

Texan Property Management

Application Process

1. **Submission:** We process applications on a first-come, first-served basis. The first applicant to submit a completed application, including all required documents, will receive priority over any other application.
2. **Documents Required:** To expedite the process, please send the following documents immediately after submitting your application:
 - Completed application form and a \$50 application fee for each adult (18 and over)
 - Copy of government-issued identification
 - Copy of Social Security Card
 - Copy of the most recent pay stubs (covering 30 days) or tax return if self-employed or paid by tips
 - Authorization to release information (provided by us)
 - Application Addendum

Note: We cannot accept bank statements only, copies of checks, or birth certificates.

3. **Processing Time:** Most applications take 1-2 business days to complete once all required documents have been received.
4. **Pet Screening:** A completed pet screening for all animals including dogs, cats, birds, fish, etc., is required along with your application. This is a separate application and must be completed before signing.
 - Pet screening charges a \$20 pet application fee per pet.
 - Pet Screening must be completed and returned before signing a lease.
 - There is no charge for service animals.

5. **Approval Process:** If Approved:
 - The move-in date must be no later than 2 weeks from the date of approval.
 - All required utilities need to be turned on by your move-in date.
 - Move-in funds within 48 hours after approval; we collect a "Hold Fee" to hold the unit up to 14 days. We will reserve the unit with a payment equal to 50% of the security deposit. If you choose not to move in after we've removed the listing from all advertising, this amount will be forfeited. However, if you proceed with the move-in, the "Hold Fee" will be credited toward your security deposit. Depending on your move-in date, the following funds are due at the time of move-in: Security Deposit, Prorated Rent, First Month's Rent, Pet Deposit if applicable.
 - Pet Funds: Monthly pet rent ranges from \$25-\$45 per pet. Pest deposits range from \$350 to \$500.

We look forward to having you as a resident. We want to inform you of the criteria we utilize to qualify you for tenancy in one of our homes. If, after reading this information, you feel you may have difficulty meeting our criteria, we recommend making an informed decision about whether to proceed with the application process. Please note that if you choose to continue with the application and are denied, the application fee will not be refunded.

Qualification Criteria:

Texan Property Management has the right to deny an application if the following criteria is not met.

Income Requirement: Applicants must make a combined total of 3 times the monthly rent (gross income).

1. **Criminal Background Check:** We conduct criminal background checks. Applicants may be denied if they have:
 - Felony criminal convictions or are currently serving felony deferred adjudication
 - Misdemeanor criminal convictions or are serving misdemeanor deferred adjudication
 - A pending case for theft of property, injury to a person, damage to property, violence, drug violations, sexual offenses, or attempted felony or misdemeanor offenses related to the above violations.
2. **Credit Check:** Applicants with a bankruptcy filed within the last 24 months will be denied. Bankruptcies between 2-5 years old will be handled on a case-by-case basis.
3. **Rental History:** We verify the last 5 years of residency to ensure no evictions or landlord debts within the last 24 months. Landlord debts older than 24 months may be considered if they are less than \$2500 with a reasonable explanation.
4. **Employment Verification:** We verify current and last employer to check dates and income.
5. **Accuracy of Information:** Failure to provide accurate and complete information on the application may result in denial.

Important Notes:

- Applications will not be considered complete until all required documents are received.

Thank you again for considering Texan Property Management. We hope this information helps you make an informed decision about your application.

Information Regarding Pets in the Home

At Texan Property Management, we consider pets part of the family and welcome them in our homes. To ensure a smooth process, please review the following guidelines:

Pet Application Process:

- When filling out your application, provide the full breed's name of your pet (e.g., "Airedale Terrier" instead of just "Terrier").
- Submit pictures and up-to-date records for every pet you have.
- All pet applications must be completed before your move-in date.
- The property will remain on the market until the pet application and all necessary funds have been collected.

