



1218 E. Yandell St, Suite 105 El Paso, TX 79902
OFFICE NUMBER: 915-247-6447
www.5StarRentalsElPaso.com

MOVE-IN INSTRUCTIONS

5 STAR REAL ESTATE wants their tenants to have a smooth move-in experience when entering their commercial or residential property.

Follow the instructions below and this will assist you in negotiating the stressful task of moving into your new residence.

- **Initial Payment** is due on or before move in. This will include security deposit, pet fees, and first month's rent (or prorated rent if applicable). A money order or cashier's check should be made out to "5 Star Rental Trust". We will not accept cash or personal checks. You may also pay online through the tenant portal 4 business days prior to move in.
- **Electricity: EL PASO ELECTRIC** at 915-543-5970 must be notified to transfer Service into your name at least 24 hours prior to move-in. Please obtain your new account # and provide to us for verification. (If applicable)
- **Gas: The Texas Gas Service** at 1-800-700-2443 must be notified to transfer service into your name at least 24 hours prior to move-in. Please obtain your new account # and provide to us for verification. (If applicable)
- **Water: El Paso Water Utilities** at 915-594-5500 must be notified to transfer service into your name at least 24 hours prior to move-in. Please obtain your new account # and provide to us for verification. (If applicable)
- **Trash: El Paso Water Utilities** at 915-594-5500 must be notified to transfer service into your name at least 24 hours prior to move-in. Please obtain your new account # and provide to us for verification. (If applicable)
- **Rent** is due on the 1st of the month. Rent can be paid through your personal portal. You will not be billed or a notice to pay, if the payment is not received by the 4th you will be assessed a late fee as set forth in your lease agreement.
- **Keys** will be given to you at move in upon receipt of payment.
- **Emergencies** are to be reported to the management company at 915-247-6447. When you move in please be aware of the location of the water turn off valve (if applicable) and breaker box.
- **Inventory Condition Form** is included in this packet. Please fill this out indicating any noticeable deficiencies in the rental and return to us within 7 days.
- **Work Orders: Repairs** must be in writing through your personal portal. If you have technical difficulties please call 915-247-6447.
- **Mailbox keys** must be obtained from your local post office. (If applicable)



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Tenant is responsible for the following:

- Yard care (if not mentioned in the lease), minor trimming, pruning & weeding beds
- Testing and changing batteries in smoke detectors and/or carbon monoxide detectors
- Changing all inoperable light bulbs and fluorescent tubes in easily accessible light fixtures
- Change Refrigerated air filter every one - two months
- Change furnace filters while in use every month (if home has evaporative cooler)
- Clean all inside and outside dryer vents & house vents
- Pest control
- Inside & outside window cleaning
- Tenant is responsible for all maintenance of water softener and water purification systems (if applicable).
- Drain stoppage (clogging) when caused by tenant. Do not put potato peelings, onion skins, or artichoke trimmings through the disposal. Any other food placed in the disposal must have water running through the drain for at least 10 seconds after grinding. This carries the food out to the main sewer.
- Payment of rent or other charges as determined by lease and addendum.
- Do not use the drop-in cleaners in the tank of the toilet. This will destroy the rubber in the fittings. The type that clip to the bowl edge are best.
- No foreign items are to be flushed away. This includes: baby wipes, tampons, diapers, paper towels, dental floss, clumping kitty litter, etc. These items will clog the drain and you will be charged for the repairs.

This is only a partial list; please refer to your lease and addendums for clarification.

5 STAR REAL ESTATE has an approved vendor list for most of your maintenance and cleaning needs. Please contact our office if you need a referral.



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Wear & Tear Vs. Damages

Addenda

Normal Wear and Tear and Damage: security deposit(s) can be used to repair damage for which the tenant is responsible. The landlord cannot apply the security deposit to normal wear and tear.

The question is: What's the difference?

Normal wear and tear includes deterioration of the premises that occurs during normal conditions. For example: paint may fade, electrical switches may wear out and break, pull strings on blinds may fray or break, carpet and tile may wear down. These things happen even if the tenant cleans regularly and cares for the premises reasonably. Damage that occurs from unreasonable use or accidents can include: extreme buildup of dirt, mold, etc., stains on carpets, and broken windows. Even unintentional alterations to the premises are considered damage. For example, the tenant cannot leave large holes in the walls from shelving or hanging pictures, and cannot repaint the walls to significantly change the color. If a tenant moves out, the tenant should do so only with the landlord's written permission.

The tenant should inspect the premises thoroughly and note all problems in writing on an inspection check list. Both the tenant and the landlord need to sign and date the list. At the end of the lease, the tenant should again inspect the premises with the landlord present, discuss any damage with the landlord, and check any problems found against the move-in check list.

The following incomplete list is intended as a guide to reasonable interpretation of the differences between expected wear and tear from normal residential use and irresponsible or intentional actions that cause damage to a landlord's property.



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Wear & Tear

Worn out Keys
Loose or stubborn door lock
Loose hinges or handles on doors
Worn and dirty carpeting
Carpet seam unglued
Scuffed up wood floors
Linoleum worn thin
Worn countertop
Stain on ceiling from rain or bad plumbing
Plaster cracks from settling
Faded, chipped or cracked paint
Loose wallpaper
Balky drapery rod
Faded curtains and drapes
Heat blistered blinds
Dirty window or door screens
Sticky window
Loose or inoperable faucet handle
Toilet runs or wobbles
Urine odor around toilet
Closet bi-fold door off track

Damages

Lost Keys
Broken or missing locks
Damage to a door from forced entry
Torn, stained or burned carpeting
Rust or oil stains on carpet
Badly scratched or gouged wood floors
Linoleum with tears or holes
Burns and cuts in countertop
Stain on ceiling from overflowed tub
Holes in walls from kids or carelessness
Unapproved (bad) tenant paint job
Ripped or marked-up wallpaper
Broken drapery rod
Torn or missing curtains and drapes
Blinds with bent slats
Torn or missing screens
Broken window
Broken or missing faucet handle
Broken toilet seat or tank top
Urine or pet odor throughout unit
Damaged or missing bi-fold door