cards and debit cards are accepted, but there is a fee. For the e-check option, you only need your bank routing number and your account number. If two or more payments are late, it will be grounds for eviction. If the resident receives rent assistance and assistance stops, the resident is responsible in full for payment of all rent due. Here is the link to the resident portal www.arborpm.appfolio.com.

RENTER’S INSURANCE: Your apartment community does not provide coverage for your personal belongings. We urge you to obtain renter’s insurance coverage for your personal belongings. Renter’s insurance may cover: 1. loss of personal belongings due to theft, vandalism, fire and/ or water leaks, 2. Natural disasters, 3. Liability for injuries, 4. Negligent destruction of tenant or landlord’s property, and 5. Additional living expenses coverage (if your apartment were left temporarily uninhabitable, this coverage may help pay for unexpected costs such as hotel bills).

PEST CONTROL: Pest Control is on the property every other Thursday and will treat the interior of your apartment by request. Inspect the apartment, upon move-in, for any insects and report any activity to the office. If none is reported, then the property is assumed to be in acceptable, pest-free condition. Reasonable steps should be taken to prevent, control, and report signs of insects to the office asap. We do not provide flea or bed bug treatments, and these treatments are at tenant cost. Make sure pets are on flea-preventative medication.

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RELETTING INFORMATION: There are no special circumstances in which you are permitted to break your lease (TAA Lease, Section 10.1 & 10.2). “The reletting charge is not a cancellation fee and does not release you from your obligations under this lease contract”, (TAA page 1). If you make the decision to move before the end of the lease contract, then please be aware of the following:

- Written approval must be given by the Coventry Park Apartments office to re-let your apartment.
- Written notice to vacate (on TAA Move Out form) must be given to the office. Reletting fee is due with the move-out notice; this fee must be paid before we will begin advertising unit availability.
- You are responsible for rent until the end of the lease term or until someone else signs a new lease and moves in, no rent will be missed.
- If you know of someone who is interested in your apartment, then you may refer them to the office.
- The applicant must complete an application, pay application fees, deposit, and qualify to move in. The apartment will be rented to new resident at current market rate, which may differ from your lease contract.
- Payments you have made to Coventry Park Apartments, including security deposit, remain in your account, and cannot be transferred to anyone else, or applied to rent.
- Security deposit refund (less lawful deductions) will be mailed no later than 30 days after approved move out date (TAA Lease 41.1).

Transfers: Transfer fees are \$400 for one-bedroom units and \$500 for two-bedroom units. These fees apply only when transferring during the current lease term. If the transfer occurs after the lease term ends, a new deposit will be required instead of a transfer fee. In all cases, your current apartment must pass a physical inspection before approval of the transfer.

PATIO/ WINDOW COVERING

- All window coverings must show a white backing. Aluminum foil, tinting, cardboard, signs, flags, paper, etc. may not be placed over windows where they can be seen from the exterior.
- Patios and balconies may not be used to store boxes, trash, clothing, dead plants, machinery, gasoline or electric-powered motors, broken furniture, interior furniture, hammocks, etc. No drying clothing, towels, blankets, flags, etc. are permitted to overhang on the patio railing or anywhere on the patio or breezeway. Only outdoor furniture may be placed on the outside. NO COOKING/HEATING DEVICES ALLOWED – EVER, per city ordinance.
- **Use of gas or charcoal grills on the patio/balconies is prohibited; nothing with an open flame is permitted. Gas or charcoal grills will be removed.**

PET POLICY: Our pet policy is as follows:

- \$200 Non-refundable pet fee is required, and a \$200 per pet deposit. Pet rent is \$25 monthly per pet. All applicants must create a profile on Pet Screening.
- Maximum of 2 pets allowed per unit, under 40 lbs
- Visiting pets are **NOT** allowed (TAA Lease 27.1-27.2).
- To comply with Fair Housing Laws, we will need additional paperwork if you are seeking a *Reasonable Accommodation Request* for an assistance animal (TAA Lease 27.1).
- A fine of \$25 per offense will be issued for not cleaning the grounds after your pet.

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PETSCREENING IS A REQUIRED PART OF THE APPLICATION PROCESS FOR ALL APPLICANTS:

A welcoming environment is paramount to all of our residents. To help ensure ALL of our residents our pet and animal-related policies, we use a third-party screening service and require EVERYONE to profile (No Pet/Pet/Animal). This process ensures we have a formalized pet and animal-related acknowledgments and more accurate records to create greater mutual accountability. If you need in another way, please contact your housing

Please get started by selecting a profile category on our landing page. Copy and paste the following link in another tab: <https://liffeatcoventrypark.petscreening.com/>

MAINTENANCE EMERGENCIES (281-741-5503 follow prompts): Maintenance requests will be completed in a timely manner. Non-emergency requests will be completed between 8:30 AM and 5:00 PM, Monday through Friday, excluding holidays.