Restricted Breeds: We have restrictions on certain breeds, including but not limited to:

- Great Danes
- Staffordshire Terriers
- German Shepherds
- Pit Bull Terriers
- Presa Canarios
- Wolf-Hybrids
- AKitas
- Doberman Pinschers
- Cane Corsos
- Mastiffs
- Alaskan Malamutes
- Siberian Huskies
- Chow Chows

Deposits:

Deposits are based on the number of pets:

- 1 Pet is \$350, with a \$50 additional charge for each pet after the first one.
- The maximum number of pets allowed is 4, with a limit of 2 dogs.
- Pet owners will be charged a monthly pet rent ranging from \$25 to \$45 per pet.
- Service animals will not be charged.
- Acquiring a pet after move-in requires approval beforehand.
- Unauthorized pets found on the property will result in a \$350 fine and a \$10 per day charge for every day the animal remains unauthorized.

Thank you for understanding and complying with our pet policies. We look forward to welcoming you and your furry friends to our community!

Privacy Policy for your Personal Information when applying for a Rental or a Tenant.

We are dedicated to protecting the privacy of your personal information, including your Social Security or other governmental identification numbers. We have adopted a privacy policy to help ensure that your information is kept secure. We follow all Federal and State laws regarding the protection of your personal information.

How information is collected. You will be finishing some of your personal information (such as your Social Security or other governmental identification numbers_ at the time you apply to rent from us. This information will be on your qualifying criteria sheet that is provided with your application form or other document that you provide to us or to an apartment locator service, either on paper or electronically.

How and when information is used. We may use the information in the process of verifying statements made on your rental application, such as your rental, credit and employment history. We may use the information when reviewing any lease renewal. We may also use it to assist us in obtaining payment from you of any money you may owe us in the future.

How the information is protected and who has access. In our company only authorized persons have access to your Social Security or other governmental identification number. We keep all documents containing this information in a secure area accessible only by authorized person. We limit access to electronic versions of the information to authorized persons only.

How the information is disposed of. After we no longer need your Social Security or other governmental identification numbers, we will store or destroy the information in a manner that ensures that no unauthorized person will have access to it. Our disposal method may include physical destruction or obliteration of paper documents or electronic files containing such information. Our software immediately encrypts social security numbers.

Locator Services. If you found us through a locator service, please be aware that locator services are independent contractors and are not our employees, even though they may initially process rental applications and fill out lease forms. You should require any locator service you use to provide their Privacy Policies, as well.

Privacy Policy for Your Personal Information

At Oakridge Premier Property Management, safeguarding your personal information, including your Social Security or other governmental identification numbers, is of utmost importance. Our privacy policy is crafted to uphold the security and confidentiality of your information in accordance with all Federal and State laws.

Collection of Information: When applying for a rental, you will be required to provide personal information, including your Social Security or other governmental identification numbers. This information is included on your qualifying criteria sheet, which is part of your application form, or other documents submitted to us or to an apartment locator service, either in paper or electronic form.

Use of Information: We utilize your information to verify the statements made on your rental application, including your rental, credit, and employment history. Additionally, it may be used when reviewing lease renewals or to assist in obtaining payment from you for any future owed amounts.

Protection and Access: Access to your Social Security or other governmental identification numbers is restricted to authorized personnel only. All documents containing this information are securely stored and accessible only by authorized personnel. Access to electronic versions of the information is limited to authorized personnel only.

Disposal of Information: Upon completion of our need for your Social Security or other governmental identification numbers, we ensure that the information is stored or destroyed in a manner that prevents unauthorized access. Our disposal methods include physical destruction or obliteration of paper documents or electronic files containing such information. Our software immediately encrypts social security numbers.

Locator Services: Should you have found us through a locator service, please be aware that locator services are independent contractors and are not our employees. They may initially process rental applications and fill out lease forms. You should request any locator service you use to provide their Privacy Policies as well. Thank you for selecting Texan Property Management. We are committed to protecting your personal formation and ensuring your privacy.

Listings

All Texan Property Management residents are enrolled in the Resident Benefits Package (RBP) for \$55.00/month which includes liability insurance, credit building to help boost the resident's credit score with timely rent payments, up to \$1M Identity Theft Protection, HVAC air filter delivery (for applicable properties), move-in concierge service making utility connection and home service setup a breeze during your move-in, our best-in-class resident rewards program, on-demand pest control, and much more! More details upon application.

