



We are pleased that you have chosen our property as your new home. Please take the time to review the following Welcome Packet. The following pages contain handy hints and helpful information; this is NOT a legal binding document. Please take time to review the following frequently asked questions.

**HOURS:**

Monday- Friday: 8-5  
First Saturday of  
every month: 9-12

**PHONE NUMBER:**

254-771-2228

**FAX NUMBER:**

254-771-0728

**LOCATION:**

3144 South 5<sup>th</sup> St  
Temple, TX 76502

**WEBSITE:**

[www.lvrmtg.com](http://www.lvrmtg.com)

**EMAIL:**

[rentals@lvrmtg.com](mailto:rentals@lvrmtg.com)

**MONTHLY RENT:**

Rent can be paid in person by check, cashier's check, credit card, or debit card through our website, or money order, or can be dropped off in our conveniently located drop box on the side of our office. Payments need to be made out to LVR Management. All payments made after hours will be processed by the last business day. Payments can be made online through our website <https://www.lvrmtg.com/> for a small fee of 3.5%. If you pay by check and it returns as NSF, you will be charged \$35 and will no longer be eligible to pay with checks.

**WHAT IF MY RENT IS LATE?**

Your rent is due and expected on or before the 3rd of every month as specified in your lease. Payment not received on time will be subject to a late fee. Our rental late fees begin at \$40 on the 4th of the month, every day that rent is late past the 4th is an extra \$10. It is important that rent payments are paid promptly. Remember that chronic late payments may result in legal measures that may lead to your eviction.

**WHY DO I NEED RENTERS' INSURANCE?**

Under most circumstances, the landlord is not responsible for your personal property. It is important to have renter's insurance to cover your belongings in the event of an unforeseen disaster. This type of insurance is inexpensive, easy to set up, and well worth it. You can provide a copy to the office if you choose.

**MAIL:**

If your property uses clusters mailboxes take your lease to the local USPS office, and they will give you a key to your mailbox.

**WHAT IF I AM HAVING PROBLEM OR CONCERN WITH MY NEIGHBOR?**

It is important to be civil with your neighbors. If you have a problem or concern with a neighbor, it is usually best to try to resolve the issue amongst yourselves. Refrain from getting into an altercation or verbal arguments. If issues are unable to be resolved, feel free to call Temple PD at **254-298-5500** or Belton PD at **254-933-5840**. If you feel that the issue is of immediate concern, please call **911**.

**WHAT DO I DO IF I LOSE MY KEY?**

It is important that you take care of your keys to your property. If you find yourself locked out of your home or in need of a replacement key call us at **254-771-2228** or email us at [rentals@lvrmtg.com](mailto:rentals@lvrmtg.com). If this occurs there will be a \$40 fee for unlocking the door. If you need your door rekeyed there will be a \$50 charge, \$40 trip fee, and \$10 rekeying fee. You are not allowed to change your locks, there is no exception.

**YARD CARE:**

Yard care is the maintenance and upkeep of your lawn, shrubbery, bushes, flowers, gardens, trees, rocks, or other landscaping and foliage on your property. If you live in one of our subdivision's we will provide lawncare as a free service through LVR. You are not paying for lawncare as part of your rent; therefore, it is not guaranteed that the lawn crew will be out in a timely manner. If the lawn crew is unable to mow your lawn they will provide a notice as to why. The lawn crew will not return to work on your yard until their next scheduled time. Reasons for not mowing can include, but is not limited to a yard with:

- Unrestrained animals
- Excessive animal feces
- Locked gate
- Debris
- Trampoline
- Pool

You are responsible for watering your lawn a minimum of 15 minutes, 3 times a week. Please consult LVR before any trimming or removal of any shrubbery, bushes, flowers, and trees.

If LVR is required to mow your lawn due to a city of Temple or Belton violation you will be charged a fee.