After office hours, call 281-741-5503 and follow the voice-guided prompts to speak to the answering service operator. The answering service will contact the on-call maintenance employee, who will either call or come by the dwelling to determine the appropriate course of action.

Maintenance emergencies are considered as:

- broken or non-working doors, locks, and windows (we do not do lockouts).
- lack of heat, air conditioning, or water
- The commode is not functioning (try to plunge first)
- flooding or broken pipes ****Report water leaks or mold immediately****

If something presents a danger to people, such as fire, then call 911, and then the office.

It is your responsibility to report maintenance problems within the apartment to the office as soon as you notice them (leaks, mold, drips, broken doors, etc.). Damages caused to the property by not reporting necessary repairs may be charged to the resident.

PLUMBING: Lavatories, sinks, toilets, and all water and plumbing apparatus will be used only for the purpose for which they are constructed. Feminine hygiene products and other foreign substances must not be thrown into such plumbing apparatus. Any damage to such apparatus, and the cost of cleaning and/or repairing damages, resulting from misuse, will be borne by the Residents. If the toilet overflows, turn off the water. There is a knob at the base of the toilet that will shut off the water.

TOWING: Our community allows parking only for vehicles that are properly registered and approved. All residents must register their vehicle with Houston Texas Towing before moving in. You'll receive the registration link during your move-in paperwork.

All guests must also register their vehicles online using the same link provided to you during the move-in process before parking in the community. Any unregistered or unauthorized vehicle may be towed at the owner's expense.

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It is the resident's responsibility to ensure that both their vehicle and their guests' vehicles are properly registered through the approved link. The property and towing company are not responsible for any towing charges due to an unregistered vehicle.

Towing is enforced 24 hours a day, 7 days a week by Houston Texas Towing, an independent towing service authorized to remove any unregistered or unauthorized vehicles.

PARKING & COMMON AREAS

- The driveways, sidewalks, courtyards, entry passages, stairs, and halls shall not be obstructed or used for any purpose other than ingress and egress.
- Parking space is limited, therefore, there is a limit of 1 vehicle per adult occupant.
- Bicycles and such other vehicles must not obstruct the driveways, sidewalks, courtyards, entry passages, stairs, or halls. Boats, trailers, commercial vehicles, etc., are prohibited.

KEYS AND PARKING REGISTRATION

- Keys are issued at move-in for each resident on the lease. Keys issued at move-in must be returned upon move-out. Applicable fees for unreturned or lost keys may be found in the "Move-Out Charges" section on page 5.
- All residents must register their vehicle with Houston Texas Towing before moving in. You'll receive the registration link during your move-in paperwork.
- The resident is responsible for updating vehicle information with property management.
- Parking spaces next to the office are designated for Office Parking; do not park in these spaces unless you are in the office or checking the mail.

NOISE VIOLATIONS: Anytime the police are called out to a unit and conclude the call was warranted for excessive noise, parties, etc., it is a "Verified Noise Complaint", or a VNC. If a situation has been declared a VNC, the police department will notify the office on the next business day, via email, about the incident. Anytime we receive a VNC, it automatically constitutes a lease violation for the tenant, even if it was due to a guest (tenants are responsible for their guests).

A \$50 fine will be imposed upon the resident for the VNC lease violation, \$75 for the second VNC lease violation, and a third will result in eviction. A third lease violation for any reason will result in eviction; we take VNC's very seriously.

NOISE FROM NEIGHBORS: The Resident and guests must always maintain order in the apartment and at all places on the grounds, and must not make any loud, improper/ boisterous conduct or otherwise disturb the comfort or interrupt the sleep of other residents.

All radios, television sets, stereo equipment, or any other appliances, or items which may cause noise, etc., must be turned down to a level of sound that does not annoy or interfere with other residents. No band instruments shall be played on the premises at any time. No music lessons, either vocal or instrumental, shall be permitted on the premises at any time.

COMMUNITY STANDARDS OF OCCUPANCY: All residents in our apartment community meet the same non-discriminatory qualification standards based on income, employment, and credit and

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rental history. The maximum number of occupants allowed in one-bedroom apartments is two people. For liability and safety purposes, anyone living on the property must be approved by the office and must complete the same application and screening process that the Leaseholder completed. Anyone in the apartment for more than 4 consecutive days is 'living on property' and must apply for approval.

MOVE-OUT CHARGES (where applicable) Charges are subject to change based on market rate.