Resident Application/Rental Requirements

The Texan Property Management Resident Benefits Package (RBP) delivers savings and convenient, professional services that make taking care of your home second nature. By applying, Applicant agrees to be enrolled and to pay the applicable cost of \$55.00/month, payable with rent.

Your RBP may include, subject to property mechanicals or other limitations:

- HVAC air filter delivery directly to your door approximately every 90 days
- Liability Insurance that meets all lease requirements from an A-rated carrier
- Move-in concierge service that includes a one call set up your utility services, cable, and internet services
- A resident rewards program that helps you earn rewards for paying your rent on time
- Credit building to help boost your credit score with timely rent payments
- \$1M Identity Fraud Protection for all adult leaseholders
- On-Demand Pest Control that includes an innovative pest control service that provides an effective, reactive, and targeted approach to pest control
- 24/7 online maintenance reporting
- Home buying assistance for when the time is right to buy your "forever" home
- Online portal that includes access to your account, documents, communication and payment options
- Vetted vendor network: we find the technicians who are reputable, licensed, and insured

Liability Insurance Requirements and Options:

The Landlord requires Tenant to obtain liability coverage of at least \$300,000 in property damage and personal liability from an A- rated carrier and to maintain such coverage throughout the entire term of the lease agreement. Tenant is required to furnish Landlord evidence of the required insurance prior to occupancy, at the time of each lease renewal period, and upon request.

To satisfy the insurance requirement, Tenant may either (1) be automatically enrolled into the Landlord or Property Manager's Master Policy that satisfies the coverage requirements as part of the RBP; or (2) obtain alternative liability coverage from an insurer of Tenant's choice that meets the requirements set by the Landlord herein. The option Tenant chooses shall not affect whether Tenant's lease application is approved or the terms of Tenant's Lease. Tenant's election shall be determined by the actions of the Tenant as provided below:

Option 1: Master Policy (Automatic Enrollment) – If the Tenant does not provide evidence of the required insurance coverage by the Lease commencement date, Tenant has elected to be automatically enrolled into an insurance policy as part of the RBP. Coverage will begin on the effective date of Tenant's lease and continue throughout the term of the Lease. The monthly premium for the elected insurance policy is \$11.95. Please refer

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to the evidence of insurance that is supplied by Texan Property Management for additional coverage details.

Option 2: Tenant Policy (Policy Verification Required) - Tenant has elected to find, purchase, and maintain Tenant's policy that satisfies the Landlord's coverage requirements. Tenant must provide evidence of the required insurance coverage by the Lease commencement date. The RBP Fee will be adjusted accordingly. Visit <http://insurance.residentforms.com/> and follow the instructions listed there to provide evidence of the required insurance coverage to your Landlord.

Please be sure that your policy meets the following criteria prior to submitting:

- **Policy is purchased from an A- rated carrier**
- **Policy meets or exceeds the required \$100,000 in property damage and personal liability**
- **Texan Property Management is listed as additional interest**
- **InsuranceSupport@SecondNature.com is also listed as additional interest**
- **Texan Property Management address is listed as: PO Box 660121 Dallas, TX 75266**

It is Tenant's sole responsibility to timely pay premiums directly to the Tenant's insurance provider to avoid cancellation of coverage. If the policy is canceled or lapses at any time during the term of the Lease, Tenant shall be subject to a lease violation fee of \$100.00 and agrees to be subsequently enrolled into the policy referenced in Option 1 above.

Consent to Receive SMS Messages: Tenant consents to receive SMS messages (including text messages), and telephone calls (including prerecorded and artificial voice and autodialed) from the Landlord and the RBP Providers at the specific number(s) provided to the Landlord, with service-related information, account information or questions, and/or marketing information. The Tenant represents that the Tenant is permitted to receive calls and text messages at the telephone number provided to the Landlord by the Tenant. Standard message and data rates may apply. SMS messaging services may be modified from time to time, for any reason, and without notice, including the right to terminate SMS messaging with or without notice, without liability to the Tenant.