**PEST CONTROL:**

Pest control is the tenant's responsibility. You are free to use any company you would like, we recommend using **Hoelscher Pest Control**; you can request service through their website, <https://hoelscherpestcontrol.com/>, or call them at **254-771-2091**.

**TRASH:**

All trash must be put in the proper receptacle and left in the designated receptacle area. This means that no trash should be left on porches, lawns, driveways, or in a garage. If you fail to properly dispose of your trash a fine of \$20 will be given if LVR is required to dispose of your trash. If the city of Temple or Belton sends a trash violation you will be charged a higher fee. If you have any questions about the trash schedule or to access trash bins, please contact the city of Temple at **254-298-5616** or the city of Belton at **254-939-5800**.

**HOW DO I HANDLE REPAIRS THAT MAY BE NEEDED?**

First, you must notify us of any repairs, no matter how minor they may seem. When first moving in this will be done through your inventory condition form; you will have 5 days to fill out the form and return it. If you fail to return the form in 5 days we will not accept it. The form can be brought into the office and turned in or it can be dropped in our drop box that is conveniently located on the side of the building. You can fill out a maintenance request online at <https://www.lvrmtg.com/maintenance-request/> or call us at **254-771-2228**.

Maintenance requests can be done at the maintenance crew's earliest convenience or can be scheduled for Monday through Friday between 8 AM to 12 PM or 1 PM to 4 PM. If the maintenance crew is unable gain access to your home to complete the request, you will be charged a \$40 trip fee.

The responsibility of the repair fee will be determined by the terms of your lease. Please be aware that all repairs will be prioritized, and emergencies will be handled first. Make sure that all repairs are reported in a timely manner. Remember that an ignored repair may become a large project, therefore possibly subjecting you to a large expense. Any repair which goes unreported, thereby causing further damage to the leased premises or that of a neighboring tenant, may be construed as a nuisance and will be handled as such. This type of neglect will incur further charges to your account and may change the liability of repair and subsequent repairs. We must have access to the leased premises to perform any repairs or maintenance. All repairs must be handled by our maintenance team, we will not pay for any repairs that you have done on your own.

**WHEN MOVING IN:**

When moving in it is of the utmost importance that you locate and know how to operate, use, or turn off your:

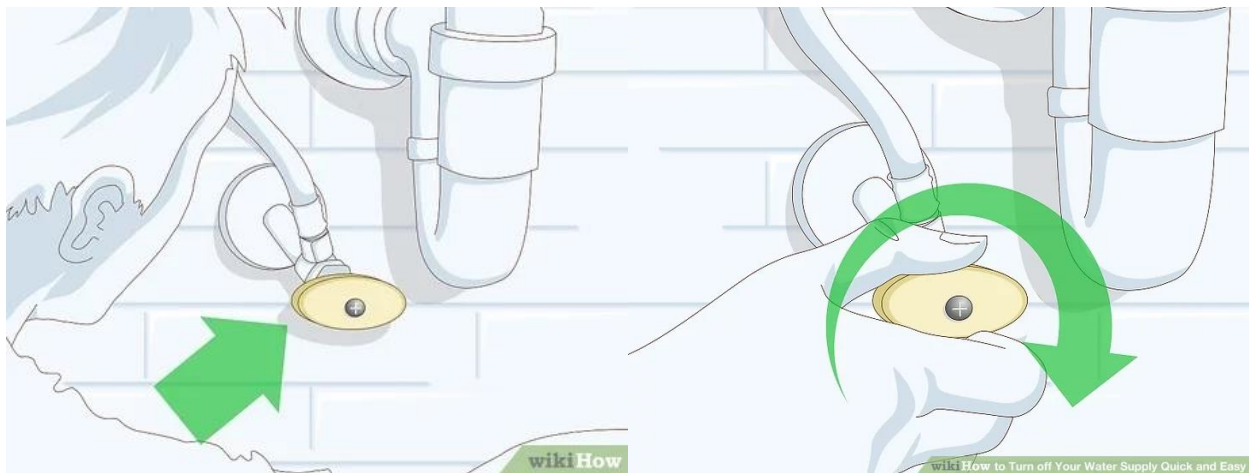
- Main waterline
- Waterline to toilets, sinks, and showers
- Sprinkler box
- Main gas line
- Breaker box
- Air conditioning unit
- Smoke detectors