Item	General Price
Kitchen Cleaning	\$100+
Bathroom Cleaning	\$50+
Removal of trash in the apartment	\$50 per bag
Holes in walls	\$10 per hole
Replacement vertical blinds	\$125
Replacement window blinds	\$80+
Carpet cleaning	\$100+ (depending on the size of the apartment)
Keys unreturned	\$25 each
Re-key or replace locks	\$45
Parking permit	\$50 each
Replacement smoke detector	\$35 each
Resurface countertop	\$200+
Fire Extinguisher	\$40
Deodorize due to smoke	\$500 +

MOVE-OUT INSTRUCTIONS

- Give the office 60-day written notice of intent to move-out, include your **forwarding address** and new phone number for security deposit refunds (full lease term must have expired). Security deposit will be processed and mailed within 30 days of lease expiration date.
- Forward your mail with the post office.
- Clean the entire apartment following the instructions below.
- Upon completion of cleaning, turn in all parking permits and keys to the office (apartment, laundry, and mail). Keys should be returned by midnight on the date of your lease expiration.
- Leave A/C on at a minimum of 78 degrees – DO NOT TURN OFF.
- Leave electricity on for 1 day after lease expiration.
- Pay any fees, or remaining balances owed to the office or resident portal.

DO NOT LEAVE ITEMS (COUCHES, MATTRESSES, ETC.) OUTSIDE DUMPSTERS. THE TRUCKS WILL NOT PICK THEM UP.

MOVE-OUT CLEANING INSTRUCTIONS

1. Clean the inside oven, drip pans, grease traps, and vent hood.
2. Refrigerators must be cleaned thoroughly, including gaskets and drip pan. DO NOT TURN OFF.
3. Clean the dishwasher inside and out.
4. Clean tile: bathroom tile and all floors.
5. Clean bathroom and kitchen sinks, bathtub, commode, fixtures and mirrors.
6. Woodwork, doors, and wall plates must be wiped free of smudge marks as well as possible.
7. Remove any nails and hooks.

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8. Empty all drawers, closets, and cabinets of trash.
9. Remove all shelves, paper, and wipe countertops clean.
10. Clean light fixtures, ceiling fans, and replace burned-out light bulbs.
11. Sweep the patio and storage room.
12. Clean all windows, blinds, and patio doors, including tracks.

HOUSEKEEPING STANDARDS POLICY: An inspection of the property by management may be conducted every six (6) months or sooner if necessary. Failure to abide by Housekeeping Standards is a violation of the lease and can result in eviction. Two (2) warnings will be issued, with seven (7) days to remedy the condition, before eviction action will commence.

Housekeeping standards inside the unit:

1. The entire unit should be clean and free of dirt and grease. Excessive mildew and mold should be removed.
2. Floors should be clean, clear, and free of hazards. Hazards include, but are not limited to paper, boxes, bottles, cans, clothing, bedding, towels, Styrofoam, etc.
3. Trash should be disposed of properly and not left in the unit (dumpsters are located on the backside of the property).
4. Throughout the unit, including food storage areas, housekeeping should be such that it does not contribute to rodent or insect infestation.
5. The kitchen should be kept clear of spilled food and grease.
6. Appliances should be kept clean.
7. Storage areas and closets should be neat and clean. **NO** flammable materials may be stored in the unit or in property storage.
8. Pathways to front and back doors, bedroom, bathroom, and kitchen must be clear from furniture, appliances, and debris.

Housekeeping standards outside the unit:

1. Front and back yards should be free of debris, trash, old furniture and appliances. Porches should be free of living room type furniture. Nothing should be placed on the exterior walls without the permission.
2. Sidewalks should be clear and free of hazards.
3. Parking lot/space should be free of grease and oil. Inoperative automobiles must be removed. No repairs of automobiles are allowed on the premises, no washing of vehicles, oil changes, etc.
4. Putting containers in yards and on porches to feed stray animals is **not** allowed. Charges will apply for trash pickup.

Procedures to be followed when a unit fails inspection:

- When a unit fails the initial housekeeping inspection, a follow-up will be conducted within two weeks.
- If, at the follow-up inspection, the unit fails, the unit will be inspected again in thirty (30) days.
- If the unit fails the thirty (30) day follow-up inspection, the resident's Lease will be immediately terminated.

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Reserved parking is available for \$30 per month.

VEHICLE INFORMATION:	
_____ Year of vehicle	_____ Make & Description
_____ License plate #	_____ Color
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_____ Year of vehicle	_____ Make & Description
_____ License plate #	_____ Color
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_____ Year of vehicle	_____ Make & Description
_____ License plate #	_____ Color

Resident name: _____

Address: 9401 Coventry Square Dr. # _____ Houston, TX 77099

Tenant Signature

Date

Tenant Signature

Date

Tenant Signature

Date

Office Staff

Date