NOTE: *The total monthly cost of the Resident Benefits Package is all-inclusive, and no discounts will be given if any element of the package is unavailable due to a lack of HVAC or another limitation at a specific property. All services are subject to the terms and conditions of the Resident Benefits Package Lease Addendum.*



★★★★★ Over 15,000
5-star reviews



TEXAN PROPERTY MANAGEMENT
YOUR PROPERTY. OUR PASSION

Feel right at home with our **resident benefits package.**



Filter Delivery Service - Changing filters is as easy as opening the front door. This service helps you save up to \$250/year and reduces the hassles of repairs.



Renters Insurance Program - We've secured the industry-leading value policy from an A-rated carrier. You'll benefit by being added to our master policy so all of your insurance requirements in the lease are met. If you want a retail individual policy, you can still get that at any time.



Resident Rewards Program - Rent day is now rewards day. You'll get cash, gift cards, and exclusive discounts you can use to save up to \$4500/year on everyday expenses.



Credit Building - We report every on-time rent payment so you build credit. Average increases of 23 to 42 points in resident scores. We can report up to the past 24 months for an immediate boost.



\$1M Identity Protection - 1 in 4 Americans are victims of identity fraud. All adult leaseholders get \$1M coverage backed by AIG, monitoring through IBM's Watson, and a dedicated, US-based Identity Restoration Specialist.



Move-In Concierge - One call sets up utility, cable, and internet services - and helps you get the best promos and discount codes available.



On-Demand Pest Control - Pest Assurance, powered by Pest Share, a targeted and effective pest control solution.



Online Portal - Access your documents and pay rent through our easy to use online portal.



24/7 Maintenance Coordination - It always seems like things happen after hours. This makes reporting those pesky maintenance issues easy and fast either online or by phone.



Vetted Vendor Network - Everyone who services your home is screened to exceed our standards for insurance, licensing, and professionalism for the job.



Home Buying Assistance - For those who want to move onto homeownership, we'll help you get there.

Learn more at secondnature.com/residents

second nature®



RESIDENT BENEFITS PACKAGE

Frequently Asked Questions



Who is Second Nature?

Second Nature works with professional property managers to deliver top-tier resident experiences to over 1M residents nationwide. As a trusted partner, they power many aspects of our resident benefits package behind the scenes, ensuring a smooth and enjoyable experience for all.

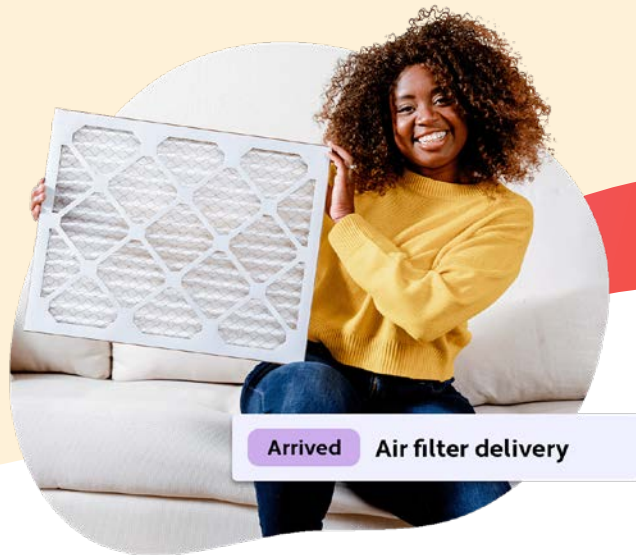
What is an RBP?

The Resident Benefits Package (RBP) is a suite of services designed to provide savings, convenience, and professional services to all residents.

Visit secondnature.com/residents to learn more or reach out to residenthelp@secondnature.com with questions.

FREQUENTLY ASKED QUESTIONS

Air Filter Delivery



Why is it important that I change my air filter regularly?

Regularly changing your air filter greatly reduces HVAC issues and repairs. A clean air filter allows your system to use less energy on a daily basis, leading to a 10-15% reduction in energy costs. By changing your air filter when you receive a new shipment, you'll remain in compliance with your lease agreement and have cleaner air for you and your family.

