

June 18, 2010

NAME:  
ADDRESS:

Greetings from Dual Real Estate Services, LLC,

In case you have not been notified by now, we have been hired by the owner of this property to take care of all the property management needs at this time. All questions or matters concerning the property or any payments should be directed to our office at this time.

Please see the following pages for further answers on frequently asked questions, how to submit payments online or through the mail, how to submit maintenance requests, and other similar items.

We look forward to taking care of all of your needs and making your stay in your home as pleasant as possible.

Dual Real Estate Services  
PO Box 840997  
Houston, Tx. 77284-0997  
713-205-2652  
[Management@dualrealestate.com](mailto:Management@dualrealestate.com)  
[www.DualRealEstate.com](http://www.DualRealEstate.com)

### **When is my rent due and where can I pay my rent?**

Rent is due on the 1st of each month and is considered late on the 3rd. Late fees are applied to all payments that are received in our office after the start of business on the 4th. Post mark by the post office does count as received date.

You will need to register via the website [www.dualrealestate.com](http://www.dualrealestate.com) and click on tenant login.

You will be redirected to our software provider's secure encrypted website.

It will read Dual Real Estate Services at the top and there will be a log in box.

At the bottom of that box it says in small print: "Haven't registered yet?"

Then just below that is a link that says 'Register Now.'

Click the 'Register Now' link.

You will then be taken to Register for PropertyWeb page.

It asks for your email address. This will also be your username.

Then it asks for your Property/Unit. You CANNOT leave this blank. You need to enter your address street name and unit number if you have one.

Then it will ask your name. Please use the name that is on your lease.

It will also ask for your phone number. It must be formatted XXX-XXX-XXXX

Once all of this is complete, click the Register button. You will then be taken back to the login screen and a blue banner will come up that states, " Thank you for registering. An email has been sent to YOUR EMAIL ADDRESS with login information.

The email will come within minutes but your account will not activate for approximately 36 Hours. Each request must be manually verified and cross connected for your security. After 24 to 36 hours you may go back and log in with your temporary password that was emailed to you.

You will need to change your password upon login for the first time. The system requires a password of a certain length and character requirements; much like a financial institution or bank.

This is how you will pay your rent. Once you are able to logon there is a make a payment link. This is where you will submit payments.

You will also make requests for repair via the work order system. You will also see the lease info we have and be able to update your contact info as needed. You will also see an up to date lease register showing your account status, updated in near real time.

PLEASE REGISTER! Do it now! It can be very helpful for you!

or mail to:

Dual Real Estate Services  
Rent processing department  
P.O. Box 840997  
Houston, Texas 77284-0997

The Dual Real Estate Services office is open Monday through Friday from 9:00 AM to 5:30 PM.

When paying rent please be sure the envelope is properly labeled with the name ON THE LEASE and the property you are renting.

AGAIN - Please specify your rental address in the memo field of your check.

#### **What are acceptable forms of rent payment?**

Acceptable forms of rent payment are personal checks (from a tenant), Cashier's Checks or Money Orders. We are unable to accept cash at this time. Rent payments may also be paid online or by automatic debit.

#### **How do I make a request for a maintenance problem?**

All maintenance requests must be made through a maintenance request.

You can submit a Maintenance Request online on our website at [www.dualrealestate.com](http://www.dualrealestate.com) and through your resident portal online.

You can call our offices 713-205-2652 and dial extension 350

#### **How long should I plan to wait to hear back from someone regarding a maintenance problem?**

In a non-emergency situation, please allow three days. If you have not heard from our office in five days, please email: [management@dualrealestate.com](mailto:management@dualrealestate.com)

#### **In the case of an emergency in my home, what do I do?**

If this is an after hour's emergency, please call our 24 hour emergency line at (713) 205-2652 extension 355 (Examples of emergencies are active water leaking, flooding, fire, gas odors etc. Items such as dishwasher problems or a burner out or air conditioner not working are not considered emergencies.