**MAINTENANCE EMERGENCIES (AFTER NORMAL BUSINESS HOURS):****WHAT CONSTITUTES A MAINTENANCE EMERGENCY?**

A maintenance emergency is a condition that if not repaired promptly could: cause injury, threaten health, or cause serious property damage. Examples of this are: fire, broken gas line or leak, broken waterline or flooding, no heat in the winter no air conditioning in the summer, or being locked out.

**WHAT TO DO IF THESE EMERGENCIES OCCUR:****WATER CONTINUOUSLY RUNNING:**

Locate the water valve attached to the sink, toilet, or shower and turn it all the way off. Do not attempt to turn the water back on. If you have an extra sink, toilet, or shower call us during our normal business hours at **254-771-2228**. If you do not have an extra sink, toilet or shower call us after hours at **254-771-2228** for an emergency repair.

**HVAC NOT COOLING:**

It is important that you immediately turn off your air conditioning unit. We are not able to work on the unit until it is completely thawed. Do not attempt to turn the air conditioner back on after thawing, this can lead to the air conditioner freezing up again. Once, it has thawed fill out a maintenance request online at <https://www.lvrngt.com/maintenance-request/> or call us at **254-771-2228** to put in a maintenance request. If it is after hours and over 80 ° Fahrenheit outside call us at **254-771-2228** for a maintenance emergency request.

**HVAC NOT HEATING:**

If this occurs during normal business hours fill out a maintenance request online at <https://www.lvrngt.com/maintenance-request/> or call us at **254-771-2228** to put in a maintenance request. If it is after hours and under 50 ° Fahrenheit outside call us at **254-771-2228** for a maintenance emergency request.

**FIRE:**

Attempt to put out the fire if it seems safe enough to do. If you are not able to put out the fire immediately vacate the premises. If you live in a duplex, you need to alert your neighbor. Call **911** then, call us at **254-771-2228**.

**LEAKING ROOF:**

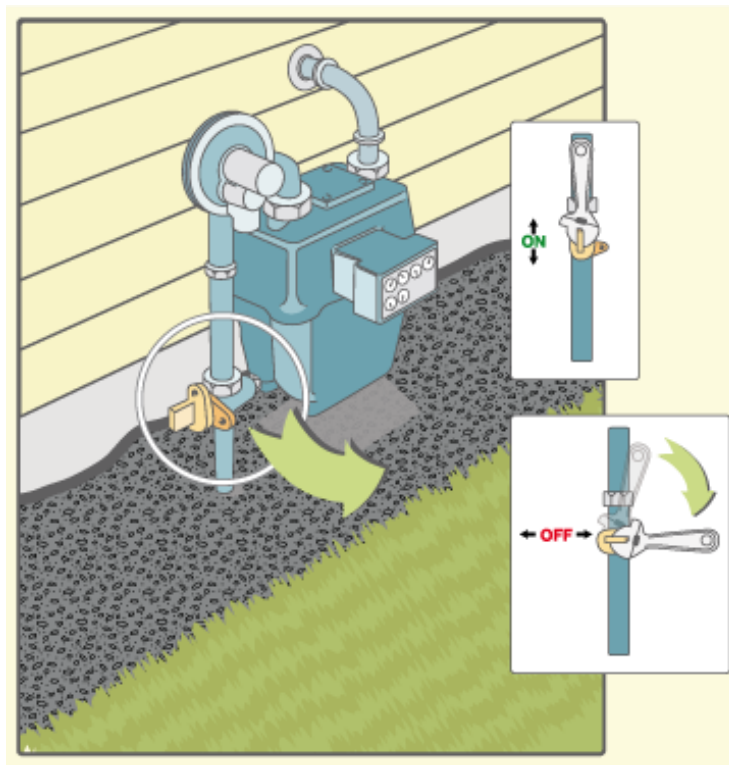
Immediately call us at **254-771-2228**. Clean up the standing water. Place a bucket under the leak to catch the water. If you live in a duplex, you must alert your neighbor of the situation.