When will I receive my air filter?

Filters are shipped by Second Nature on a regular cadence to our residents. Your first shipment should arrive within the first 30 days of your move in date.

What kind of air filters does Second Nature send?

Second Nature supplies quality, MERV 8 rated filters which arrive with instructions on how to change your air filter, advice on where your air filter may be located, and direct access to Second Nature's customer service number.

I use high rated filters in my home due to a medical need, can I receive a higher rated filter?

Second Nature will be happy to upgrade the quality of your filter. Please email their customer care center at residenthelp@secondnature.com.

My filter shipment was lost, damaged, included the incorrect size/quantity, what do I do?

Second Nature will gladly send you a free replacement. Please email their customer care center at residenthelp@secondnature.com.

FREQUENTLY ASKED QUESTIONS

Resident Rewards



What is Piñata and how does it work?

Rent day is now rewards day. With Piñata's Resident Rewards program, you'll earn gift cards and substantial savings just for signing up. Pay rent on time to earn Piñata Points, redeemable for discounts and virtual gift cards in the Piñata Marketplace via the mobile app or their website.

How do I set up my rewards account?

Shortly after you've signed your lease and moved into your home, you'll receive an email from Piñata, our rewards partner. Simply follow the instructions to access your rewards account.

How do I earn rewards?

You'll be greeted with an initial reward of Piñata Points which you can use for in-app purchases or towards virtual gift cards to retailers like Amazon, Target, Apple, and more! You'll receive additional rewards with greater usage and with each timely rent payment.

How do I use my rewards?

Log into the Piñata app or website to view your rent due date and amount. Watch your Piñata Points grow with each on-time payment, and redeem them for rewards in the Marketplace tab whenever you're ready.

I'm having an issue with the Piñata app, how can I resolve this?

Piñata offers a chat feature which links directly to their customer support team.

FREQUENTLY ASKED QUESTIONS

Credit Building



↑ 40 pts Credit score increase

What is credit building?

Credit scores are used to determine creditworthiness, which impacts how favorable the terms of any loans you take out, whether it's credit cards, personal loans, car loans, or a mortgage for a home. We will monitor your on-time rent payments and report those payments to the credit bureaus, so your credit score will increase just for paying your rent on time. The best part is, we report to all three of the national credit bureaus (Experian, TransUnion, and Equifax), so that your rent payments have the maximum impact on your credit score.

Once rent payments get reported (it could take up to 90 days from your first rent payment on RBP), they'll appear as a new trade line on your credit report. The trade line will continue to show timely rent payments throughout your time living with us.

Why are you reporting my rent payments to the credit bureaus?

For most people, housing payments are their greatest monthly expense. We think it's only fair that our residents benefit from their timely rental payments.

What if there's multiple people paying rent? Who gets the credit score boost?

Our credit building service covers everyone in the unit that's listed on the lease, and at least 18 years of age. It doesn't matter how you're splitting up rent, or if you've got someone living with you who isn't contributing to the rent at all. As long as the full rent amount is received on time, everyone in the unit will see their credit scores improve. It's that simple!

FREQUENTLY ASKED QUESTIONS

Identity Protection



What is identity protection?

Every tenant listed on the lease who is 18+ will be enrolled in Aura, which uses IBM's Watson AI to proactively keep your data safe, and alert you if there are any data breaches or suspicious activity. You'll also get \$1 million in coverage in the event of lost funds due to identity theft.

How do I set up my account?

No action is necessary – you're already covered. As a part of our resident benefits package, you are automatically enrolled in Aura when your lease is signed. You'll receive a welcome email from Aura to set up your online account if you'd like to take advantage of even more features available to you at no cost.

What happens if my identity is stolen?

If your identity is stolen, log in to your account at my.aura.com/sign-in to file a claim. You'll be paired with a dedicated case manager who will walk you through the steps to getting your information secured and getting you back on your feet.

What does the \$1 million identity protection coverage entail?