\*\*For FIRE, GAS, POLICE or Natural Disasters, call 911 FIRST! Also, call the police or other authorities for any noise complaints, break-ins or any other suspicious activity you see around your residence.\*\*

### **What am I responsible for maintaining in my home?**

You are responsible for maintaining heating/air conditioning filters. They should be changed monthly, especially during the summer months. This will both cool your house better AND lower your electric bill. Fresh smoke detector and CO2 detector batteries are needed at all times. This may mean changing them at least twice each year or more frequently as needed. Light bulbs that are easily accessible also need to be maintained by the residents. In most situations, yard maintenance may be required. Please refer to your individual residential lease.

### **Do I need approval to paint or change something in the home I am renting?**

Any and all changes or modifications to the property must be requested in writing to Dual Real Estate Services - Property Management Division for approval before any changes are made.

### **Do I need renter's insurance?**

As Tenants / Renters you are not homeowners, but you still have exposure to many of the same types of losses. That is why there is a special type of homeowner's insurance called tenant's or renter's insurance. Landlord's / Owner's insurance does not cover tenant for personal loss or liability.

First and foremost, tenants should be aware their personal property is not covered by the landlord's insurance policy. Tenants are responsible for obtaining insurance for their personal property if they want to be covered in the event of fire, theft, or other type of loss.

### **At home or away...**

These are other types of loss that renter's insurance protects against include, in addition to fire and theft, a range of other losses or perils. A significant benefit is that renter's insurance covers personal property whether that property is damaged or stolen in the tenant's own rental unit or in another location.

### **Weather or not...**

In most policies, renter's insurance provides coverage for damage caused by windstorms, hail, explosions, vandalism, a riot or civil disturbance, and even a volcano! It's important to note damage caused by earthquake or flood must be purchased separately with an endorsement to the renter's policy or an additional policy.

### **Category Limits for valuables...**

Like other types of homeowner's insurance, a renter's policy also limits coverage for some categories of personal property, such as jewelry, furs, silverware and other types of valuables. Tenants should check with their insurance agent to find out what other categories may have limited coverage under their renter's insurance policy. If the value of their property in any of those categories exceeds the limit, tenants may be able to increase the coverage for the specific category on their renter's policy, or insure those items separately. (If they choose to insure

or schedule their valuable items separately, they may receive broader coverage and lower deductibles on those items.)

**Liability coverage why tenants need it ...**

In addition to coverage for their personal property, a renter's policy also provides liability coverage. Tenants may wonder why they need liability coverage when the landlord's policy has it. The answer is simple: because the landlord's insurance only covers landlord liability. It doesn't cover the tenant's liability. Renter's insurance covers the tenant's liability up to a set limit, as long as the tenant did not intentionally cause the loss. Liability coverage isn't just limited to damage to others or others' property that occurs inside the tenant's residence. It also covers legal defense expenses and the renter's liability outside the home.

**What happens if I need to move before the end of my lease?**

Please refer to your copy of your residential lease. Contact your property manager as soon as possible to discuss this situation in detail.

**What do I do if I need to move out?**

It is required that you provide 30 days notice in writing to Dual Real Estate Services – Property Management Division . The Notice to Vacate must be received in the office 30 days before the end of the month (typically by the 1st). You can mail this notice or scan a signed copy and email it. You may also fax your notice to 713-589-9199.

**What happens if only one roommate wants to move out?**

Contact your property manager directly for the necessary forms to remove one roommate from the lease paperwork and/or have a new roommate added. Your property manager will discuss the roommate transfer fee as well as the procedures for handling the security deposit.

**TIPS ON AC SYSTEM USE:**

CHANGE YOUR AIR FILTER!!! Monthly during the summer! This will cool your home better and lower your electric bill! NEVER, EVER REMOVE THE FILTER!! This can cause your home to not cool as well, dirty the coil, and possibly damage the system.

Your home AC does not work like your car AC. It does not blow any colder the lower you set the number. A home AC blows as cold as it can for as long as it takes to reach the number on the thermostat. In the heat of summer, it will likely never get to 70 during the day and may not even get to 75 or 77. Set the thermostat to your desired comfort level and leave it alone. Any problems with the AC system should be directed to the maintenance department and is NOT an emergency, although we do know it is quite urgent and will address it as quickly as possible. 713-205-2652 Ext. 350