**CARBON MONOXIDE DETECTION:**

Immediately vacate the premises. Call **911**, then call us at **254-771-2228**. Do not attempt to reenter the premises or stand by any open doors or windows. If you live in a duplex, you must alert your neighbor of the situation.

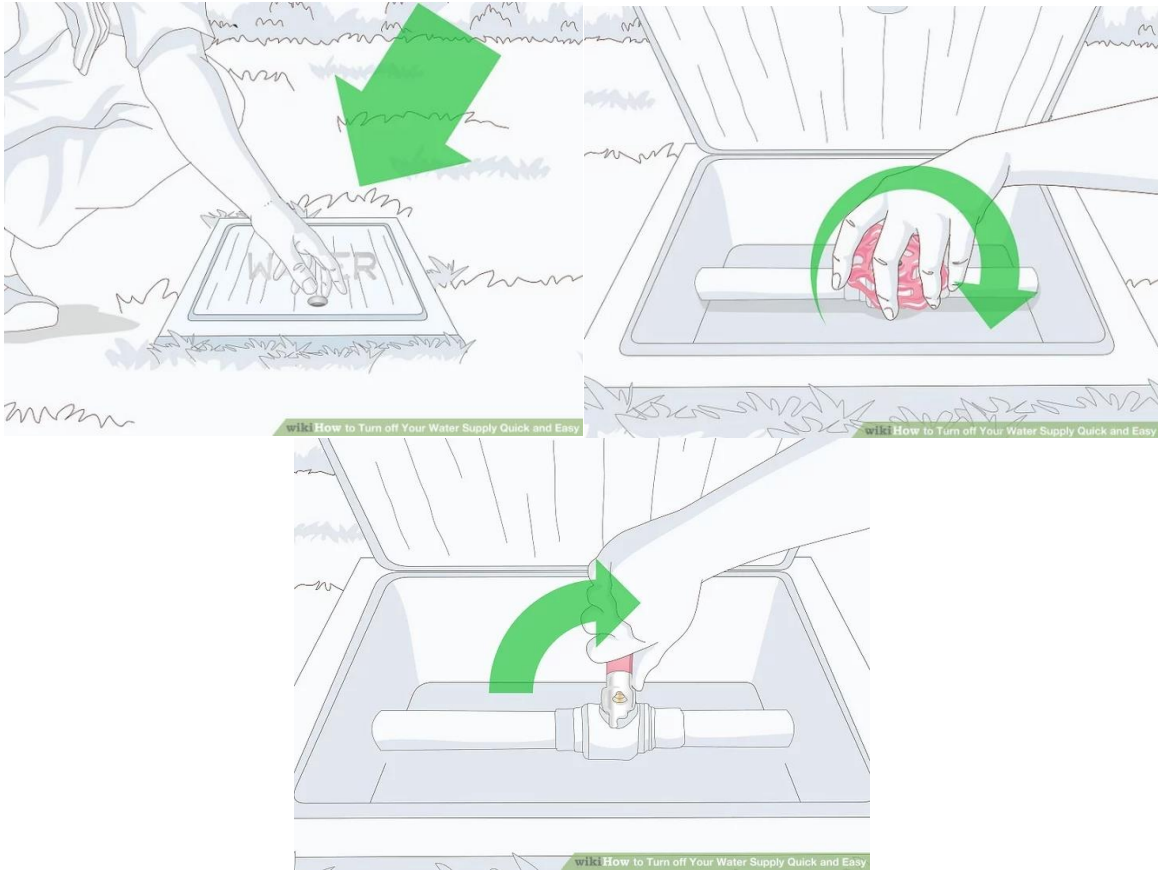
**GAS LEAK OR SMELL OF GAS:**

Immediately vacate the premises. Locate the main gas valve and turn it off. Do not attempt to turn it back on. Call us at **254-771-2228** for a maintenance emergency request. If you live in a duplex, you must alert your neighbor of the situation.



**BROKEN WATERLINE OR FLOODING:**

Locate the main waterline to the house and turn it off. Call us immediately at **254-771-2228**. After doing so unplug all items in the area and turn off the power to the electrical outlets in the area. Attempt to remove all water from the flooded area. Turn on all fans and open any cabinets, doors, or items that the water touched. Do not attempt to turn the water back on. If you live in a duplex, you must alert your neighbor of the situation.



**SEWER BACK UP:**

Locate the main waterline to the house and turn it off. Call us immediately at **254-771-2228**. After doing so, unplug all items in the area and turn off the power to the electrical outlets in the area. Do not attempt to turn the water back on. If you live in a duplex, you must alert your neighbor of the situation.