Our \$1 million identity protection coverage ensures that, in the event of identity theft, you will have substantial financial support. This coverage encompasses expenses like legal fees, lost wages, and other costs associated with restoring one's identity. The goal is to ensure that if someone does fall victim to identity theft, they're not left shouldering the financial burden alone.

FREQUENTLY ASKED QUESTIONS

Renters Insurance Program



 **Liability and contents covered***

What's covered under the master policy?

\$100,000 of property damage, \$100,000 of personal liability, and \$25,000 of dog bite coverage if you have a registered animal. Your policy also may include \$10,000 contents coverage.

How do I know what my policy covers?

You will receive your Evidence of Insurance (EOI) and complete policy details in the weeks following enrollment. In the meantime, feel free to request a copy of the Master Policy** Summary from Second Nature by emailing insurancesupport@secondnature.com.

How do I make a claim?

Go to insurance.residentforms.com and click "Submit Your Claim" in the navigation bar.

If you have a third-party policy, please contact your carrier to submit a claim.

What are my out-of-pocket expenses?

Your monthly premium is included in your Resident Benefits Package. Additionally, like any insurance, you will be responsible for any applicable deductible which can range from \$0 to \$500 depending on the claim type.

What type of events are NOT covered under my policy?

- Damage to the premises that is not caused by the resident
- Vandalism/intentional damage
- Pests (e.g. squirrels, mice, ants, roaches, etc)
- Flood damage
- Wear and tear
- Theft or disappearance of personal property that does not result from burglary/forced entry.
- Natural causes (hurricanes, tornadoes, etc.) If these are covered, it typically would be through the homeowner's policy.

Who can I contact for more information or assistance?

If you have any questions about Second Nature's renters insurance program, email insurancesupport@secondnature.com or visit insurance.residentforms.com/faq.

*Contents coverage is not included in all policies and is subject to availability and choice of policy. Please refer to your policy for exact coverage.

**Important Note: The Master Policy is not an H04 renter's policy. Please see policy disclosures for details of coverage.

Renters Insurance Program is provided by Second Nature Insurance Services, LLC (NPN 20224621). For questions or claims related to your Renters Insurance Program, please contact claims@secondnature.com.

FREQUENTLY ASKED QUESTIONS

Move-In Concierge



What is move-in concierge?

Our move-in concierge service simplifies your transition by handling all utility and service connections for you, including water, gas, electric, internet, and more. Instead of making multiple calls and searches for providers, we streamline everything into one efficient process, ensuring you get the best rates. It's like having a hotel concierge for your move-in needs.

How does it work?

Transferring the required utilities into your name and setting up other services you may want is easy with our move-in concierge. Simply schedule a convenient time with the move-in concierge directly, by visiting try.secondnature.com/move-inconcierge. You will need to know which utilities you are responsible for transferring into your name, as outlined in your lease. The concierge team will take it from there! (This service is recommended if your move in date is 72 hours or later from receiving this notice.)

FREQUENTLY ASKED QUESTIONS

On-Demand Pest Control



What is on-demand pest control?

On-Demand Pest Control is a fast, easy, and effective way to treat active pest infestation. We offer online claim submission for covered pests, so you can get started on getting rid of your pest problem right away. Our treatment and coordination costs are included for all covered claims, so you can rest assured that you're getting the best possible service.

How does it work?

If a covered pest issue arises, a request can be made online at pest.residentforms.com. Simple and easy! Just provide your address (including any unit #), phone number, email, and visible pest(s).

What pests can I request service for?

Please check the RBP addendum or section of your lease that references On-Demand Pest Control to see what pests are covered in your plan at no additional cost. If a pest falls outside of coverage, you can still submit a claim. When possible, a vetted vendor contact will be provided and discounted pricing for treatment may apply.

You can read the full terms of service at pest.residentforms.com/resident-terms-of-service.

Can I file more than one claim per year?

While unlikely, it is possible you could have separate infestations within a calendar year, which the plan accommodates. Each service also has a 30-day warranty from the completion of service date to ensure each issue is fully treated.



Living well should be Second Nature

If you have any further questions please reach out to
residenthelp@secondnature.com