

RESIDENT  
*guide*

**CAMILLO**  
PROPERTIES

RESIDENT  
*guide*



*you.*

SIMPLY



*you.*



Welcome to your Camillo home!  
We are so happy that you have chosen to settle in with us. This guide will introduce you to our community and give you pro tips for everything from paying rent easily online, to submitting maintenance requests and renewing your lease!

SIMPLY  
*home.*

SIMPLY  
*online.*

## YOUR ONLINE ALL ACCESS PASS

The Resident Portal is your online all-access pass to living in a Camillo Properties community and communicating with your dedicated team!

Here are just a few things you can do within your online portal:

- Submit a maintenance request
- Pay your rent online
- Find your lease documents
- Review troubleshooting guides



< SCAN THE QR CODE  
TO GET STARTED





## MAINTENANCE REQUESTS

We inspect and prepare each Camillo Properties home just for you! However, when issues arise, we want to help you get them solved as quickly and easily as possible.

Follow these steps::

1. Troubleshoot the issue first (scan the QR code below for our troubleshooting guide).
2. Please submit your request through the Resident Portal.

We will contact you within 3 business days to schedule the service call. An adult of at least 18 years of age must be home. Service calls are conducted Monday-Friday during regular business hours.



< CAMILLO PROPERTIES  
TROUBLESHOOTING GUIDE



## IN CASE OF EMERGENCY

In a life-threatening emergency, please immediately call 911. An emergency is considered a hazardous or dangerous issue, that if not addressed immediately, could damage you or your family's welfare or the property itself.

Examples include (but are not limited to)

- Plumbing leak or clog inside, causing the area to flood
- Whole home power outage
- Water outage
- Heat malfunction when cooler than 50° F outside
- Air conditioning malfunction when warmer than 90° F outside
- Gas leak – Strong smell

For after hours emergencies, please call **281.566.5055**

For a home break-in, please call the police immediately, then please call us.



< SCAN FOR  
EMERGENCY SERVICES

YOUR  
CONCERN.  
OUR  
CONCERN.

SIMPLY  
*fixed.*



# A CUT ABOVE

SIMPLY  
*rooted*

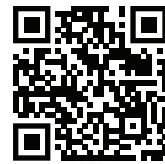
## LAWNS & LANDSCAPING

Lawn mowing and edging is a service provided to all residents!

On the day your lawn is scheduled to be serviced, be sure to have both your pets secure and belongings picked up.

While we take care of the lawns, we ask that you maintain the following:

- Flower beds and mulch
- Tree and hedge trimmings
- Sprinkler system settings (if included on your home)



< SCAN FOR  
MOWING SCHEDULE



## PETS

Adding a new four-legged family member? Congratulations! Please keep in mind, all pets must be documented on your lease.

The best way to do this is to :

- Contact your dedicated property management team to inform of the needed change to your lease



< SCAN THE QR CODE  
TO EMAIL THE PROPERTY  
MANAGEMENT TEAM

SIMPLY  
*pawsome.*







# COMMUNITY GUIDELINES

We want you to love your community and neighbors!

Here are a few tips on our Community Guidelines:

- All vehicles should be parked in the driveway or garage, never in the grass.
- Keep trash cans out of sight.
- Trailers, commercial vehicles, boats, RVs or off-road vehicles are not allowed to be parked in our communities.
- Grills and other outdoor cookers should be kept at least 10 feet away from the home when in use.

SIMPLY  
*together*

- Portable recreational and playground equipment, including basketball goals, may be placed in front of your residence while in use. They may not be located where they would block traffic or visibility on either the streets or the sidewalks.
- To comply with community standards, front yards should appear neat, uncluttered, and maintained.
- Do not remove smoke detectors
- Pets must be walked on a leash and pet waste must be disposed of properly.
- Failure to comply with this guidelines, may be subject to fines



SCAN  
TO CONTACT  
OUR PROPERTY  
MANAGEMENT  
TEAM WITH ANY  
QUESTIONS!

“I love, love, love, Camillo Properties! I have been staying with them for almost 3 years now, and I have had the best experience ever. If it wasn't for them during the pandemic, I don't know where I would be.”





## RESIDENT BENEFITS

We have partnered with some of the best companies to provide you with the best services!



< SCAN TO VISIT AND LEARN MORE ABOUT HOW YOU CAN BENEFIT BY BEING A CAMILLO RESIDENT!



## RESIDENT REFERRALS

At Camillo Properties we consider you a part of our family and we would love to have your friends and family join us! When you refer a friend or family member to Camillo Properties and they become a resident, you get \$50! Click here for full details on how to qualify.



< SCAN FOR FULL DETAILS ON HOW TO QUALIFY



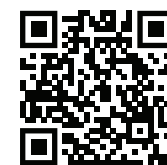
## RENEWALS

We hope you are enjoying your experience with Camillo Properties and would love for you to stay! We will reach out to you 90 days prior to lease ending with more details.



## NOTICE TO VACATE

We are sad to see you go but wish you the best! Please go to your portal and select the notice to vacate option.



< SCAN FOR OUR MOVE OUT CHECKLIST



SIMPLY *easy.*



“My fiancée and I lived in an apartment for several years and decided we wanted to get a house with a yard for our four-legged son. Renting was the only option for us so we went online and tried to find a house for rent. After seeing a couple of Camillo’s homes, we knew we wanted to rent with them.”

# CAMILLO PROPERTIES

Camillo Properties was started in 2012, with the mission to create a place for you to call home, by building and serving communities that provide value and ease for our family of residents. Our aim is to simplify the renting process and make your experience seamless.

SIMPLY  
*family.*





SIMPLY  
*home.*

*you.*

**CAMILLO**  
PROPERTIES



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PROPERTIES

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888.764.6801

CAMILLOPROPERTIES.COM

RESIDENT  
*guide*