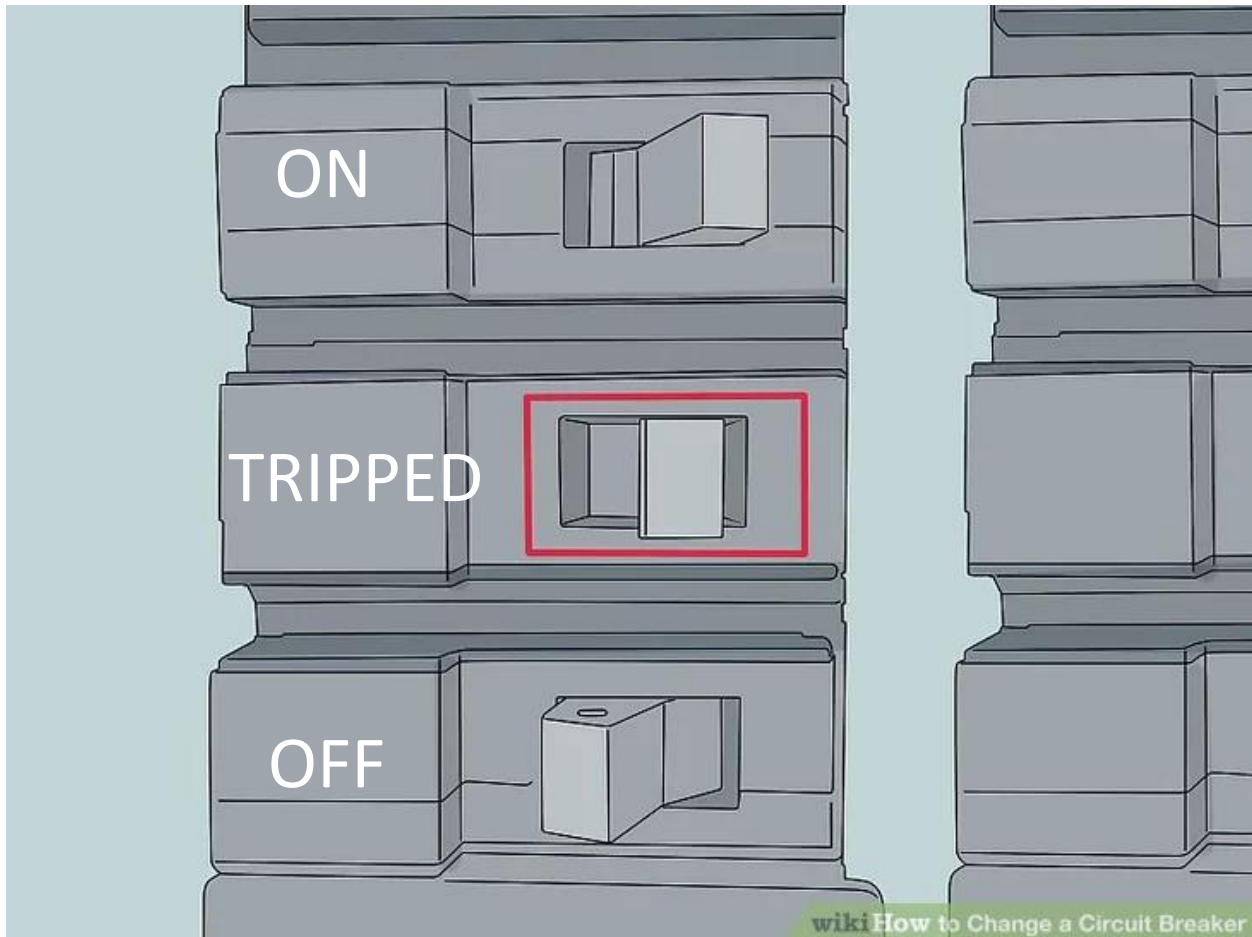
**YOU MAY FEEL THAT THESE ARE CONSIDERED EMERGENCYS, BUT IN FACT ARE NOT:**

- No hot water for a short period of time
- Clogged or backed up toilets or drains, if you have more than one toilet, shower, or sink
- Noise complaints or security issues
- Parking issues
- Minor leaks that can be handled in the morning
- Appliance issues

It is unnecessary to call after hours about these issues.

**LOSS OF POWER (ENTIRE HOUSE, APPLIANCE, ELECTRICAL OUTLETS):**

If you lose power, have an appliance or electrical outlet stop working an easy way to attempt to fix the problem is to check your circuit breaker box and look for tripped or off circuit breaker switch. If the switch is tripped, push it all the way to OFF, then back to ON, if it is OFF, switch it to ON. If this does not turn your power back on contact your electric company. If this does not turn back on your appliance or electrical outlet, or if it continues to trip fill out a maintenance request online at <https://www.lvrmt.com/maintenance-request/> or call us at **254-771-2228** to put in a maintenance request.



**WATER AND ELECTRIC EMERGENCIES:**

**NO ELECTRICITY:**

Call your electric company.

TXU: **1-855-750-0899**

Reliant: **1-866-222-7100**

Direct: **1-855-856-1287**

Stream: **1-877-369-8150**

Ambit: **1-877-282-6248**

**NO WATER:**

Call the Temple water department at **254-298-5616**. Call the Belton water department at **254-939-5800**.

**CAN I MAKE CHANGES OR IMPROVEMENTS TO THE PROPERTY?**

We often welcome your improvements to your residence and yard. We ask kindly that you check with us before making any changes. Changes or improvements to your home must be documents and most will receive verbal approval. However, some changes or alterations to the property will require written consent.

It is important to read the lease thoroughly and ask questions about anything that you may not understand. Below are some additional important guidelines to follow:

- It is important to keep the leased property in a clean, sanitary, and safe condition.
- Please make sure that the trash is disposed of correctly to avoid any pest control problems.
- Make sure to check the batteries in the smoke detectors, periodically, to ensure the safety of your family.

- Candles are not recommended therefore, please be careful not to leave a lit candle unattended.
- Do not give or loan your key to anyone not listed on the lease.
- Air filters need to be changed every 30 days for maximum HVAC performance.
- Be considerate of your neighbors.

We want you to be happy in your new home and welcome any suggestions. Please feel free to contact us with any questions or concerns regarding your home.

We appreciate having you as one of our tenants and hope that you will enjoy your new home.

**THE STAFF AT LVR MANAGEMENT**