



Community Policies

The Community Policies have been established to keep a consistent exterior that is uniform and appealing at all times. The Community Policies, or rules, including instructions for the care of our property is considered part of your Lease Agreement.

Office Hours:

Monday – Friday 8:00a.m. – 5:00 p.m.
Saturday / Sunday CLOSED

Rental Payments: Rent is due on the 1st day of the month. Rent will be accepted in the form of a cashier's check, money order, personal check or via online tenant portal. Personal checks from non-residents are NOT accepted. For the safety of office personnel, cash is NEVER accepted by office staff. Non-sufficient funds checks must be reimbursed in the form of cashier's check or money order. After one (1) NSF check, management reserves the right to require all future payments to be in the form of cashier's check or money order.

1. **Notices:** A 30 day written notice is required prior to the lease expiration. If the term has expired a 30-day notice is still required. In the event of medical illness or death, a 30-day notice is still required.
2. **Resident Privacy:** The Augusta at Gruene will not provide personal or credit information about the resident to any individual. With written permission from resident, we will provide rental history.

3. **Keys:** There will be a \$3.00 replacement fee for replacement of each key lost and a \$25 fee for each garage remote lost. In the event a resident is locked out and requires the services of the property manager or official designee, after office hours for opening resident's apartment, the resident will be charged \$30 for each occurrence. If the interior dead bolt is engaged and a window must be broken, resident will be charged the vendor's cost for window replacement.

**Alteration, replacement, or addition of any locks or deprogramming of garage remotes is strictly prohibited. Management must retain keys to all locks / devices. **

4. **Security Systems:** Security Systems are permitted to be installed ONLY with written consent from management with the understanding that management MUST be given the access code upon installation per paragraph 6 of the Intrusion Alarm Addendum of your lease contract.

5. **Preventative Maintenance:** Pest Control, A/C Filters and smoke detector checks are performed on a regular basis. Your cooperation in this process is essential to ensure the safety and comfort for everyone in our community. Requests for interior pest control treatments must be requested by you. Schedules for Preventative Maintenance and Pest Control will be provided on move in day or sent via email in mid-December for the following year.

6. **Window Coverings:** Faux Wood blinds have been provided for your windows and MUST remain in place. Additional interior window treatments (sheers, curtains) are permitted. Aluminum foil, stickers, flags, or signage may not be placed on / in the windows.

7. Any employee performing an act at the request of the resident which is beyond his/her normal duties shall be the resident's agent.

10. **Satellite Dishes:** Satellite dishes are permitted outside of your apartment with our prior written approval and additional \$250 security deposit. Installation may only be installed by a qualified contractor with a minimum of \$50,000.00 liability insurance. Installation may only take place during The Augusta at Gruene business hours of Monday – Friday 8am – 5pm.

11. **Patios:** The condition of our patios has a direct impact on the overall appearance of our community. Acceptable items to keep on your patio include outdoor patio furniture, electric grills only, potted plants and garden décor. NO trash, trash cans, bicycles, toys, boxes, laundry, or other miscellaneous items are permitted. By ordinance of the City of New Braunfels, NO gas or charcoal grills are permitted.

12. No resident shall do or permit anything to be done in said premises which will in any manner increase the rate of fire insurance or conflict with the laws, regulation, rules, and ordinances of The City of New Braunfels Fire Department, Department of Health or any other constituted authority.

13. **Vehicles:** Your vehicle is registered with the office. If you change vehicles, You MUST notify the office. Vehicle acceptance is subject to owners' approval. Owner reserves the right to request residents to park vehicles in attached garage or be removed from premises if resident does not have attached garage. All vehicles must be parked in designated parking spaces.

** Parking is first come first serve for residents and registered guests unless otherwise designated by property issued signage. Parking or driving on sidewalks or grass is NOT permitted.

** Fire lane parking violations will be strictly enforced. All vehicles parked in areas marked FIRE LANE will be towed at resident's expense.

NO trailers, boats, boat trailers, work vehicles or recreation vehicle are allowed to be parked on the property. Motorcycles are not permitted to be parked on patios. Motorcycles must be parked inside garage or in appropriate parking space. Motorcycles, bicycles, roller skates/blades, and skateboards must not be ridden on sidewalks.

Vehicle washing, repairs, or maintenance of any kind is strictly prohibited.

Vehicles must be in good working condition and properly always tagged / licensed. Disabled or inoperative vehicles, those needing body or paint work must be kept in resident's garage or removed from the property. Missing hubcaps or other minor defective car parts must be replaced within a reasonable time period or parked in garage. Vehicles found to be leaking fluids must be repaired immediately or removed from the property.

Displaying vehicles for sale on property is strictly prohibited.

Owner / Owner's representative reserves the right to tow any defective vehicle. The vehicle owner will be given 24 hours of said notice, the vehicle will be towed at vehicle owner's expense.

15. Insurance: Resident MUST provide copy of required Renter's Insurance. Insurance MUST remain current at all times. Residents shall always exercise due care to inspect windows, screens and all locks to make sure they are always in good working order and are being used properly to protect all occupants and guests.

16. Noise: Management reserves the right to require any resident to keep doors and windows closed if in our opinion, it is for the safety of the residents, or the noise is excessive or frequently disturbing other residents.

17. Pets: Pets are NOT allowed (even temporarily) anywhere in the apartment community unless we have so authorized in writing. Pets are not permitted in the Gruene Haus or gated pool area at any time.

Certified Service Animals of disabled persons are permitted

The Augusta at Gruene requires the following items for a pet to be authorized to be in the community:

- a. A signed TAA Animal Addendum with current vaccination records and a recent photograph. A pet deposit of \$250-\$350, plus a one-time non-refundable pet fee of \$150.00. All deposits and fees must be paid prior to move in.
- b. In addition, resident will be charged monthly pet rent of \$10.00 to be paid with monthly apartment rental payment.
- c. Certain breed restrictions apply.
- d. All pets must be inside litter box trained or house broken.
- e. Pets are NOT permitted to roam freely about the premises. They MUST be kept on a leash at all times, NEVER to be tied up to any fixture outside of your apartment including your patio.
- f. Pets may not be left unattended outside your dwelling unit and are NOT to be kept / kenneled in your attached garage.
- g. Waste disposal bags are provided for your convenience at waste stations attached to dumpster locations. Waste must be removed immediately and discarded inside the dumpster.

*Any violation of these policies will result in a **\$50.00** fine. Resident will be required to remove pet from premises after three violations. *

19. Flower Beds: Residents are NOT permitted to plant in flower beds or garden areas. Residents must put all personal planting in flowerpots.

20. Residents experiencing an after-hours Emergency such as; a leak that cannot be reasonably contained, A/C or heat not working, please dial the main office **830.643.1000** our after-hours answering service will address your call. A maintenance technician will be dispatched if your emergency meets criteria.

RESIDENT ACKNOWLEDGEMENT OF TERMS AND CONDITIONS.

This signed agreement becomes part of the Lease or Rental agreement between the undersigned and The Augusta at Gruene apartments.

I have read and understand the community policies and I understand that this addendum is to become a part of the original lease agreement signed between all parties.

Resident:_____ Date:_____

Resident:_____ Date:_____