



2309 Rio Grande, Austin TX 78705
512-542-0050 office 512-323-2855 facsimile
maintenance@uthomesearch.com

Dear Residents,

The staff of Active Property Management would like to take this opportunity to say welcome to your new home! We look forward to assisting you with your housing needs throughout the next term. Our office consists of Property Manager Autumn Leal, Maintenance Supervisor Jarod Poteet, Accountant Christie Risheberger, Lead Maintenance Technician Demecio Coj, Maintenance Technician Chris Saldivar, and Maintenance Technician Ramsey Devilbiss.

Our office is located at 2309 Rio Grande, Austin TX 78705. Our main number is (512) 542-0050 (follow prompts for after hours maintenance emergencies), and fax number is (512) 323-2855. Office hours are 9am – 5pm, Monday - Friday. For after hour's convenience, a drop box is located on the porch of our office (attached to the building). Please contact Active Property Management with any tenancy questions or needs ~ Uptown Realty will not act as landlord during your residency with us.

Please remember that your contract requires the following throughout the lease term:

- You must pay by one check or draft. Multiple checks for one rent payment are not permitted.
- You will owe a prorated rent amount for your second month of tenancy. Please refer to your lease contract for amount due.
- Rent is due on the 1st, late on the 4th. Late fees accrue until rent is paid in full. Late fees will be strictly enforced. (If mailing rent, it must be postmarked by the due date.)
- All tenants are jointly responsible for the lease. (E.G., if one person is late on rent, all are late. If one person is in violation of the contract, all are in violation.)
- You are responsible for the actions of all guests and invitees at all times.
- If your property requires a parking permit, the permit must be displayed in full view as designed at all times. If you fail to display the permit in full view, your vehicle is subject to towing at vehicle owner's expense.
- All non-emergency maintenance requests must be in writing. You may email your requests to maintenance@uthomesearch.com, fax a request to 512-323-2855, or drop off a request.
- You have 3 days to return your move in condition form once keys are distributed. If applicable, you will receive a mail key when this form is returned. Don't forget to change your mailing address online (<http://www.usps.com/>) or at the local post office!
- You are required by contract to replace air filters monthly. Without doing so, you will cause defective operation of the system, and in some cases, complete system failure.
- Enclosed is a resident information form in case contact information has changed. Please return if applicable.
- To setup electric, water, wastewater, or trash services, you will need to call City of Austin, 494-9400.
- To setup gas services, you will need to call Texas Gas Service, 1-800-700-2443.
- For all other City of Austin information, you may dial 311 or 974-2000, 24/7.
- If you would like a copy of your lease contract, please send a request to receptionist@uthomesearch.com. Please allow no less than 14 business days to process your request, and a copy will be sent to you via PDF.

If you have any questions please feel free to contact us, and we will do our very best to serve you.
Good luck with your move and all your future endeavors!

Sincerely,

The Staff of Active Property Management ☺
autumn@uthomesearch.com,
maintenance@uthomesearch.com, christine@uthomesearch.com